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THE FACTORS THAT INFLUENCE TURNOVER INTENTION AMONG WORKERS IN THE HOTEL INDUSTRY

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ABSTRACT

An employee is a company's lifeblood. The firm's success or failure is determined on employee performance. To improve employee performance and loyalty, senior management recognizes the need of investing in employee happiness and growth. This conceptual research examined the impact of turnover on employee behaviour in the Malaysian hotel sector. A theoretical framework and model linked to employee turnover intention are also discussed, as well as variables influencing staff turnover in the hotel sector. A questionnaire containing 24 items was given to 97 hotel employees of various levels. The technique utilized in this research was to randomly choose workers from the company and ask them for their personal opinion. The paper ends with recommendations for future research by using various degree of analysis on investigating the impact of turnover intention. This research also found a link between employee turnover intention and behaviour, which may be used in both theory and practice.

Keywords: Turnover intention, Leadership, Workload, Pay satisfaction