

**THE RELATIONSHIP BETWEEN HUMAN RESOURCE PRACTICES
AND TURNOVER INTENSION**

By

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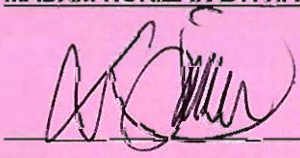
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ABSTRAK

Persaingan yang tinggi di peringkat ekonomi dunia pada masa kini menjadi cabaran hebat kepada organisasi untuk mentadbir dan mengekalkan pekerja terutamanya cabaran dalam mengurangkan niat pusing ganti kerja di kalangan pekerja berprestasi tinggi. Niat pusing ganti kerja merupakan faktor utama ke arah pusing ganti kerja yang sebenar di mana ia boleh mengganggu prestasi sesebuah organisasi. Kajian yang dijalankan oleh penyelidik terdahulu telah membincangkan mengenai penambahbaikan amalan pengurusan sumber manusia dan niat pusing ganti kerja di sesebuah organisasi. Antara kaedah yang dikenalpasti adalah dengan perkembangan amalan pengurusan sumber manusia yang berkesan dan lancar. Objektif kajian ini adalah untuk menyelidik hubungan di antara amalan pengurusan sumber manusia dan niat pusing ganti kerja di International Islamic University Malaysia (IIUM). Kajian ini juga adalah untuk mengesahkan faktor kritikal dalam amalan pengurusan sumber manusia yang menyebabkan pusing ganti kerja di organisasi ini. Kajian ini menggunakan kaedah borang kaji selidik. Data daripada 280 borang kaji selidik yang telah diterima balik oleh penyelidik dianalisis menggunakan perisian 'Statistical Package for Social Science (SPSS) Versi 18. Responden telah dipilih dari jabatan yang mempunyai bilangan kakitangan pentadbiran yang ramai. Hasil kajian mengesahkan bahawa niat pusing ganti kerja mempunyai hubungan yang signifikan dengan amalan pengurusan sumber manusia di IIUM. Hasil kajian ini juga menunjukkan ganjaran dan faedah merupakan faktor utama yang perlu dibuat penambahbaikan bagi mengurangkan niat pusing ganti kerja di organisasi ini.

Keywords: amalan pengurusan sumber manusia, niat pusing ganti kerja, ganjaran dan faedah

ABSTRACT

In today's highly competitive global economy, developing and retaining employees is a major challenge for human resource management especially to reduce turnover among high performers employee. Turnover intention is a key factor that leads to actual turnover which will impact the organization performance. Previous research had discussed on improving of human resource practices and turnover intention in the organization. Among the methods to reduce turnover intention is by enhancing the human resource practices. This study investigated the relationship between human resource practices and turnover intension at local university i.e. International Islamic University Malaysia (IIUM). It is intended to verify the critical human resource practices that highly contributed to employee turnover intention and its organization. Data was analysed using 'Statistical Package for Social Science (SPSS) Version 18 and a total of 280 questionnaires were returned and had been analysed. Respondents was selected using purposive sampling procedure i.e. department with highest administrative staff, in selecting the participants of the study in order to understand the relationship between human resource practices and turnover intention. Results from the analysis had confirmed that there were significant relationship between compensation and benefits and turnover intention in IIUM. The results also confirmed that compensation and benefits was the most important variable to be improved to reduce the turnover intention in the organization.

Keywords: human resource practices, turnover intention, compensation and benefits

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LIST OF ABBREVIATION

IIUM	International Islamic University Malaysia
MSD	Management Services Division
BSC	Balanced Score Card
KESATU	Kesatuan Kakitangan Sokongan Satu
KURNIA	Kesatuan Kakitangan Am
RBF	Retirement Benefit Fund
NRBF	New Retirement Benefit Fund
EPF	Employee Benefit Fund
SPSS	Statistical Package for Social Sciences
MAA	Memorandum of Association
HR	Human Resource

CHAPTER 1

INTRODUCTION

This chapter presented a brief introduction on the variables in this study namely human resource (HR) practices and turnover intention. HR practices included in this study were work environment, training and development, career development and compensation and benefits. Problem statement, research objectives, research questions and significance of the study were explained in the following chapter. Scope and limitation of the study covered the International Islamic University Malaysia (IIUM) employees as respondents and the constraints affecting the study. Lastly, the organization of the study was highlighted. The focus of this study was to examine the relationship between turnover intention and HR practices in IIUM. This study was based on the perspective of the employees of the study area.

1.1 Background of the Study

IIUM was established by the Malaysian government of Malaysian in co-sponsorship with the Organization of the Islamic Conference (OIC) and many other Muslim countries including Egypt, Libya, Pakistan, Maldives, Bangladesh, Saudi Arabia, and Turkey in 1983. The University functions under the direction of a Board of Governors represented by Malaysia as the host country and members of the co-sponsor countries as mentioned above (Aidit, 2009).

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