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**DETERMINANTS OF NON EXECUTIVE LEVEL WOMEN EMPLOYEE  
TURNOVER INTENTION IN HOSPITALITY INDUSTRY SPECIAL  
REFERENCE TO WESTERN AND SOUTHERN PROVINCE**

*This dissertation is submitted as a partial fulfillment of the degree of bachelor of  
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## ABSTRACT

Hospitality industry is a highly labor-intensive industry, but the high labour turnover is a serious problem within the industry, all around the world. According to the world statistics, it distinguishes that women's employment in hotels is important. But the female employees clear off the job more than male employees. Researcher has identified empirical and knowledge gaps in this context. The objective of this research is to identify the actual determinants that can affect the non-executive level women employee turnover intention in hospitality industry. Research data mainly depends on the primary data collected by the Researchers from 150 Sri Lankan non-executive women employees, who are working at 3-5 star classified hotels in Western and Southern Provinces in Sri Lanka through self-administrated questionnaire. In order to achieve the objective of this research, the researcher conducted exploratory factor analysis method (EFA), and found that the determinants stimulate the higher non-executive women employee turnover intention in hospitality industry. This study evident that employee satisfaction, organizational commitment, organizational support, carrier advancement, work load, work environment and socio-cultural perception are the main determinants of the turnover intention of the non-executive women employees. Further, based on the determinants, researcher recommends increasing satisfaction, flexible supervision and policies, increasing performances via training sessions and performance appraisal, providing a safety environment and better facilities, giving opportunities to make their future path a success and flexible work load, responsibilities and working hours, arranging carrier guidance programmes and CSR activities to change the image and perception of hospitality industry in the society.

***Keywords: Determinants, Women employees, Turnover intention, Hospitality industry***