



**RELATIONSHIP BETWEEN JOB STRESS, WORK OVERLOAD, WORK
ENVIRONMENT, AND EMPLOYEES TURNOVER INTENTION :
A CASE STUDY OF PHILEA RESORT & SPA, AYER KEROH, MELAKA**

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WITH HONOURS (MARKETING)

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MELAKA

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BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, NURMALINDA BINTI HISHAM , (I/C Number: 930823-04-5068)

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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 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.

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Date: _____

Date: _____

LETTER OF SUBMISSION

23rd June 2016

The Head of Program

Bachelor of Business Administration (Hons) Marketing

Faculty of Business Management

Universiti Teknologi MARA

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper tittle “**RELATIONSHIP BETWEEN JOB STRESS, WORK OVERLOAD, WORK ENVIRONMENT, AND EMPLOYEES TURNOVER INTENTION : A CASE STUDY OF PHILEA RESORT & SPA, AYER KEROH, MELAKA**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely

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and to everyone who has involved directly or indirectly in the making of this research also to others who have made this possible.

Thank you very much.

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ABSTRACT

This research study has been conducted at Philea Resort & Spa, Ayer Keroh, Melaka. This research is a study on “Relationship Between Job Stress, Work Overload, Work Environment, And Employees Turnover Intention: A Case Study Of Philea Resort & Spa, Ayer Keroh, Melaka”. The main objective of this study is to determine the relationship between job stress, work overload and work environment towards employees’ turnover intention at Philea Resort & Spa, Ayer Keroh, Melaka. The researchers has adopted the descriptive research in order to conduct the study on the regarding issue. The researchers sampling design is the probability sampling which is the Simple Random Sampling Technique and 108 questionnaires were distributed to the employees at Philea Resort & Spa, Ayer Keroh, Melaka. These employees are the permanent local staffs at Philea Resort & Spa, Ayer Keroh, Melaka which refer to the target population of this study. The questionnaires were distributed according to the number of staff of respective departments during lunch hours. The researchers also adopt Scientific Program of Social Science (SPSS) application to analyze the data that is gathered throughout the research process in order to obtain accurate answer for the questions. From the finding it can be conclude that there is a relationship of job stress and work overload between employees turnover intention at Philea Resort & Spa, Ayer Keroh, Melaka whereas there is no correlation between working environment and employees turnover intention