



RELATIONSHIP BETWEEN JOB STRESS, WORK ENGAGEMENT, JOB
SATISFACTION, ORGANIZATION COMMITMENT AND EMPLOYEES' TURNOVER
INTENTION IN RETAIL AND CONSUMER PRODUCT INDUSTRY IN MELAKA.

NUR FARHANA BINTI HAMIDUN

2016686638

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA

July 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 Farhana binti Hamidun, (I/C Number: 950108-06-5498)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being currently 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:

Nur Farhana binti Hamidun

LETTER OF SUBMISSION

Madam Noorain binti Nordin

Lecturer of UiTM Melaka City Campus

Faculty of Business Management

Universiti Teknologi MARA

110, Off Jalan Hang Tuah

75300, Melaka.

Dear Madam Noorain binti Nordin,

SUBMISSION OF PROJECT PAPER (HRM 672)

Enclosed here is the project paper entitled “**Relationship between job stress, work engagement, job satisfaction, organization commitment and employees’ turnover intention in retail and consumer products in Melaka**” to fulfil the requirement as needed by the faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

Nur Farhana binti Hamidun

2016686638

TABLE OF CONTENT

	CONTENT	PAGE
	TITLE PAGE	i
	LETTER OF DECLARATION	ii
	LETTER OF SUBMISSION	iii
	ACKNOWLEDGEMENT	iv
	TABLE OF CONTENT	v-vii
	LIST OF TABLES	viii
	LIST OF FIGURES	ix
	LIST OF ABBREVIATIONS	x
	ABSTRACT	xi
CHAPTER 1	INTRODUCTION	1
	1.1 Background of Study	2-5
	1.2 Problem Statement	5-8
	1.3 Research Questions	8-9
	1.4 Research Objectives	9
	1.5 Hypothesis	10
	1.6 Significance of Study	10-11
	1.6.1 Manager	
	1.6.2 The Researcher	
	1.6.3 The Future Researcher	
	1.7 Scope of Study	12
	1.8 Limitation of Study	12-13
	1.9 Definition of Terms	14-15
CHAPTER 2	LITERATURE REVIEW	16
	2.1 Introduction	16
	2.2 Turnover Intention	16-19
	2.3 Job Stress	19-21
	2.3.1 Relationship Job Stress and Turnover Intention	21-22
	2.4 Work Engagement	22-24

ABSTRACT

Employees' turnover gives negative impact to Human Resource Managers in all organization. This caused Human Resource Manager needs to consider the cost for hiring the new employees in order to replace the previous employees. To avoid the unwanted issues regarding the employees' turnover, HR manager need to know and investigate the factors that influencing the employees to leave the organization before find the solution how to retain the employees in the organization itself. Therefore, in this study, the researcher decides to investigate the relationship between job stress, work engagement, job satisfaction and organization commitment towards employees' turnover intention in retail and consumer products in Melaka. The researcher had examined four factor which included job stress, work engagement, job satisfaction and organization commitment as independent variables. In order to obtain the result, the researcher used SPSS Based on the finding that the researcher obtained, the most significant factor is job stress.