



**FACTORS THAT CONTRIBUTE TO TURNOVER
INTENTION AMONG NON EXECUTIVE LEVEL
EMPLOYEES AT MALAYSIA AIRPORT NIAGA, SEPANG**

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

NOVEMBER 2010

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**Submitted in Partial Fulfillment
of the Requirement for the
Bachelor of Business Administration
(Hons) Human Resource**

**FACULTY OF BUSINESS MANAGEMENT
UITM, KAMPUS BANDARAYA MELAKA**

NOVEMBER 2010



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“DECLARATION OF ORIGINAL WORK”

I, AMIRA NUR BT MD ISA, I/C NUMBER 870413-01-5438

Hereby, declare that,

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

Signature:

Date: 3 November 2010

LETTER OF SUBMISSION

3 November 2010

The Head of Program
Bachelor of Business Administration (Hons) (Human Resource)
Faculty of Business Management
Universiti Teknologi Mara,
Kampus Bandaraya Melaka,
Melaka.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "Factors That Contribute to Turnover Intention among Non Executive Level Employees at Malaysia Airport Niaga, Sepang" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara

Thank you

Yours sincerely

AMIRA NUR BT MD ISA
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ABSTRACT

Employees are the most valuable asset in any organization. Organizations invest a lot on their employees in terms of induction and training, developing, maintaining and retaining them in their organization. Therefore, managers at all costs must minimize employee's turnover. This research examines the relationship between three factors of turnover intention which are task orientation, generation differentials and psychological contract among non executive level employees at Malaysia Airport Niaga Sdn Bhd, Sepang. In addition, the study also attempts to determine the differences in the turnover intention based on demographic variables (age and tenure). The study also hypothesized that there are significant differences in the turnover intention of employees at Malaysia Airport Niaga Sdn Bhd, Sepang at different age and length of service; and there is a dominant factor influencing turnover intention among employees in the organization. Three research instruments were used to obtain data: a questionnaire, interview and observation. A total of 50 respondents were randomly selected as the sample of study and data was analyzed by "Statistical Package for Social Science" (SPSS Window) Version 17.0. Task orientation and generation differentials demonstrate the strongest relationship. These findings show that the related factors should have given attention to retain employees in the organization. Some suggestions have been recommended for the organization to be more efficient. Thus, this research will contribute significantly to organizations wanting to encourage workers to be committed and continue their service with them in this organization.