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**STUDY ON TURNOVER INTENTION OF GRADUATE EMPLOYEES  
IN THE HOSPITALITY INDUSTRY: WITH SPECIAL REFERENCE  
TO WESTERN AND CENTRAL PROVINCES**

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

This study attempted to examine the impact of employee characteristics and organization performance on turnover intention of graduate employees in the hospitality industry. Though hospitality industry is giving more opportunities to the employees, it is confronted with challenges relating to recruitment and retention of hospitality graduates in the past few years. Human resources, without doubt constitute the most important and indispensable factor in any organization. Recruit and retention of graduates in the hospitality industry is critical. Their uniqueness renders it practically impossible to substitute them with any other factor, however important it might be, as nothing can match the human mind in working. Human behavior has a strong influence on the working environment of an organization. Employee characteristics and organizational performance are highly influence to the turnover intention of graduate employees and has been considered to be one of the most important factors influencing organizational effectiveness. The sample consisted of hundred employees working in the hotel sector in Western and Central Provinces. The data were gathered by administering questionnaires. All quantitative analyses were completed using Statistical Package for Social Sciences (SPSS) was used including descriptive statistics. The descriptive statistics were used to analyze the data including means, standard deviations, frequencies, and percentages. Considering the relationship between employee characteristics, organizational performance and the turnover intention the analysis represents that there is a high positive relationship between these two independent variable and the TO. Gender, civil status, Working hours, promotions are positively impact on the TO. Working hours becomes the most significant factor for the TO. Levels of both organizational factors and TO be in almost agree level according to findings. Implications and limitations of the study are discussed along with suggestions for future research.

**Keywords: Employee Characteristics, Organizational Performance, Turnover Intention**