



**FACTORS THAT AFFECT EMPLOYEE RETENTION  
IN WISMA FELCRA BERHAD**

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BANDARAYA MELAKA**

**JANUARY 2019**

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**Submitted in Partial Fulfilment of the  
Requirement for the  
Bachelor of Business Administration with Honours (Human Resource  
Management)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TECHNOLOGY MARA  
BANDARAYA MELAKA**

**JANUARY 2019**

## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Nur E'zzati Aqila Binti Khair, (I/C Number: 950417-06-5686).

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
- This project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

JANUARY 2019

The Head of Program  
Bachelor of Business Administration (Hons) Human Resources Management  
Faculty of Business Management  
Universiti Teknologi Mara (UiTM)  
Kampus Bandaraya Melaka  
Off Jalan Hang Tuah  
75300 Melaka

Dear Sir/Madam

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “Factors That Affect Employee Retention in Wisma Felcra Berhad in Setapak Jaya, Kuala Lumpur” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara (UiTM).

Thank you.

Sincerely,

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(Nur E'zzati Aqila Binti Khair)

2016686478

## ABSTRACT

Employees are an organization's most valuable assets. Their importance for organizations is not only the need to attract the best talent, but also the need to retain them for the long term. This paper focused to identify factors that affect employee retention. This research examined the following key factors to employee retention closely: training and development, compensation and work-life balance. The problem statement for this study, such as the cost loss associate with turnover for organization, employees feel stress to cope with the new thing, feel discomfort and displeasure with their work and employee will generate negative outcome in organization. Besides that, for the total population in this study consist 588 employees. Therefore, the researcher had distributed 265 questionnaires to the 265 of the respondents. In this case, it because the researcher believe that to reach 265 number of respondents is possible to do so and only 225 valid questionnaires been return back. The data collected was processed using Statistical Package for Social Science (SPSS) version 20. The data were analyzed using Descriptive, Pearson correlation and multiple regressions analysis. Therefore, the results from this study revealed that there is a positive and significant relationship between training and development and work-life balance and employee retention. However, the relationship between compensation and employee retention was found negative and not significant. The results also indicated that there are many other factors that can contribute to employee retention which are not included in this research. The sample study is only limited to the employees that are working at Wisma FELCRA Berhad.

*Keywords: Employee Retention, Training and Development, Compensation and Work-life Balance*