



**RELATIONSHIP BETWEEN OCCUPATIONAL STRESS AND TURNOVER
INTENTION AMONG EMPLOYEES IN A PLASTIC MANUFACTURING
COMPANY
(GUPPY PLASTICS INDUSTRIES SDN. BHD.)**

SITI NUR SALBIAH BINTI MAT ANUWAR

2014827732

NOR SYAZWANIE BINTI JAMAHARI

2013196017

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JUNE 2016

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

We, Siti Nur Salbiah binti Mat Anuwar, (I/C Number: 930302-02-5256) and Nor Syazwanie binti Jamahari, (I/C Number: 931012-03-5354)

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 our independent work and investigation, except where otherwise stated.
- All verbatim extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signatures:

Siti Nur Salbiah binti Mat Anuwar

Nor Syazwanie binti Jamahari

Date: _____

LETTER OF SUBMISSION

June 2016

The Head of Program
Bachelor of Business Administration (Hons) Human Resources Management
Faculty of Business Management
Universiti Teknologi MARA (UiTM)
Kampus Bandaraya Melaka
Off Jalan Hang Tuah
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “Relationship between Occupational Stress and Turnover Intention among Employees in a Plastic Manufacturing Company (Guppy Plastics Industries Sdn. Bhd.)” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you,

Sincerely,

(Siti Nur Salbiah binti Mat Anuwar)
2014827732

(Nor Syazwanie binti Jamahari)
2013196017

TABLE OF CONTENT

DECLARATION OF ORIGINAL WORK	i
LETTER OF SUBMISSION	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	ix
ABSTRACT	x
CHAPTER 1: INTRODUCTION	1
1.0. Introduction	1
1.1. Background of study	1
1.2. Background of company	3
1.3. Problem statement	4
1.4. Research questions	6
1.5. Research objectives	6
1.6. Significant of the study	7
1.6.1. Employers	7
1.6.2. Employees	7
1.6.3. Future research	8
1.7. Scope of study	8
1.8. Definition of terms	9
1.8.1. Turnover Intention	9
1.8.2. Occupational Stress	9
1.8.3. Role conflict	9
1.8.4. Work Overload	9
1.8.5. Working Environment	9
1.9. Conclusion	10

ABSTRACT

Turnover had been the greatest concern on the global company nowadays despite their competitiveness in retaining their best human capital to sustain their business. Turnover is defined as employees leave the organization intentionally where it should include plan and desire to quit. The occupational stress is the major factor that contributes to turnover intention due to employees that cannot cope with the stressor at work would experience intention to quit. Therefore, the purpose of this research is to investigate the relationship between role conflict, work overload and working environment toward turnover intention and to identify the most influential occupational stress factors toward turnover intention at Guppy Plastics Industries Sdn Bhd. This research is a quantitative research which used the self-administered questionnaire as instruments to collect data. The data had been collected from 93% of 118 respondents which withdrawn from the total 167 element of population by using simple random sampling method. The data collected is then evaluated by using Statistical Package for the Social Science (SPSS) Version 20 Software. Thus, Pearson Correlation analysis indicates that there is positive significant relationship between role conflict and work overload toward turnover intention, however, there is no negative significant relationship between working environment and turnover intention. While, regression analysis revealed that the most influential occupational stress factor toward turnover intention is role conflict.