A STUDY ON RELATIONSHIP BETWEEN WORK STRESS AND TURNOVER INTENTION AMONG STAFF IN MELAKA

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BM243 - BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

BM - FACULTY OF BUSINESS MANAGEMENT

JULY 2017

ACKNOWLEDGEMENT

Firstly, I would like to express my sincere gratitude to my advisor Madam Siti Rohana Bt Daud for the continuous support of my Degree study and related research, for his patience, motivation, and immense knowledge. His guidance helped me in all the time of research and writing of this thesis. I could not have imagined having a better advisor and mentor for my Degree study.

My sincere thanks also go to Ms. Suhana bt Abdullah who provided me an opportunity to join her team as intern, and who gave access to the research facilities. Without her precious support, it would not be possible to conduct this research.

I thank my fellow course mates in for the stimulating discussions, for the sleepless nights we were working together before deadlines, and for all the fun we have had in the last three years. Also, I thank my friends in the UiTM Malacca City Campus. Last but not the least, I would like to thank my family: my parents and to my brothers and sister for supporting me spiritually throughout writing this thesis and my life in general.

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ABSTRACT

Organization nowadays are facing common problem, which is work stress among their employees. The purpose of this study is to identify the factors influencing turnover intention and how employee engagement mediates the relationship between the three independent variables among job stress. Research was conducted based on 120 staff among workers in Melaka. SPSS Statistics was used in this study for data analysis. The findings show that organizational workload, work environment and role conflict is significant negatively related to turnover intention. The result shows that there are relationship between work stress factors with turnover intention. The most influential factors was workload.

This study is beneficial to the organization as the management can have the information about what are the major factor that contribute to work stress among their employees. With that, they can do further actions tha are necessary to overcome this situation in order to ensure an organization's effectiveness. Some of the action were also recommended by the researcher in this study. Further study should focus on similar factors but must be expanded to other workers. With that, we can get a clear picture on work stress among a workers in any industry.