

Impact of human resource management practices on turnover intention of housekeeping employees in hotels in Anuradhapura

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Abstract

The importance of managing human resources has been growing over the past years both in academia and in practice since the human resource management (HRM) practices helped employees to form their attitudes and behaviors. Hotel industry being one of the main industries that generate foreign exchange earnings contributing massively to the economy in Sri Lanka. One of the most challenging issues faced by the hotel industry today is the increasing employee turnover. Hence, this study is to identify how the HRM practices impact on the turnover intention of employees in hotels in Anuradhapura area. Five HRM practices; training and development, working condition, supervisory support, job security and compensation were identified through an in-depth literature survey. Self-administered questionnaire was used in gathering data and 48 housekeeping employees working in both classified and unclassified hotels were selected through the convenient sampling technique due to prevailing Covid 19 pandemic situation in the country. The major findings got through regression analysis reveal that, the training and development, and supervisory support have significant negative impact on the turnover intention. However, the HRM Practices in hotels are strongly correlated individually and jointly with employees' turnover intention. Thus, organizing skill development workshops, training programs, increasing training period of staff, and increasing supervisory support for the hotel employees are strongly recommended. Future researchers who are interested in studying on employees' turnover intention can investigate in wider spectrum in Sri Lanka including employees in supplementary accommodation.

Keywords: *Hospitality industry, housekeeping department, human resource management practices, turnover intention*