

**EXAMINING THE INFLUENCE OF HUMAN
RESOURCES PRACTICES ON TURNOVER
INTENTION:
A STUDY AMONG HOTEL EMPLOYEES**

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By

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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 organizations performance deeply related with an employee's performance and productivity. Employee's turnover can give the strong impact towards the organizations overall productivity. An organization's productivity being measured by the workforce achieves the production target (Delery& Doty 1996). Various Human Resources Practices being implemented in the industry to retain an employee in an organization. High turnover is a major problem faced by most of the developed countries such as South Korea, Malaysia, Singapore and Taiwan. In a recent forum of Human Resources professional's bodies of Hong Kong, Malaysia and Singapore participants were unanimous in their view that job hopping had become a culture of an organization.

According to Whitener, (2001) turnover intention is defined as an employee's decision to leave an organization voluntarily. When turnover rate increases in an organization, it will reduce its reputation and increase the cost of rehiring new staff. The prospect of getting higher pay elsewhere is one of the most obvious contributors to turnover. This practice can be regularly observed at all levels of the economic ladder, from executives and generously paid professionals in high-stress positions to entry level workers in relatively undemanding jobs.

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