



**EXTERNAL FACTOR CONTRIBUTING TO THE
EMPLOYEE TURNOVER IN PEJABAT SETIAUSAHA
KERAJAAN NEGERI KELANTAN**

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2013

ACKNOWLEDGEMENT

IN THE NAME OF ALLAH , THE MOST GRACIOUS, THE MOST MERCIFUL

First I am grateful to Allah S.W.T for giving me the strength to complete this report successfully

I would like to express my deepest gratitude to chief section. Officers and all other staff member for their excellent guidance, caring, patience and providing me with an excellent environment throughout y industrial training at Pejabat Setiausaha Kerajaan Negeri Kelantan. Special thanks to Encik Mohd Zahari Yaakob who was willing to share his knowledge , answer all my queries in detail and provide me the necessary information about the company.

Deepest gratitude also to my supervisor, Pn Hajjah Mahhani Musa , because without her knowledge, encourage and assistance, the process of completing the researches and also Pn Noorlina Bt Mohammad give me more guide and teach me to finish this research would not have been successful.

In addition, I would like to thank to all the employee at Pejabat Setiausaha Kerajaan Negeri Kelantan especially in Human Resource and Service Management Department because agree to be my respondent to finish this research. Thank of them because spend time to answer the questionnaire although busy with their job..

I also want to thank my family who inspired, encourage and fully supported me for every trial that comes my way in giving me not just financial, but morally and spiritually.I also want to express my gratitude to all people who have given their heart whelming full support in making this industrial training a magnificent experience. I would never have been able to finish my report without the guidance of my supervisors help from staffs and friends and also to my family and others.

TABLE OF CONTENTS

	Page
CHAPTER 1:INTRODUCTION	
1. BACKGROUND OF STUDY	1
2. STATEMENT OF PROBLEM	3
3. RESEARCH OBJECTIVE	3
4. RESEARCH QUESTION	4
5. LIMITATION OF STUDY	5
6. DEFINITION TERMS	5
CHAPTER 2: LITERATURE REVIEW	
7. INTRODUCTION.....	7
8. THEORITICAL FRAMEWORK	11
9. THEORIES RELATED EMPLOYEE TURNOVER	13
CHAPTER 3 : METHODOLOGY	
10. INTRODUCTION.....	15
11. RESEARCH DESIGN.....	15
12. SAMPLING FRAME.....	15
13. POPULATION	16
14. Sampling Technique.....	16
15. Sample Size.....	17
16. Units Analysis.....	17
17. Data Collection Procdures.....	17
18. Instrument.....	19
19. Validity Of Instrument.....	19
20. Data Analysis And Presentation.....	19
CHAPTER 4 : FINDING	
21. INTRODUCTION	22
22 .RESPOND RATE	22
23. DEMOGRAPIC FORMATION RESPONDENT	25
24. PRELIMINARY ALYSIS	27
25. DATA ANALYSIS.....	27
27. NORMALITY TEST	27
28. DESCRIPTIVE STATISTIC.....	29
29. RELIABILITY TEST.....	30
30. CORRELATION	31
31. CONCLUSION	33

CHAPTER 5 : CONCLUSION AND RECOMMENDATION

34. INTRODUCTION	34
35. FINDING	35
36. RECOMMENDATION	38
37. RECOMMENDATION FOR FURTHERRESEARCH.....	40
38. CONCLUSION.....	40
REFERENCES.....	42
APPENDIX A : QUESTIONNAIRE	
APPENDIX B : ANALYSIS OF OUTPUT	

CHAPTER 1

INTRODUCTION

Background of Study

Turnover is the rate at which workers will be replaced by new staff members in an organization. The turnover rate is calculated by dividing the number of resignations by some employees in a given period of time usually a calendar year. Based on past research, he was referring to frequent labor turnover as a state of affairs in an organization in which the employee for reasons best known to them based on their view of personnel policies and practices of an organization resign or leave their job. Workers turn the organization for several reasons. The reasons for this could be other organizations or work related. Managers will be happy to have the same opinion with the perpetrator's decision in higher customer satisfaction, quality improvement, effective succession planning and vast increase in knowledge and learning. (Gberevbie, 2008)

Another the, the past researcher also discusses about the companies witan attractive working environment and retains people, and where people are willing to give their best. This environment is not expensive. In fact, they save money. In most cases, they develop retention and productivity without salary or lot of bonus, and they certainly lowered hiring and training expenses for the new worker.

(Smith , 2011)

Competitive business world today is considered as an important task to handle employee turnover for any organization. Unsurprisingly, people want varieties in their everyday life seek for a new and tough jobs and aim for a good working environment in work place. To give these things to the workers in a way that economic is very difficult and burdensome. But it is also