



**FACTORS INFLUENCING EMPLOYEE RETENTION AMONG
WORKERS IN KPJ BANDAR MAHARANI SPECIALIST HOSPITAL**

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**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES)
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JULY 2019

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

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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 distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF SUBMISSION

JULY 2019

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Dear Sir,

SUBMISSION OF PROJECT PAPER (BM 243)

Attached is the project paper titled **FACTORS INFLUENCING EMPLOYEE RETENTION AMONG WORKERS IN KPJ BANDAR MAHARANI SPECIALIST HOSPITAL** to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you,

Yours sincerely,

(AZRUL AMRI BIN ROSINI)

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Bachelor of Business Administration

(Hons) Human Resources

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ABSTRACT

The main objective for this study is to measure the factors influencing employee retention among workers in KPJ Bandar Maharani. The employee retention element is formed under three main dimensions which are teamwork, trust and loyalty, and perceived organizational support. Meanwhile, the dependent variable to be measured under this concept is employees' retention. Then, the researcher's sampling design is non-probability sampling which is convenience sampling method with 150 questionnaires were distributed to the employees within the given time period. Data were collected and evidences are being processed by using Statistical Package for Social Science (SPSS) program. The findings analysis includes descriptive analysis, reliability testing, correlation and multiple regression analysis. The outcome of multiple regression analysis showed that teamwork is the only item that has a positive significant impact on employee retention while the other two, trust in organization and perceived organizational support are not significant. Recommendation and direction for future studies were discussed in this study.

Keywords: Employee retention, teamwork, trust and loyalty, and perceived organizational support.