

## **THE IMPACT OF TRAINING AND DEVELOPMENT ON JOB SATISFACTION AND TURNOVER INTENTION**

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Job Satisfaction and Turnover intention are critical problems of Hotel industry in Sri Lanka. According to the current context of Hotel industry, job satisfaction and turnover intention is more important because the hotel sector is one of the high industrial employment generators and the high-income earner. This study empirically evaluated the impact of training and development on job satisfaction and turnover intention of the operational level employees in hotels, by identifying the relationship between training & development and job satisfaction, employee turnover intention in hotel industry and the existing practices of training in the hotels. Primary data was collected from 50 operational level employees and structured questionnaire has used to collect data from respondents. Descriptive statistics, Correlation of Coefficient and Multiple Regression analysis has used to analyze the data. The analysis exposes that there is a strong positive relationship between training/development and job satisfaction and there is a strong negative relationship between training/development and turnover intention. Researcher found that the hotel industry should be taken appropriate strategies to develop the training/development based on the important factors that had been found by the study.

**Keywords:** *Training, Job Satisfaction, Turnover Intention*