

## **A Study on Labour Turnover Intention of Millennial Employees in Hotel Industry; With Special Reference to Five Star Hotels in Sri Lanka**

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Hospitality industry is considered as a highly labour-intensive industry, and labour turnover has been conspicuously recognized as a severe concern within the industry, all around the world. The industry requires more evident to discover the ins and outs to minimize the negative waves of this high rate of labour turnover within the sector. Millennial employees, the future of work force have completely different attitudes, characteristics and behaviors compared to past generations and they have already dominated the human capital in some companies specially hotel sector and fast-growing travel industry. Thus, this study has empirically assessed the labour turnover intention of millennial employees in the hotel industry to provide more inputs to minimize future challenges. Three objectives were stated in order to recognize how job stress, job satisfaction, extended working hours and reward management practices are influencing millennial employees' turnover intention in hotel industry. This study based on three objectives; first, to determine existing situation of determinants, second, to identify the relationship between labour turnover intention and determinants. Finally, to identify the most significant factor which determine labour turnover intention of millennial employees. Data were collected by the researcher from a sample of 136 millennial employees, who were working in a five star hotel at least for 6 months period were selected through convenient sampling techniques and assessed through a self-administrated questionnaire. In order to achieve the objectives, the researcher conducted descriptive analysis, correlation analysis and multiple regression analysis. According to the results, job stress, extended working hours, are positively influenced on the turnover intention of millennial employees in hotel industry where reward management practices and job satisfaction are negatively influenced. The job stress and reward management practices were the most significant elements to control the turnover intention of millennial employees in hotel industry. Further, based on the above variables, researcher recommends that increase in employee satisfaction level, flexible supervision and policies for their work schedule, increase performances through career advancement workshops, training sessions and performance appraisal, providing a safety environment and better facilities with necessary equipment, making opportunities for success their future path, fair treatments for all employees, flexible work load, responsibilities and working hours and Maintain a good reward management practices to minimize the millennial employees turnover intention in sri Lanka.

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