



## The Relationship between Employee Attitude Towards Training and Employee Retention in Telecommunication

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### ABSTRACT

The objective of this study is to identify the relationship between employee attitude towards training (accessibility of training, social support for training and benefits of training) and employee retention in the telecommunication industry in Kuching. Eighty employees responded to the self-administered questionnaire. Simple random sampling was used to carry out the study. Data was analysed using Pearson Correlation Coefficient and Multiple Regression. Only social support for training had a significant and positive relationship to retention. Thus, it is recommended that managers and supervisors support employees in attending training as well as provide opportunities for employees to apply what they had learned in training as it will influence retention in the organization.

*Keywords:* Retention; accessibility to training; social support for training; benefits of training

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### BACKGROUND OF STUDY

*Employee retention remains a key* (2015) reported the rate of employee retention in Malaysia is still very low; for example, at 40%. Retention keeps on being a key concern for employers in Malaysia due to the decreasing retention scores, more employees are probably leaving the organization

within two years; now 36% versus 29% in 2012. Essays (2015) stated that the average voluntary turnover rate for Asia-Pacific countries is 10% in 2009. Japan reported the lowest rate with only 5% and India the highest with 13.8%.

The expenses for organizations caused by the employee turnover are increasing, also considering advertising, recruitment, selection, hiring and training. Other than the expenses, there is also a loss of productivity and valuable knowledge. Further explained by Yeong (2005), human resource practices in Malaysia must change and accept the fact that the average turnover for any individual

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