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| Title of Thesis | The study of retention process of employees in account department in Woodman Shipyard Company: Case of Sarawak Land shipyard SdnBhd |
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ABSTRACT

The retention of human resources has been shown to be momentous to the development and the accomplishment of the organization's goals and objectives. Talent retention is of critical importance for companies shifting from startup to fast growth. Keeping the best people closest to the organization's core competences, leaders said, is important as they must selectively indentify and retain the people who are essential to their "going forward" business model.

The research which was conducted is about the retention process on the account department employees in shipyard company. In this research quantitative method which is questionnaires have been used. There are 30 respondents participant in giving feedback on the questionnaires.

There are 5 important findings need to be concerned are such as Effective HRM on company's performance and the important of retention management, the valued and successful employee will stays forever in their current company, retention factors (reward and recognition), staff motivation factors and performance management.

The recommendation suggested that the management need to have a well planning in designing a rewards and recognition program to reduce turnover rate. The management must

ensure that the pay scale have to revise as well and make sure that employees will get fair paid. An employee's performance appraisal is a key part of the process that affects both retention and development. Career development goals become part of a performance appraisal when the employee and supervisor discuss long-term career goals as part of an annual evaluation. Additionally, employee feedback offered during the appraisal process sheds light on what the employee is seeking in a rewarding career and what it takes to retain him or her So the company must conduct the performance appraisal among the employees once a year. Besides that, ways to improve retention of employees are such as Offer financial rewards, Conduct “stay” interviews and Improve selection process.