

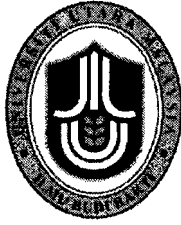
**A STUDY ON THE INFLUENCE OF HUMAN RESOURCES  
PRACTICES ON TURNOVER INTENTION AMONG A  
TELECOMMUNICATION COMPANY EMPLOYEES.**

**A STUDY ON THE INFLUENCE OF HUMAN RESOURCES  
PRACTICES ON TURNOVER INTENTION AMONG A  
TELECOMMUNICATION COMPANY EMPLOYEES.**

**By**

**SUGUNA SINNIAH**

**A thesis submitted to College of Business in partial fulfilment of the  
requirements for the degree Master of Human Resource Management,  
Universiti Utara Malaysia**



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## **Abstract**

While performing their duties in an organization, an employee tied up to a human resource practices which consists of internal career opportunity, training, result oriented appraisals, Employment security, participation and job description to retain in an organization. This research title is aimed to determine the influences of internal career opportunity, training, result oriented appraisals, employment security, participation and job description on turnover intention. The objective of this study is; to understand the influence of the selected human resource practices on turnover intention. A total of 169 questionnaires were distributed to one of the selected Telecommunication company. Data were analyzed using both descriptive and inferential statistical analysis to interpret data. Research findings revealed there was turnover intentions exist among the respondents. Significant values for each element in independent variable which the item of reward such as result oriented appraisal, training, and participation. The higher significant value of independent variables are result oriented appraisal and item benefits,  $0.538 > 0.05$ .

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of the study

An organization's performance and productivity could not be realized without employees support and contribution. Employees are partly responsible for the achievement of organization's goal and strategy. Therefore, the managers should concern on the issue or problems encountered by the employees in the organization. The major problem or issue facing by most of the companies in developed countries is high turnover. Voluntary turnover is a major problem for companies in many Asian countries such as South Korea, Malaysia, Singapore and Taiwan. In a recent forum of Human Resources professionals bodies of Hong Kong, Malaysia and Singapore participants were unanimous in their view that job hopping had become a culture (Naresh; Fern, Tze F. and Budhwar, Pawan S. 2010). "What determine employee turnover?" The answer to this question has great relevance to the individual who may be thinking about quitting a job, and for the manager who is facing lack of employees to lack continuity, the high cost involved in the induction and training of new, and declining organizational productivity (Hemdi & Nasirudin 2006). Turnover intention is defined as an employee's decision to leave an organization voluntarily. When turnover rate increase in an

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