



THE RELATIONSHIP BETWEEN HUMAN RESOURCE MANAGEMENT (HRM)
PRACTICES AND TURNOVER INTENTION AMONG SUPPORT STAFF IN LAND
AND SURVEY SARAWAK, SAMARAHAN DIVISION

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ABSTRACT

It has become clear that Human Resource Management (HRM) practices have important implications for employees and it has been confirmed by the past researcher. The purpose of this study is to examine the relationship between HRM practices on turnover intention among the support staff in Land and Survey Sarawak, Samarahan Division. Three types of human resource practices namely training, reward, and performance appraisal have been chosen as the focus of this research. The data was collected through questionnaire. The target population is the support staff and the numbers of the respondents from data that have been collected were 127 out of 140 sample size. The data were analyzed using Statistical Package Social Science (SPSS) version 23.0. It was found that all of the variables positively related to the turnover intention among the support staff in this organization. In addition this study also have been discussed the conclusion and the researcher also suggest a few recommendation for the organizations and for the future researchers. Implications of the findings, potential limitations of the study, and direction for future research are suggested.

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CHAPTER 1

INTRODUCTION

This chapter explained the background of the study, research problems, research objectives and research questions, significance of the study and limitations of the study. This chapter is aimed to provide the answers on the need of conducting this study. Therefore, this study was conducted to examine the Human Resource Management (HRM) practices on turnover intentions among support staff in Land and Survey Sarawak, Samarahan Division.

Background of the Study

In Malaysia, turnover rate among the employees had been increased from time to time. It became a serious issue for an organization. Turnover is defined as the “individual movement across the membership boundary of an organization” (Long & Perumal, 2014; Thwala et al., 2012; Price, 2001). Interestingly unlike actual turnover, turnover intent is not obvious. Intentions are a statement about a specific behavior of interest (Long & Perumal, 2014; Berndt, 1981). Studies have shown that turnover is one of the most investigated phenomena in organizational behavior (Long & Perumal, 2014; Price, 2001). The phenomenon draws interest due to its psychological dimension, its organizational significance and its economic dimension.