



**Uva Wellassa
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**EMOTIONAL EXHAUSTION AND EMPLOYEE
TURNOVER INTENTION IN APPAREL INDUSTRY IN
SRI LANKA**

*This dissertation is submitted as a partial fulfillment of the degree of Bachelor of
Business Management in Entrepreneurship and Management*

Faculty of Management

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Registration number: UWU/ENM/08/0036

Year 2012

Emotional Exhaustion and Employee Turnover Intention In

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ABSTRACT

Human resources play essential role in establishing and sustaining a firm's success. They need considerable attention from the organization's management. Labour turnover is a serious issue in Apparel Industry in Sri Lanka which impacts on efficiency, effectiveness and high productivity. The study mainly aims at illustrating the relationship between Emotional Exhaustion and Employee Turnover Intention in Apparel Industry in Sri Lanka. Katunayake Export Processing Zone generates high employment among Export Processing Zones. The study based on the primary data gathered through questionnaire from a sample of 220 floor level employees, with 10 each from 22 apparel companies in Katunayake Export Processing Zone. Multi stage sampling technique has been used to select the sample. Both descriptive and inferential statistical techniques have been used to analyze data. Analysis was done by using Minitab and SPSS statistical software packages. Key findings of the study indicate that there is significant positive (0.925) relationship between emotional exhaustion and turnover intention and it is significant at 0.05 level. Emotional exhaustion explains 85.6 (R^2) percent of variation in turnover intention. Further, turnover intention has been most strongly influenced by fatigue, frustration, work hard, stress and end of rope while drained, used up, strain and burned out have not been identified as key factors that makes influence on employee turnover intention significantly. Further, it concludes that frustration is the most critical factor towards employee turnover intention. Finally, this study recommends that firms have to adapt in many strategies that assists to reduce emotional exhaustion and employee turnover intention in apparel industry in Sri Lanka.

Key words: emotional exhaustion, turnover intention