

Factors Affecting Employee Turnover and Job Satisfaction: A Case Study of Amari Hotels and Resorts

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Abstract

The objective of this paper is to explore the factors affecting employee turnover, employee job satisfaction and the impact of satisfaction on employee turnover at Amari Hotel Resorts, Thailand. The survey instrument in the form of questionnaire was distributed to 11 Amari Hotels and Resorts out of 356 samples.

The result of the preliminary findings indicated that the highest influencing factors affecting employees' turnover was the insufficient tools and resources to do the daily job, followed by inadequate recognition and rewards for a job well done, the benefits received were not met with the employees' needs, the salary and responsibilities were not compatible and the career path advancement was not compensate for lack of salary increase. In contrast, the factors which influenced to employees' job satisfaction was the employee appreciation to the task achievement, followed by the relationship with the colleagues, the pride to work for Amari, the understanding of how the job aligns with the company's mission, and the balance between my job and families responsibilities, respectively.

The overall finding results can be used for the hotels to set the guidelines to improve the employees' job satisfaction and reduce the turnover rate.

Keywords: Employee turnover, Job satisfaction, Amari Hotels & Resorts, Thailand