

ABSTRACT

Employee turnover is an endemic issue in the hospitality industry, worldwide. Employee turnover intention acts as a proxy for actual employee turnover. One of the challenging issues faced by hospitality organizations today is managing the changing employment relationship. Being in the customer service business, the hospitality industry capitalizes heavily on its human resources to achieve its competitive advantage. Choi and Dickson (2009) emphasized that the hospitality industry is a highly guest service oriented business where encounters between employees and guests determine the success of the business. The Indian hospitality industry is the most important and fastest-growing sector in terms of revenue generation and job creation. Human resource practice is one of the most important functions to develop employees. The Indian government is working hard to promote India as a tourist and hospitality hotspot. The hotel sector, which is a part of the tourist industry, is likewise growing at a faster rate than ever before. The hospitality industry in India is suffering from a skills shortage. As a result, there is a need to examine various issues that persist in the hotel industry, one of which is a high employee turnover intention. The purpose of the study is to show and provide an integrated model that contextualizes human resource practices on employee turnover intentions in the Indian hotel business. The questionnaire in the form of a Likert scale was distributed via email to hotel workers in the 4 and 5-star Indian hotel industry in Jaipur, and the data was analyzed using SPSS. Other research elements, such as recognition practices, competency development practices, and information sharing practices have a negative and significant impact on turnover intention while compensation management practices have a highly significant impact on turnover intention.

However training practices has a positive impact on turnover intention, which contradicts our hypothesis and according to the employees they believed that in their organization there is a lack of training and development sessions to enhance their skills which directly increases the turnover intention of the employees. While performance evaluation practices have no significant impact on turnover intention, employees are planned to leave their existing employer they believed that there aren't enough performance activities to improve employee performance in the existing organization.

Keywords: *Human Resource Practices, Turnover Intention, Hotel Industry, 4 and 5 Star Hotels, Jaipur.*