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**FACTORS THAT INFLUENCE TURNOVER AMONG  
EMPLOYEES: A SURVEY AT THE PEARL KUALA  
LUMPUR**

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**JANUARY 2020**

## **ABSTRACT**

This study investigates the relationships between workload and interpersonal relationship and communication with employee turnover. A survey conducted among 126 employees working at The Pearl Kuala Lumpur (TPKL) hotel. The data was analyzed by using regression analysis technique and the results obtained show that one out of two independent variables, workload have a significant relationship with employee turnover. Meanwhile, another independent variable which is interpersonal relationship and communication in employment had no significant relationship with employee turnover. This study had been crucial as for organization to understand how the workload and interpersonal relationship and communication in employment affects the employee turnover and several recommendations were stated for the practitioners in overcome the issue of employee turnover by acknowledging the importance of all variables.

## **ACKNOWLEDGEMENT**

In the name of Allah S.W.T. the most merciful, I am the student of Bachelor of Business Administration (Hons.) Human Resource Management (BM243), had finished my final year project paper entitled “FACTORS THAT INFLUENCE TURNOVER AMONG EMPLOYEES: A SURVEY AT THE PEARL KUALA LUMPUR”. The completion of this study could not have been possible without the participation and assistance of so many people whose names may not all be mentioned.

In completing this study, there are so many limitations that I, myself had to face. Instead of gaining more knowledge and experience, I had improved my skills from the study. In addition, I managed to finish this research in the given time and learnt to be more discipline as I always being assisted by the supervisor time by time. Thus, I had acquired my potential and fostered many other skills while conducting this study.

To show my gratitude, I would like to express deep appreciation and gratefulness particularly to my supervisors, Miss Nik Azlina Nik Abdullah and Madam Rozihana Shekh Zain, who always provide guidelines and assisted me in finishing this study. Both of them had spent such efforts and time in assisting and helping me to complete this study.

Other than that, I wanted to thank all those who involved in this study directly or indirectly in terms of moral, financial and physical. Their endless support and understanding help me to be more motivated. Above all, to the Great Almighty, the creator of knowledge and wisdom, thank you for countless love and support. I am very grateful and appreciated all supports.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

Employee turnover is defined as employees that quitting from their organization or work and seeking for other jobs or career actively (Blau, 2007; Haque et al., 2019). Employee turnover is a popular phenomenon in hospitality industry because of the nature of jobs there are 24 hours service and hotel industry were more negatively affected with turnover because the employees are the medium to form and make the services (Haldorai et al., 2019). Furthermore, employee turnover can give negative impact to the organization as it involves costs in human resource process such as recruitment, selection and training and development (Haldorai et al., 2019).

Lee et al. (2017) stated that employee turnover not only interrupts the business performance and operations, but it also gives negative impact on morale of the employee and encourages other employee also leave their job. This problem can continuously increase over the next few years to show and challenge the managers and organization so that they recognize the effects of the turnover towards business performance (Childs et al., 2017; Lee et al., 2017; Marvin, 2019). The loss of an employee results in the loss of human capital; this includes veteran employees that coach or mentor new employees and could cause disruptions in the workplace (Reina et al., 2017).

According to Imran et. al (2013), there are researchers that have studied and supported that workload have a positive relationship with turnover. Workload