



**Uva Wellassa  
University**

**A STUDY ON MIGRATION INTENTION OF  
OPERATIONAL LEVEL MILLENNIAL EMPLOYEES  
IN HOTEL INDUSTRY**

**(EVIDENCE FROM KITCHEN DEPARTMENT IN THREE TO FIVE  
STAR HOTELS IN SOUTH COAST)**

This dissertation is submitted as a partial fulfillment of the degree of Bachelor of  
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V.G.J.Chamaree

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Public Administration Department

## ABSTRACT

Hospitality industry, as a service industry, human capital is one of the most significant assets of in the contemporary arena. The human capital brings the stable considerable profits and the long-term management and development. However, there is a growing recognition of international recruitments and international mobility of skilled labor is more popular in the globalized economy. Accordingly, emigration of highly skilled persons has significantly increased over the past decades. Hence, migration of trained professionals has created an acute shortage of professionals in developing and underdeveloped countries and this influence on the industrial sustainability in such economies. Currently, Sri Lanka also severely faces this problem and, especially hotel sector is heavily challenged due to the growing opportunities for skilled labor in the international market. The migration intention of millennial is higher than the old generation. In this respect, this study attempted to explore the migration intention of operational level millennial employees in hotel industry. Primary data collection was done using a structured questionnaire for a sample of 146 millennial employees who work in the kitchen department of three, four and five star hotels located in South coast and convenient sampling technique was utilized. Descriptive statistics, Pearson correlation coefficient analysis, simple linear regression and factor analysis were exploited to achieve research objectives. Migration intention do not necessarily lead to actual migration, but it can be used to forecast the future emigration trends. In this study most of the employees were disagreed with the existing situation in the kitchen department. Hence, the results of the study could give some sort of guidance and directions for hoteliers and the government to retain employees in the organization.

**Keywords:** Migration intention, Labor turnover, Millennial-employees, Hotel