



**JOB TURNOVER AMONG WORKERS IN GIANT  
HYPERMARKET PLENTONG**

**ROZANA BINTI OTHMAN  
2007281864**

**BACHELOR OF BUSINESS ADMINISTRATION WITH  
HONORS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA CITY CAMPUS**

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## LETTER OF SUBMISSION

April 20, 2009

En. Nurazree Bin Mahmud

Faculty of Business Management

Universiti Teknologi MARA

Melaka City Campus

Melaka Bandaraya Bersejarah.

Dear Sir,

### **SUBMISSION OF RESEARCH PAPER**

Attached is the project paper titled “**JOB TURNOVER AMONG WORKERS IN GIANT HYPERMARKET PLENTONG**” to fulfill the requirement as needed by the faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

**ROZANA BINTI OTHMAN**

2007281864

Bachelor of Business Administration with Honors (Human Resource Management)

## DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH  
HONORS (MARKETING)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA CITY CAMPUS**

I, ROZANA BINTI OTHMAN, (I/C Number : 861004-30-5042)

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 and 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: \_\_\_\_\_

## **ABSTRACT**

Using insights from the relevant literature and recent empirical data, this research investigates the job turnover in Retail Company in the case of GCH Retail (M) Sdn Bhd or well known as Giant Hypermarket in Plentong, Johor Bahru. This research proposes a mechanism of the determinants the job turnover in Giant Hypermarket Plentong which translates into individual decisions to quit. The strongest factors that bring to job turnover in Giant Hypermarket Plentong were identified which are external business environment, job satisfaction and role conflict. . With all this factors, Giant Hypermarket Plentong will continuously facing increasing in job turnover and the number of turnover are creating fear.

Descriptive research is used in designing this research. Secondary data and primary data are used for the study. The turnover situation in Giant Hypermarket Plentong is being observed and 60 questionnaires are being distributed to the staff as respondent in order to gain the real opinion of the job turnover situation in this company. Furthermore, Exit Interview data also was collected and 20 staff have been interview to support the ideas of job turnover from resigned workers and illustrated the real causes or factors that lead to job turnover in Giant Hypermarket Plentong.

This finding focuses on whether the all determinants are really impact on job turnover towards Giant Hypermarket Plentong. From the analysis, Giant Hypermarket Plentong can reduce the problem by do some modification on their company management by providing more comfortable workplace for their staff and also improve the work facilities in order to cope with new technology revolution and other competitors to make the workers stay longer in this company. In addition, Giant Hypermarket Plentong also

should improve the quality standard of working environment and the level of job satisfaction among workers to ensure the job turnover problem in Giant Hypermarket Plentong will reduce more into safety level.

Furthermore, revision by Human Resource team on Salary and benefit package that have been given to their staff also need to be done by improving the package to attract their workers become loyal and stay more longer with this company. This research also illustrates the importance for managers understand the extent to which turnover decisions can be prevented. Hopefully, it helps the company to improve their performance in futures.