

The Impact of Job Related Antecedents on Employees' Intention to Stay of Operational Level Employees in Aegis Services Lanka (Pvt) Limited

Alwis, K. A. M. H. and Mohan, D. U.

This research is an attempt to examine the impact of job related antecedents and intention to stay among operational level employees in Business Processes Outsourcing industry, which is a continuous challenge for BPO companies in Sri Lanka. In this study three main HR practices namely training and career development, compensation and benefits and performance appraisal and job stress and work environment have been selected as job related antecedents, under independent variable and evaluate the effect of these antecedents on operational level employees' intention to stay in the current employment. The objectives of the study include identifying the impact of intention to stay with training and career development, compensation and benefits, performance appraisal, job stress and work environment. Five hypotheses were formulated in this research. The data was collected from a randomly selected sample of 80 operational level employees in a BPO company, Sri Lanka. A structured questionnaire was administered to collect data. Data were analyzed using SPSS. The results of the study revealed that there is a positive and significant correlation between training and career development, compensation and performance appraisal with intention to stay while the relationship between job stress and intention to stay was an adverse relationship. Additionally the results revealed that a positive relationship between employees' intention to stay and work environment though the relationship was insignificant. It is hoped that the findings of this study will help managers to implement these practices so that their employees remain working with them and maximize the employees' intention to stay.

Keywords: *HR Practices, Job Stress, Working Environment, Intention to Stay*