



**A STUDY ON LABOUR TURNOVER INTENTION
OF MILLENNIAL EMPLOYEES IN HOTEL
INDUSTRY**

**(WITH SPECIAL REFERENCE TO FIVE STAR HOTELS IN SRI
LANKA)**

*This dissertation is submitted as a partial fulfilment of the degree of
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Name of Candidate: S.B. Gammampila

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Department of Public Administration

ABSTRACT

Hospitality industry is consider as highly labour-intensive industry, and labour turnover is a serious problem within the industry, all around the world. The industry requires more findings to minimize the high rate of labour turnover. Thus, this study empirically evaluated how job stress, job satisfaction, extended working hours and reward management practices are influencing millennial employee 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. Research data mainly depends on the primary data collected by the researcher from 136 Sri Lankan millennial employees, who were working at five star classified hotels in Sri Lanka through self-administrated questionnaire. In order to achieve the objectives, the researcher conducted descriptive analysis, correlation analysis and regression analysis and this study evident that job stress, job satisfaction, extended working hours and reward management practices are having relationship with millennial employee turnover intention in hotel industry. Further, based on the above variables , researcher recommends that Increase employee satisfaction level, Flexible supervision and policies for their work schedule, Increase their 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 millennial employees turnover intention in sri lanka.

Keywords: Millennial employees, Turnover intention