FACTORS AFFECTING OUTGOING LABOURS IN TEA PLANTATION INDUSTRY (SPECIAL REFERENCE MALWATTE VALLEY PLANTATION PLC, DYRAABA ESTATE)



By:

RATHNAYAKA MUDIYANSELAGE SANDUNI SEWWANDI

REG NO: EU/IS/2015/MS/86

INDEX NO: MS 1836





A Project Report Submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka as a partial fulfillment of the requirements of Bachelor of Business Administration (BBA).

DEPARTMENT OF MANAGEMENT

FACULTY OF COMMERCE AND MANAGEMENT

EASTERN UNIVERSITY, SRI LANKA

2020



ABSTRACT

In present, tea plantation sector plays a vital role in the Sri Lankan context. Labour Turnover represents one of the major problems facing today's large scale plantation companies because of this industry highly labour incentive. The aim of this study is to find out "Factors affecting outgoing labours in tea plantation industry in Sri Lanka (special reference Malwatte Valley Plantation PLC, Bandarawela).

The study accompanies with quantitative research approach. This research has one dependent variable and four independent variables. Independent variable consists namely personal factors, compensation, work environment and supervision. At the same time, use as dependent variable Labour Turnover. This study considers both primary and secondary data. In fact, data had been gathered from 237 tea plantation Labours using a questionnaire. The questionnaire was developed based on two parts namely personal information and research information. A Five Point Likert's Scale was used to measure the variables and this scale consists of the ranging from Strongly Disagree to Strongly Agree. The collected data has been analyzed by using SPSS 22.0 version. This research is conducted using descriptive statistics, the ANOVA test correlation and simple regression analysis. According to findings like Personal factors gender, marital status, age, educational qualifications, income level experience were identified as no significant influence the Labour Turnover intention. And also result of analysis found there is strong negative relationship among compensation, work environment factors and supervision and there is a negative impact on turnover intention. So compensation, work environment factors and supervision were identified as significant influence the Labour Turnover intention.

Better Work environment, adequate Compensation, good Supervision was identified as the major determinants of labours' intention to stay. Later, the study is provided with recommendations on how to retain plantation labours by making them satisfied to the best. At last, it is concluded by indicating insights for further research. So the study was contributed to the filling the gaps in regarding topic in Sri Lankan context.

Keywords: tea plantation sector, Labour Turnover, factors affecting, Personal factors, Compensation, Work environment, Supervision

TABLE OF CONTENTS

	Page No.
Acknowledgement	i
Abstract	ii
Table of tables	viii
List of figures	X
List of abbreviations	xi
Chapter one - Introduction	1-6
1.1 Background of the study	1
1.2 Statement of research problem	2
1.3 Research questions	3
1.4 Research objectives	3
1.4.1 General objective	3
1.4.2 Specific objectives	3
1.5 Significant of the study	
1.6 Scope of the study	4
1.7 Organization of chapters	5
1.10 Summary	6
Chapter two- Literature review	7-23
2.1 Introduction	7
2.2 Labour Turnover	7
2.3 Theoretical review	7
2.3.1 Herzberg two factor theory	8
2.3.2 Maslow hierarchy of needs theory	8
2.4 Factors influencing in Labor Turnover	9
2.4.1 Personal factors	9
2.4.2 Compensation	12

	14
2.4.3 Work environment	16
2.4.4 Supervision	17
2.5 Affect of Personal factors on Labour Turnover	17
2.5.1 Age	10
2.5.2 Gender	10
2.5.3 Education	19
2.5.4 Marital status	19
2.5.5 Income level	20
2.5.6 Experience	20
2.6 Affect of Compensation on Labour Turnover	21
2.7 Affect of Work environment on Labour Turnover	21
2.7.1 Working Conditions	21
2.7.2 Health and Safety	
2.7.3 Stress among Labours	22
2 8 Influence of Supervision on Labour Turnover	22
2.9 Chapter summary	23
Chapter three- Conceptualization and operationalization	24-32
3.1 Introduction	24
3.2 Conceptualization	24
3.3 Variables relevant to the conceptual model	26
3.3.1 Personal factors	26
3.3.2 Compensation	27
3.3.2 Compensation	27
3.3.4 Supervision	28
3.4 Operationalization	28
3.4 Operationalization	31
3.5 Development of Hypotnesis	32
3.6 Chapter summary	

Chapter four- Research methodology
4.1 Introduction
4.1 Introduction
4.2 Research philosophy
4.3 Research approach34
4.4 Research strategy34
4.5 Methodological choice
4.6. Time horizon
4.7 Research site/ Area selection
4.8 Population of the study36
4.9 Sampling technique
4.10 Sampling framework and sample size
4.11 Method of data collection and source
4.12 Research instrument
4.12.1 Questionnaire
4.13 Source of measurement
4.13.1 Measures of personal information
4.14 Validity and reliability of instruments40
4.15 Unit of data analysis40
4.16 Method of data analysis40,
4.17 Method of data evaluation41
4.17.1 Method of data analysis for first objective41
4.17.2 Method of data analysis for second, third and fourth objectives41
4.18 Data presentation
4.19 Ethical consideration
4.19 Ethical consideration 4.20 Chapter summary
Chapter five- Data presentation and analysis
5.1 Introduction
5.1 Introduction

5.2 Analysis of reliability for the instrument45
5.3 Data presentation
5.3.1 Data presentation and analysis of personal information46
5.4 Data Presentation and Analysis of Research Information
5.4.1 The First Objective of the Study
5.4.2 Method of Data Analysis for Second, Third and fourth Objectives58
5.5 Testing Hypotheses
5.6 Chapter Summary69
Chapter six- Discussion
6.1 Introduction
6.2 Discussion of personal information
6.2.1 Gender
6.2.2 Marital status
6.2.3 Age
6.2.4 Experience
6.2.5 Educational level71
6.2.6 Income level
6.3 Discussion of research information
6.3.1 Discussion for objective one
6.3.2 Discussion for objective two
6.3.3 Discussion for objective three
6.3.4 Discussion for objective four
6.4 Chapter Summary
Chapter seven- Conclusion and recommendations
7.1 Introduction
7.2 Conclusion
7.2.1 Objective 1

7.2.2 Objective 2	76
7.2.3 Objective 3	77
7.2.4 Objective 4	77
7.3 Contribution of the study	77
7.4 Recommendations	78
7.4.1 Compensation	78
7.4.2 Work environment	78
7.4.3 Supervision	78
7.5 Limitations of the study	79
7.6 Directions for future study	79
List of Reference	80-93
Appendix I – Questionnaire	94-105
Appendix II: The Output of the data analyses	106-119