

The impact of multidimensional commitment on employee's turnover intention after COVID-19 pandemic

Chaichi, Kamelia

*School of Hospitality and Service Management,
Sunway University, Malaysia*

Fouad Salem, Suha

*Faculty of Business Management and Professional Studies,
Management and Science University, Malaysia*

Abstract:

The restaurant industry as one of the top essential sectors in the hospitality industry is facing high employee turnover. Turnover is considered very costly for the restaurant business, and it is risky for the restaurant's reputation and longstanding sustainability. Employees' positive attitude and their commitment level, which resulted in high turnover rate, are the main concern of restaurant managers in Malaysia. To better understand the employee's intention to remain working in the restaurant industry, the current study proposed and investigated an expanded model of the theory of reasoned action with the addition of three components of commitment as moderators. The current study is the first to address the moderating role of multidimensional commitment in the model to envisage turnover intention in the restaurant industry. Data were collected from restaurant employees working in Kuala Lumpur, Malaysia (n = 285), through self-administered surveys. Explicit outcomes revealed the moderation effect of affective and normative commitment. Moreover, employee positive attitude and subjective norm significantly predict turnover intention. The present study provides significant suggestions for human resource consultants and restaurant decision makers who are interested in understanding the factors that affect turnover intention in the restaurant industry, which in the long run has an impact on the sustainability of the industry in today's competitive world.

Keywords: Turnover intention; Multidimensional Commitment; Restaurants; Hospitality and Tourism