

**THE NEXUS OF ETHICAL LEADERSHIP, JOB  
PERFORMANCE, AND TURNOVER INTENTION: THE  
MEDIATING ROLE OF JOB SATISFACTION IN HOTEL  
INDUSTRY IN POLONNARUWA DISTRICT**



By

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## ABSTRACT

Hotel industry is the world's largest industry that employees are the largest amount of human resources. From the early decades till now there are large number of hotels those employees were more number of manpower. The role of manpower in hotel industry is very significant. Considering Polonnaruwa district, there are number of hotels are providing quality services and very competitive. In sri lankan context, there are few research studies associated with the nexus of ethical leadership, job performance and turnover intention the mediating role of job satisfaction in hotel industry. The objective of this study were to find out the existing level, significant relationship among ethical leadership, job satisfaction, job performance and turnover intention of hotel industry in Polonnaruwa district and whether there is a mediating influence of job satisfaction.

This study was categorized as quantitative research. The targeted population of the present study were employees of the hotels in Polonnaruwa district. According to the purpose of the study, with feasibility to the samples, in order to collect the data, convenient sampling technique has been applied in this study. To randomly select 150 employees of selected hotel firms in Polonnaruwa district, questionnaires were distributed. The variables in the research were measured through questionnaires with five point likert scale and nominal scale which were completed by the respondent themselves as they perceived respond to each and every questions.

According to this study, descriptive statistics and other analyzed method were formulated in order to come up with finding related to the research problem. The study was conducted with hundred and fifty operational employees of hotel industry in Polonnaruwa. Frequency analysis was used to understand the sample profile and descriptive statistics were used to investigate the level of the research. And also correlation and regression analysis were used to observe research objectives. As a result of this study, when increase ethical leadership then decrease turnover intention and increase job performance. It is a major point to hotel industry in competitive situation. But there is a mediation influence of job satisfaction to relationship among ethical leadership, turnover intention and job performance.

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