

## **Factors Affect to the Job Satisfaction and Its Impact on Intent to Quit of Employees of Pegasus Reef Hotel**

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Job dissatisfaction and turnover intention is a remaining issue in the hotel organization. This study was carried out in a selected hotel organization in Pegasus Reef Hotel and examined how factors (opportunities for advancement and development, interesting work, job involvement, personal loyalty, salary, job security, working conditions and company policy) job satisfaction influence on intent to quit) of junior executives and non-executives employees. The main objective was to investigate how the factors effect on job satisfaction of employees and its impact on intent to quit. Further it aims at examining the relationship between job satisfaction and intent to quit. Two demographic factors gender and total service period of employees were evaluated to find out the moderate effect on these relationships.

The nature of this study compelled to use explanatory research design. The purpose is explanatory. Data for this study were collected at a single point in time and the study was cross-sectional in time horizon. Two structured self-administered questionnaires were carried out to explore these interrelationships. Using simple random sampling method 70 employees were selected from the job level of junior executives and Non-executive's workers of seven departments. For the sample of junior executives, 49 employees were cluster sampling selected (N=31) and sample of Non-executives, 62 employees were cluster sampling selected (N=39). 70 Questionnaires were distributed and the statistical analysis was based on valid total questionnaires. The unit of analysis is at individual level. This study is correlation in type of investigation as finding out the critical factors which contribute to the problem.

The statistical analysis confirmed negative relationship between job satisfaction of employees and intent to quit as well as significant relationship between job satisfaction of employees and intent to quit. The outcomes of moderate effect calculated by using moderated multiple regression showed findings: First, job satisfaction is significantly correlated with intent to quit. Second, gender of employees is significant moderate relationship between job satisfaction and intent to quit.

The results can be used as a basis for decision making and future planning. Results also highlight the need to emphasize positive factors to enhance employees' satisfaction and to brainstorm solutions for improving job satisfaction and retaining employees.

The study addressed an important hotel concern at a time of sparse research. The findings are noteworthy and important for the delivery of proper hotel hospitality that would lead to improved hospitality status for the society.

Further, this study confirms that gender of employees moderating variable when studying job satisfaction and intent to quit of employees. This study proposed that employees who work in an ethical hotel environment will be more satisfied with their job, more loyal to the organization and have low turnover intentions. It also proposed that there are strong relationship between job satisfaction and intent to quit. More specially, higher levels of job satisfaction can negatively affect intent to quit. Furthermore, it was supported that hotel employees perception of their organization's and their job satisfaction. Finally it was supported that employees perception of their organizations, their job satisfaction and their turnover intention. The researchers findings suggest that employers should focus on improve worker job satisfaction, and ultimately lower turnover intent.

***Keywords:*** *Job satisfaction, Intent to Quit, Gender*