

A theoretical framework development for hotel employee turnover: Linking trust in supports, emotional exhaustion, depersonalization, and reduced personal accomplishment at workplace

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Abstract

The present research was an empirical endeavor to build a sturdy theorization linking trust in supervisor and co-worker supports, emotional exhaustion, depersonalization, reduced personal accomplishment, and hotel employee turnover at workplace. A quantitative approach and survey methodology were utilized. This research successfully explored the intricate associations between trust-in-support factors and burnout dimensions and uncovered the possible influence of such relationships on employee turnover in the hotel context. In addition, emotional exhaustion and reduced personal accomplishment among burnout constituents significantly affected turnover. These variables also strengthened the influence of trust in supervisor support on hotel employee turnover, acting as significant mediators. A salient role of emotional exhaustion in escalating employee turnover was unearthed. Overall, this research demonstrated the importance of trust in support and its role in reducing the burnout phenomenon among hotel employees and explaining their voluntary turnover decision formation in a satisfactory manner.

Author keywords

Burnout
Depersonalization
Emotional exhaustion
Hotel employee
Reduced personal accomplishment
Trust in support
Turnover