THE IMPACT OF MOTIVATION, JOB SATISFACTION AND TRAINING ON TURNOVER INTENTION IN CIMB

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ABSTRACT

This purpose of this study is to identify factors contributing towards turnover intention among the CIMB Bank employees. The turnover intention can be measured in the aspect of job satisfaction, motivation and training. The survey method was used to collect primary data through the use of questionnaire to the bank employees attached at CIMB employees in Klang valley. Around 160 questionnaires were distributed and 140 questionnaires were successfully collected from the respondents. All the data was gathered from the respondents were analyzed using Statistical Package for Social Science 20.0 versions and using the descriptive and inferential statistics. There are two types of data analysis techniques adapted at this research which is descriptive analysis and inferential analysis techniques. Descriptive analysis technique is used to identify the background of respondents in the aspect of age, gender, marital status, years of experience, current position, and qualification. However inferential analysis is used to determine the correlation relationship between independent variables such as job satisfaction, motivation and training with dependent variable which is turnover intention of CIMB employees in Klang valley. The result of the study shows that there is a high moderate correlation between job satisfaction factor with bank employees’ turnover intention compared to other variables such as motivation and training. This study has played an important role to identify variables or factors contributing towards employees’ turnover intention in CIMB Klang valley and also identified few steps to reduce the problem of turnover intention.

Keywords: Turnover Intention, Job Satisfaction, Motivation and Training
ABSTRAK


Kata Kunci: Niat perolehan kerja, Kepuasan pekerjaan, Latihan, dan Motivasi.
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CHAPTER 1
INTRODUCTION

1.1 Background of studies

According to Jha (2014) employee turnover has always been an issue that has been addressed in organizations. Higher impact of employee turnover may be impacted the productivity of the organizations as well as the profit. Jha (2014) also explained that there is an effect on expenses which related to training for new staff, personnel process and induction, also recruitment and selection. All the above shows that employee will gain the knowledge while doing their job.

Understaffing process demotivate the current staff to work hard which lead to decreased in efficiency and output by the current staff (Hussain and Asif, 2012). Turnover generates a undesirable views among the employees. The employee may lose to have the rights benefits and might become the victim of the “grass looks greener” phenomenon. It is described that turnover intention is substantial to actual abandoning attitude (Jha, 2014). Therefore, in order to maintain the competitive edge and the to capture the loss of important employees, organization need to recognize the factor that lead to turnover intention.

Berry (2010) agress that usually turnover costs include the exit costs such as provisional replacement expenses (e.g., agency fees, lost time, selection, candidate challenging valuation, background checks, interviews, transportable and transfer), (e.g., exit interviews and managerial period), loss of upcoming key talent (i.e., intelligent capital including information, talents and knowledge), missed and lost
The contents of the thesis is for internal user only
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