

**THE INFLUENCE OF JOB DISSATISFACTION ON EMPLOYEE TURNOVER IN SELECTED
THREE STAR HOTELS IN NAIROBI COUNTY**

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CITATION: Wanyoike, V. M. & Ngugi, K. J. The Influence of Job Dissatisfaction on Employee Turnover in Selected Three Star Hotels in Nairobi County

International Journal of Human Resource and Procurement
4
(7), 68-87.

ABSTRACT

Employee turnover in star rated hotels is high yet it presents a direct cost to hotel establishments in terms of separation, replacement and training costs. This research study aimed to closely investigate the influence of job dissatisfaction on employee turnover in selected three star hotels.

Specifically, the study sought to investigate the influence of rewards on employee turnover, to determine the extent to which work environment influences employee turnover, establish the influence of work-life conflict on employee turnover and investigate the influence of wellness programs on employee turnover. The study adopted a descriptive research design and the target population comprise d of 500 employees working in three star hotels. The study adopt ed a stratified random sampling technique to select a sample size of 150 respondents. The main data collection instruments were

questionnaires containing both open ended and close ended questions. A pilot study was carried out to test the reliability and validity of the questionnaires. Descriptive statistics data analysis method was applied aided by Statistical Package for Social Sciences (SPSS) to analyze the gathered data where responses frequencies, percentage mean and standard deviation results were computed . Finally Multiple Linear Regression model was employed to establish whether a linear relationship existed between the independent variables and dependent variables. The findings were presented using tables and charts .

Findings of the study concluded that the independent variables i.e. rewards, work-life conflict, work environment and wellness programmes were critical factors of job dissatisfaction that influence employee turnover. It was concluded that rewards was the most influential variable on employee turnover among three star hotels. The study recommends that three star hotels adopt competitive pay structures, ensure consultation on work schedules and proactively implement flexi-time and finally provide a better work environment.

Key words: Job Dissatisfaction on Employee Turnover

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