

Impact of Perceived Organizational Support on Employee Turnover Intention: The Role of Psychological Contract Violation as a Mediator with Special Reference to the Operational Level Employees in Sigiriya Area Hotels

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The tourism industry in Sri Lanka has developed to a greater extent after the civil war. Since employee turnover is one of the significant matters related to this industry, scholars tend to be aware of psychological factors in predicting this turnover intention and actual turnover. Perceived organizational support and psychological contract are two important psychological factors that affect employees' perception and behavior. There is a significant lack of empirical studies which has focused on psychological factors and turnover intention relevant to the tourism industry in Sri Lanka. The objective of this study was to identify the mediation effect of the psychological contract violation between perceived organizational support and employee turnover intention. The study is quantitative and it was conducted by taking 982 employees from hotels in the Sigiriya area. 276 of them were selected by using the stratified sampling technique. Primary data were collected by using a self-administrated questionnaire and Partial Least Square-Structural Equation Modeling was performed. Descriptive statistics were used to identify the level of perceived organizational support, psychological contract violation, and employee turnover intention. As per the path modeling results, the psychological contract violation was created a significant partial mediating effect between the perceived organizational support and employee turnover intention. Further, the perceived organizational support directly impacted on the employee turnover intention. The study suggests, psychological contract violation as a key consideration between perceived organizational support and employee turnover intention and provides recommendations and practical implications for hotel management.

Keywords: Perceived organizational support, Psychological contract violation, Employee turnover intention, Turnover