

A threat of customer incivility and job stress to hotel employee retention: Do supervisor and co-worker supports reduce turnover rates?

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Abstract

The study investigates the impact of customer incivility, job stress, perceived supervisor support, and perceived co-worker support on the turnover intention of frontline employees. A survey-questionnaire approach was used to collect the point of view of frontline employees that work in five-star hotels in a metropolitan city of Korea. Four independent variables that were extracted from valid theoretical backgrounds along with four demographic variables were used in the study. The regression analysis was conducted to test the hypotheses, which revealed that job stress directly affected the employees' desires to leave their organization. It also showed that perceived supervisor support mitigates employee turnover, and there were significant correlations between turnover intention with the employees' marital status and job position. Gender and years of service did not affect the employees' thinking of quitting their job. Our findings help hotel entrepreneurs better understand how to deal with customer incivility and employee job stress, and better comprehend the factors that minimize employees' negative behaviors for the organization. © 2021 by the authors. Licensee MDPI, Basel, Switzerland.

Author keywords

Customer incivility; Job stress; Perceived coworker support; Perceived supervisor support; Turnover