

DETERMINING THE CAUSES AND EFFECTS OF PROJECT MANAGER'S TURNOVER ON PROJECT PERFORMANCE IN PENANG STATE, MALAYSIA

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Abstract

Employee turnover is an unavoidable phenomenon to all industries, and of course, construction industry will be one of it. As noticed, project manager holds important role in a construction project as they may influence the performance of the project. Hence, project management turnover has a significant effect to the organizational and project performance as well. Thus, this study attempts to determine the causes and intention of turnover. A total of 45 questionnaires targeted the project managers of construction companies located in Penang Island, of these only 23 questionnaires were returned, yielding a response rate a 51%. Based on the findings, it can be concluded that factors like job satisfaction, organizational environment, individual development, career motivation has proven to be the causes of turnover. It was also found that project managers' turnover has a significant negative impact and it appears that project time is the most critical aspect whereby the RII value is 0.81. Furthermore, construction phases are appeared as the major phases of turnover occurrences while additional findings of this study was that design & build and management contract procurement system have an influence on turnover that the RII value is 0.067. Lastly, increasing salary and change of management plan are the most effective approaches for minimizing turnover.

Keywords: Causes, Effects, Project Manager, Construction industry, Penang, Malaysia.

JEL classification: L2, L20, L21, L7, L4, L84, L88