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The Impact of Job Satisfaction on Employee Turnover Intention among Operational Level Employees in Electrical Manufacturing Companies in Colombo District, Sri Lanka

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Abstract

This study seeks to explore the impact of job satisfaction on employee turnover intention among operational level employees in electrical manufacturing companies in Colombo district in Sri Lanka. The research problem of this study is: Does the job satisfaction of the employees have an impact on their turnover intention in electrical manufacturing companies in Colombo district in Sri Lanka? The data were collected from a stratified sample of 108 Operational level employees in selected electrical manufacturing companies in Colombo district and used a structured questionnaire consisting 44 questions with 5 points Likert Scale. Data were analyzed using SPSS computer package and univariate analysis and bivariate analyses were utilized to analyze the primary data gathered from the sample. This study found that there is a moderate negative relationship between work itself, pay and turnover intention and a weak negative relationship between promotion, supervision, coworkers and turnover intention of operational level employees in electrical manufacturing companies in Colombo district. It is concluded that there is a moderate negative relationship between employee job satisfaction and turnover intention of operational level employees in electrical manufacturing companies. Further, this study found that work itself and pay are more affective for the turnover intention than promotion, supervision and coworkers. Thus, some good practices, procedures, methods and programs were recommended to enhance the employee job satisfaction of the operational level employees to retain them and to get their maximum contribution for the sustainable success of the companies.

Keywords: Job Satisfaction, Turnover Intention, Operational Level Employees, Electrical Manufacturing Companies