

Does Job Satisfaction Mediate the Effect of Role Stressors on Employee Turnover Intention in Hotel Businesses?

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ARTICLE INFO	ABSTRACT
<p>Keywords: Role stressors Job satisfaction Turnover intention Front-line employees Hotel businesses</p> <p>Received 10 September 2019 Revised 8 December 2019 Accepted 25 December 2019</p> <p>Article Classification: Research Article</p>	<p>Purpose – The research aims to test the mediator role of job satisfaction in predicting turnover intention and role stressors (role conflict, role overload, role ambiguity, job security and career opportunity) relationship by frontline employees.</p> <p>Design/methodology/approach – This research has adopted a descriptive research investigating the relationships between role stressors and employee turnover intention. A total of 226 frontline employees from four- and five-star hotel businesses in Antalya, Turkey have been surveyed by using a questionnaire. To test the internal consistency of the survey items, reliability and validity analyses were performed by using alpha coefficient values and factor analysis. In addition, the data were analyzed by using correlation and regression analysis.</p> <p>Findings – This research has adopted a descriptive research investigating the relationships between role stressors and employee turnover intention. A total of 226 frontline employees from four- and five-star hotel businesses in Antalya, Turkey have been surveyed by using a questionnaire. To test the internal consistency of the survey items, reliability and validity analyses were performed by using alpha coefficient values and factor analysis. In addition, the data were analyzed by using correlation and regression analysis.</p> <p>Discussion – The study findings confirmed previous studies which suggested that employee job satisfaction could reduce employee intention to leave the hotel organization. Using this important finding, researchers and practitioners can improve managerial policies to ensure more satisfied employees which in turn will result in lower level of employee turnover intention in the hotel industry. In addition, in the future studies, sample size could be expanded using one of the probability sampling methods to generalize the study findings. The detailed suggestions and further directions for such research have been discussed in the discussion section of this study.</p>