

## The Mediating Role of Job Satisfaction in the Relationship Between Quality of Work Life and Turnover: The Moderating Role of Gender

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<p><b>Keywords:</b> Job satisfaction Quality of work life Turnover Healthcare employees and gender</p> <p>Received 7 June 2020 Revised 1 September 2020 Accepted 17 September 2020</p> <p><b>Article Classification:</b> Research Article</p>	<p><b>Purpose</b> – The purpose of this study is to examine-using a moderation role of gender- the mediating role of job satisfaction between quality of work life and turnover intention.</p> <p><b>Design/methodology/approach</b> – Data were collected from healthcare organizations employees (n = 325) in Ankara. The hypotheses were tested using The Mediation Analysis and Moderated Mediation Analysis. The questionnaire method, which is the primary data collection tool, was applied for the study. Survey data were analyzed using SPSS program.</p> <p><b>Findings</b> – The mediation analysis showed that the job satisfaction has mediating effect on the relationship between quality of work life and turnover intention of employees. Second, Moderated Mediation Analysis showed that gender moderated the relation between quality of work life-job satisfaction and job satisfaction-turnover intention. When job satisfaction increases, the turnover intention of men is much higher than women. Finally, gender didn't moderate the relation between the quality of work life and turnover.</p> <p><b>Discussion</b> – The participation of female employees in the workforce has recently become an important issue. It is important to understand the relationship between the quality of work life and job satisfaction, and its effects on turnover intention, due to the woman's responsibilities regarding home and family. In this context, managers are recommended to make some arrangements in the organization to increase the job satisfaction and quality of life of female employees. With these arrangements, employee turnover intention will decrease and the organization will be more successful.</p>