

**Exploring the Factors Influencing Employee Turnover
Intention: With Special Reference to the Shared Service
Operations Section**

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Abstract

Employee turnover is well studied topic in literature but least monitored problem in organizational settings. There are many factors leading to employee turnover and these factors appeared to have less coherent in different situations. This study is focused on shared service sections of organizations that is mostly common business practice today. The study conducted with the aim of identifying the factors influencing employee turnover intention of Shared Service Operations section of the organizations and the relationship of those factors with the employee turnover intention. Based on the literature review, six factors that may influence the employee turnover intention were found. This research study focused on the employee turnover intention that can lead to the Unwanted Employee Turnover (UET) due to the various reasons such as; high job stress, poor working environment, high workload, poor work life balance, low pay and benefits & job dissatisfaction. The sample of 200 employees representing different age, gender and job levels were selected randomly. The findings of the study will provide useful insights about employee turnover intention in shared service operations sector. Further, the results of this study are most important to the human recourse departments of shared service operation sector to reduce employee turnover intention of their organizations.

Key Words: Business Process Outsourcing, Employee Turnover Intention, Job Stress, Job Satisfaction, Pay & Benefits, Shared Service Operations, Work life Balance, Work Environment, Work Overload.