

**EMPLOYEE PERCEPTION TOWARDS ORGANIZATIONAL  
CHANGES AND INTENSION TO TURNOVER IN  
TELECOMMUNICATION INDUSTRY**



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## ABSTRACT

The study examined the impact of employee perceptions of organizational changes and their intentions of turnover towards organizational changes. Specifically, the study aimed to identify possible relationships between these perceptions and employee intention to turnover. It also sought to determine which of the perceptions are stronger, to ascertain differences between managers and non-managers attitudes towards change and to find out whether the changes undergoing has an effect on the relationship between employees' perceptions and intention to turnover. In all, 200 respondents were selected from three organizations Sri Lanka Telecom PLC, Dialog Axiata PLC and Lankabell PLC. The cross-sectional survey design was used and respondents completed questionnaires which sought information on their perceptions towards organizational change.

In accordance with literature review and observation there are literature and empirical knowledge gaps regarding the relationship and impact between EPOC and INT. This study was conducted to fill these gaps with five objectives of the telecommunication sector in Gampaha District.

Structured questionnaire was used to collect the primary data from the sample. SPSS 23.0 version was used to analysis the primary data, and data were analyzed by using univariate, bivariate analyses.

Results from the analyses showed significant negative relationships between employee perceptions of organizational changes and their intention to turnover. The findings of this study are useful in further enlarging and enriching applications of these concepts in practice.

**Keywords:** Employee Perception of Change Process, Trust in Management, Social Influence, Change Communication, Employee Perception of Change Outcomes, Job Security, Intrinsic Job Satisfaction.

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