



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

The purpose of this study was to examine the relationship between Human Resource Management (HRM) practices and turnover intentions in University Malaysia Sarawak (UNIMAS). This study examines the relationship between training, reward and performance appraisal and turnover intention among support staff in UNIMAS. To answer this study, 100 questionnaires had been distributed to employees at UNIMAS. While, only 86 respondents in UNIMAS that answer the questionnaires with the response rate 86%. The data were analyzing using Statistical Package Social Science (SPSS) version 2.0. Moreover, the finding shown that there was a positive relationship with ($r=.537$, $p<0.05$) between Turnover Intention and Training. There was also a positive relationship between Turnover Intention and Reward with ($r=.419$, $p<0.05$). Then, Turnover Intention and Performance Appraisal shows a positive relationship with ($r=.473$, $p<0.05$). Furthermore, this study also has been discussed the conclusion based on each research questions and developed recommendations for company, employees and future researchers.

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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 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 University Malaysia Sarawak (UNIMAS).

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.