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**IMPACT OF REWARDS MANAGEMENT ON TURNOVER
INTENTION OF OPERATIONAL LEVEL EMPLOYEES IN
FOUR STAR HOTELS
(SPECIAL REFERENCE TO NUWARA ELIYA DISTRICT)**

*This dissertation is submitted as a partial fulfillment of the degree of Bachelor of Business
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ABSTRACT

Rewards Management is comprised of financial rewards, material rewards and psychological rewards. Selecting the right rewards for the employees has always been an issue in the human resource management. Many organizations in the hotel industry are unable to identify the types of rewards which are best affected to foster employee's turnover intention. This study was conducted to investigate the relationship between rewards and turnover intention as well as to examine the types of rewards that will affect employee's turnover intention. Basic salary raises (financial rewards), recreational facilities (material rewards) and recognition (psychological rewards) have been discussed in this research. The researcher has selected four numbers of Four Star Hotels in Nuwara Eliya District according to the SLTDA details and the data was collected from 80 operational level employees those who are currently employed in that hotels. Convenience sampling method was used as a sampling technique. The data was collected by using structured questionnaire. Four hypotheses were assumed and had been tested in this research. Descriptive statistics, correlation and regression analysis techniques were used to analyze the data with the support of SPSS 21 version.

Descriptive statistics has implied existing level of rewards management and turnover intention. Correlation analysis has exposed weak positive relationship between of rewards management and turnover intention. Since the study found the rewards management is not strongly significance for the employee turnover intention. Because hotels are take different strategies to retain their employees. Specially introducing and conducting training facilities and the recreational facilities as well as the accommodation, proper welfare facilities, transportation, promotional schemes, and meal facilities.

Keywords: Turnover intention, Rewards Management, Four star hotels.