

Job Stress, Psychological Capital and Turnover Intentions in Employees of Hospitality Industry

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Employee turnover, a successor of turnover intentions, is a prevalent issue and substantial challenge for employers in hospitality industry worldwide. Substantial amount of research shows that turnover intentions can be abridged by effective management of workplace stressors using positive psychological capacities of employees. The present research investigated moderating effect of psychological capital in job stress, and turnover intentions in employees of hospitality industry. The sample comprised of 200 employees from different hotels of Lahore, Pakistan. Pearson product moment correlation, moderation analysis and multivariate analysis of variance were applied. Findings showed that job stress and psychological capital are positively correlated with turnover intentions. Psychological capital (optimism) moderated relationship in job stress and turnover intentions in employees. Results also showed that employees in five star hotels experience more stress while four star employee are more hopeful and resilient. In case of management, middle management experience more stress and top management experience more efficacy, hope, optimism and resilience. Interaction effect show that in middle management employees in three star hotels have high intentions to quit while five star have lower turnover intentions and vice versa for top management. This research has important implications in hospitality industry for improving stress management strategies that may help in reducing turnover intentions.

Keywords. Job stress, psychological capital, turnover intentions, hospitality industry, employees, efficacy, hope, optimism, resilience