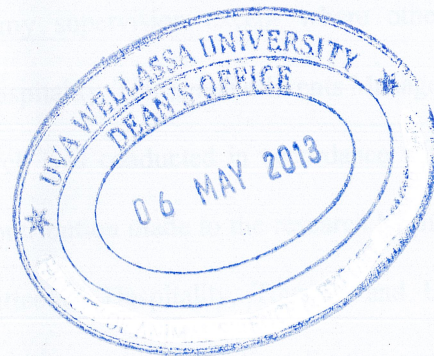


**FACTORS AFFECTING FOR NON-MANAGERIAL
LEVEL EMPLOYEE TURNOVER INTENTION IN
HOTEL INDUSTRY IN SRI LANKA**

**(WITH SPECIAL REFERENCE TO HOTELS IN
GALLE DISTRICT)**

This dissertation is submitted as a partial fulfillment of the degree of Bachelor of
Business Management in Hospitality, Tourism and Events Management



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Year 2013

ABSTRACT

Factors affecting for non-managerial level employee turnover in hotel industry in Sri Lanka (with special reference to hotels in Galle district)

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This study was conducted to investigate Factors influencing for non-managerial level employee Turnover in hotels in Galle district. The study was conducted using the descriptive research design where a cross-sectional survey was used because the population to be studied was too big and this study design proved to be time saving. Stratified and judgment sampling methods were used to select the respondents. Data was collected with the use of questionnaires. Questionnaire containing three facets of three factors for measure independent variables and three items for measuring the turnover intention. It was analyzed by descriptive statistical techniques and presented in the form of tables, frequencies and percentage distributions. Pearson Correlation and Multiple Regression tests were used to test the hypothesis. Several findings were made in regard to the study, poor working conditions, poor pay, poor management or supervision which was categorized under employer related factors significantly affecting to the labour turnover intention in hotel industry. Employee related factors also affecting to the labour turn over intentions. The study findings also showed that external factors like better pay elsewhere, low status and competitive conditions elsewhere also brought about employee turnover. The study concluded that employer, employee and external factors significantly affected employee turnover in hotels in Galle district.

Key words: labour turnover intention, employee, employer, external factors