

**CLEARANCE FOR SUBMISSION OF APPLIED RESEARCH PROJECT BY
THE SUPERVISOR**

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Title : Factor Affecting Employee Turnover Intention
in The Hotel Industry at Sungai Petani, Kedah

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I have reviewed the final and complete applied research project and approve the submission of this report for evaluation.



(Dr Azlyn Ahmad Zawawi)

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter discussed the forms and includes about the introduction of the research and it provides general explanation and overview of the entire research process. Furthermore, this research begins with mainly focuses and analyses about factor affecting employee turnover intention in the hotel industry at Sungai Petani. This chapter discussed the background of the study, problem statement, research objectives, research questions, significance of the study, scope of the study, definition of terms, limitations of the study and summary of this first chapter.

1.2 Background of Study

The proposed study is turnover has become the most common issues in the workplace nowadays. It has increased greatly from time to time and this does not exclude Malaysia. In Malaysia, half of the aggregate turnover rate of the tourism industry is contributed by hoteliers (Saad, Yahya and Pangil, 2012). Numerous researchers have contemplated the significances which conceivably have constrained an employee into a leaving choice. This is trailed by assessing other workplaces which will prompt the goal of searching for different opportunities (Lee, 1988). Regularly, turnover cost influences the organization (Connolly and Connolly, 1991; Tracey and Hinkin, 2008).

Subsequently, labor turnover has become a serious problem for the hotel industry mostly because of its reliance on the “human factor” and cost affects the organization (Tracey & Hinkin, 2008). Turnover will cause the loss of high efficiency and capable employees and thus negatively affect the relationship between the organization and its customers (Allen et al., 2010). Other than that, employees’ turnover choices are regularly reflected and assumed with regard to their existing job situation (Albattat & Mat Som, 2013). This may be attributed to the low-wage and low-investment equilibrium dominating this industry. Albattat et al, (2013) agree that turnover becomes a problem with all works but considered thoughtful with effect to the service sector.