



**The 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)**

This dissertation is submitted as a partial fulfilment of the degree of
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ABSTRACT

In the present time, the tourism industry in Sri Lanka, is developed to a greater extent. Employee turnover is one of the major problems within the tourism industry today. The objective of this study to identify the mediation effect of psychological contract violation between perceived organizational support and employee turnover intention. In order to find the solution for the employee turnover, this study has focused on the impact of perceived organizational support and psychological contract violation on employee turnover intention. To identify the impact of those factor study observed 276 employees from Sigiriya area hotels by using stratified random sampling method and using the self-administrated questionnaire. Survey data were analyzed using Partial Least Square – Structural Equation Modeling by using SmartPLS statistical package. The level of perceived organizational support, psychological contract violation, and employee turnover intention were identified using descriptive statistics. By using the PLS path modeling, the significant negative impact of perceived organizational support on psychological contract violation and a significant negative impact of perceived organizational support on employee turnover intention were identified. Moreover, the significant positive impact of psychological contract violation on turnover intention was identified. Further, the significant mediating effect of psychological contract violation between perceived organizational support and employee turnover intention was discovered. The study suggests, psychological contract violation as a key consideration between perceived organizational support and employee turnover intention. The study provides recommendations and practical implication for hotel management based on study findings.

Keywords: *Perceived organizational support, psychological contract violation, Employee turnover intention, turnover. Tourism industry.*