



**IMPACT OF THE EMPLOYEE'S JOB
STRESS ON TURNOVER INTENTION
IN THE HOTEL SECTOR
(WITH REFERENCE TO KANDY DISTRICT)**

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ABSTRACT

Impact of the employee's job stress on turnover intention in the hotel sector

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Hospitality, Tourism and Event Management

Hoteliers are under a great deal of stress and due to many antecedents of stress such as Overload, Role ambiguity, Role conflict, Responsibility for people, participation, Lack of feedback, keeping up with rapid technical change. In addition to this some recent factors such as innovative role, career development, Organizational structure and climate contribute stress among hotel employees. One of the effected outcomes of stress is on turnover intention (International labour organization 2001). In that context the objective of this research was to identify the relationship exists between the job stress and turnover intention. The population of this study considered of 5 hotels from Kandy and sample was 100 employees. Stratified random sampling method was used to select the sample size. Questionnaires were administrated to collect primary data based on the (Luthans, F. (2005), and (Price and Mueller in 1986) models and published articles and journals were used as secondary data. Questionnaire consist of questions each examining different phenomenon namely on the personal information, stress and turnover intention. Both descriptive and inferential statistical techniques were used. With respect to the inferential, Pearson's product movement correlation, Regression analysis, Analysis of variance were used to indicate relationships and differences in the stress and turnover intention of employees. SPSS and Minitab were used to analyze the data. Results indicate that there is positive relationship between the job stress and turnover intention. Ultimate results suggest that there is a positive relationship between job stress and turnover intention. The above finding was in line with previous studies and supported with literature. With reference to the study results some valuable suggestions and remedies were provided to equip hotel employees and enlighten senior management.

KEY WORDS: Stress, Turnover intention, Hotels