

The Moderating Role of Job Satisfaction on the Relationship between Servant Leadership and Turnover Intention

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Abstract

One of the aims of this study is to determine how the servant leadership will affect turnover intention and job satisfaction in tourism sector. Another aim is to discover whether job satisfaction has an indirect effect on the relationship between servant leadership and turnover intention. The data used in this study is gathered through survey in November 2016, from 191 participants employed in accommodation facilities in Belek-Antalya. Cronbach's Alpha coefficients of the scales used in the survey are calculated and they are proved to be rather reliable for this sample. The results of regression analyses show that there is a positive relationship between servant leadership and job satisfaction however there is a negative relationship between servant leadership and turnover intention. There is a negative relationship between job satisfaction and turnover intention and there is a partial moderating role of job satisfaction on the relationship between servant leadership and turnover intention.

Keywords: Job satisfaction, servant leadership, turnover intention