

## **Impact of Work Alienation on Turnover Intention: Mediating effect of Emotional Exhaustion.**

Rathnayake, R. M. S. L. K.<sup>1</sup> and Jayarathna, S. M. D. Y.<sup>2</sup>

This research aims to identify the impact of work alienation on turnover intention and investigate the mediation of emotional exhaustion. Despite the fact that the association between work alienation, turnover intention, and emotional exhaustion is established in western literature, few studies have examined in the Sri Lankan context, especially in the manufacturing industry. This study is in quantitative approach and adopted a survey strategy. Executive-level employees of a selected company were chosen as the population of the study, and the sample of 142 was used as the primary data source and collected data through a self-administered questionnaire by circulating a google form. Statistical Package for Social Science (SPSS), version 23.0 was used as the data analysis tool, and descriptive and inferential statistics, namely correlation and regression, were used to analyze data. The results show that work alienation directly impacts turnover intention, and the association between work alienation and turnover intention is mediated by emotional exhaustion.

**Keywords:** *Work Alienation, Turnover, Turnover Intention, Emotional Exhaustion.*

---

<sup>1</sup> Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [Sewwandi.lakshani98@gmail.com]

<sup>2</sup> Senior Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [dinethiyasodara@kln.ac.lk]