

THE RELATIONSHIP BETWEEN HUMAN RESOURCE
MANAGEMENT PRACTICES AND EMPLOYEE TURNOVER
INTENTION AMONG SUPPORT STAFF AT *INSTITUT
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CHAPTER 1

INTRODUCTION

This chapter provides the introduction of this study and includes sections such as background of the study, problem statement, research objectives and research questions. This chapter will also discuss the significance of the study, limitations of the study and the definition of terms.

Background of the Study

Nowadays, the employee turnover intention occurs as it has the interrelation with the implementation of Human Resource Management (HRM) practices in an organization. According to Imna and Hassan (2015), the influence of HRM practices on employee turnover intention is an important study in the fields of HR management. The performance and productivity of the organization could not be realized without the employee's contribution and support. The employee plays the major role in an organization because their contribution and commitment will increase the performance and productivity of the organization. According to Ajagbe, Long, and Perumal, (2012), it is important for HR managers to overcome employees' turnover intention. Hee, Lien, Liang, Ali, Manap and Lailee (2018) stated that the organizations with the best HRM practices generally understand the importance of managing talent and turnover intention. This is to reduce the possibility that the organization will lose their talented, knowledgeable, experienced and good employees.

Training and development have been categorized as an important factor to retain employees in an organization as it makes employees become more capable experts in their fields, thereby will leading them to continue their career path in the same field. Furthermore, the fresh graduates become acquainted with the duties and responsibilities of their new position when management focuses on the training and development (Sinniah & Kamil, 2017).

The performance appraisal is important as it plays a formal review of employee performance which can be the main indicator for employees to choose their career for long term. Otherwise, it can use to motivate the employees to stay longer and become loyal to the company (Sinniah & Kamil, 2017).

Compensation and benefits refers to the cumulative monetary and non-monetary rewards that have paid to the employees in return for their efforts in an organization (Fahim, 2018). Based on Long and Perumal, (2014), the human resources department can use a compensation strategy to strengthen the strategic and business strategy of the organization by enhancing individual performance which may in turn negate turnover by managing the compensation and benefits through organizational pay.

Turnover is the major problem that most organizations in the developing countries are facing. According to Sinniah and Kamil (2017), turnover intention is an employee's decision to leave an organization voluntarily. Besides, Choi, Lee, Wan, Jusoh (2012), stated that the turnover intention can be either voluntary or involuntary. Meanwhile, voluntary turnover is about a progression where an employee making decision on staying or leaving the organization (Wells and Peachey, 2010). Voluntary turnover is a main problem for organizations in several Asian countries such as South Korea, Malaysia, Singapore and Taiwan (Sinniah & Kamil, 2017). According to Wen, Huey, Li, Ying and Kee (2013), explained that the involuntary turnover refers to