

**IMPACT OF WORKPLACE INCIVILITY ON TURNOVER INTENTION OF  
FRONTLINE WORKERS IN LARGE-SCALE SUPERMARKETS WITH SPECIAL  
REFERENCE TO KURUNEGALA DISTRICT, SRI LANKA**

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**ABSTRACT**

Workplace incivility has been recognized as a critical and crucial issue that occurs within the workplace, and is regarded as one that might have significant effects on employees as well as organizational outcomes such as turnover intention. Therefore, this study aimed to examine the impact of workplace incivility on the turnover intention of frontline workers in large-scale supermarkets. Moreover, the absence of research in the specific context and the lack of empirical evidence support the study's contribution to existing knowledge. This cross-sectional study used a deductive approach. The study population comprises frontline workers in large-scale supermarkets in the Kurunegala district. A stratified sampling technique was used as the sampling technique, and the sample size was 184. Personally administered questionnaires, paper surveys, and online surveys were used to collect data using quantitative methods. Data were analyzed using the Statistical Package for Social Sciences (SPSS). The reliability of the measures was tested using Cronbach's alpha. According to the data analysis, it was found that the workplace incivility impacts 70.6% of the turnover intention of frontline workers in large-scale supermarkets. The findings suggest that workplace incivility has a significant positive impact on turnover intention, while supervisor, coworker, and customer incivility, which are considered the three dimensions of workplace incivility, also indicated a positive impact on turnover intention. It can be concluded that frontline workers in large-scale supermarkets who face incivility in their workplace have thoughts of leaving their current jobs. Therefore, it is recommended that the relevant organizational authorities be concerned about the incivility that occurs within their organizations to build retention intention among employees.

**Keywords:** co-worker incivility, customer incivility, supervisor incivility, turnover intention, workplace incivility