

## ABSTRACT

Employee turnover has become a major concern for organizations today with labor shortages and competitive pressures making retention of key employees a strategic issue. Therefore, it is necessary to understand the factors which affects employees' propensity to leave the job. Thus the research study has two objectives; first, is to find the difference in propensity to leave the job in different demographic groups in terms of age, education and length of service and second, is to find the relationship between job altitudinal factors (intrinsic job satisfaction, extrinsic job satisfaction, supervisory consideration, task specific self-esteem) and propensity to leave the job.

The target population of the study was 115 employees of the Food and Beverage (service) Department and census survey was conducted. After the data collection procedure had been carried out, the research hypotheses were tested by means of Analysis of Variance, Kruskal Wallis Test and Pearson Correlation Coefficient.

Based on the results of the analyses, it can be concluded that there is a relationship between job attitudinal factors (intrinsic job satisfaction, extrinsic job satisfaction, supervisory consideration, task specific self-esteem) and propensity to leave the job. Moreover, it is found that there is difference in propensity to leave the job among different age groups and length of service in the hotel. For instance, the result depicts that younger employees are more likely to quit the job than their older counterparts. Similarly, it is found that shorter tenure employees have more propensities to leave than longer tenured employees. On the other hand, there is no difference in propensity to leave the job among different education levels.

Based on the findings of the research, it can be recommended that continuous assessment of the competitiveness of the wage and salary should be carried out. Intrinsic job satisfaction is critical, therefore the hotel should provide on going career development programs or skill training programs. Employee's contribution to the hotel should be recognized. A supportive environment should be created for smooth working relationship between supervisor and an employee. Thus, hotel should practice multiple policy and procedures in order to retain the employees.