



**“A STUDY ON FACTOR INFLUENCES EMPLOYEE
TURNOVER TOWARD SKALI WEB SERVICES”**

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NOVEMBER 2010

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, Mohd Hidzir bin Mohd Hairani, (I/C Number:871013055291)

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 degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: 8th November 2010

LETTER OF SUBMISSION

8th November 2010

The Head of Program
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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A Study on Factors Influencing Employee Turnover at Skali Web Services" to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank You.

Yours sincerely,

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ABSTRACT

Turn over one of the problem that occur in organization which affect not only the employees performance, but also the performance of the organization itself in term of productivity, production as well as services. The main objective of this research is to determine the factors that contribute to employee turnover at the SKALI WEB SERVICES. Besides, researcher also identifies the main factors which affect employee turnover plus the relationship between the factors towards employee turnover. The factors are job/employee satisfaction, organization performance and job related/stress. Researcher used questionnaire as a main instrumental in data collection method. Next, data that have been collected, will be analyzed through frequency, percentage, mean and Pearson Correlation. In general, the results of this research show that factor Job/employee satisfaction is the most influence toward employee turnover. This followed by the factors of organization performance and job related/stress.

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