The Effect of Individual Performance on The Intention to Quit: A Research in The Service Sector

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EXTENSIVE SUMMARY

The human factor has become an increasingly important issue to ensure the continuity of the success of businesses today. When people are used efficiently and effectively within the business as employees, they become the most important resource for a successful business. Businesses that manage the human factor correctly are always one step ahead (Çakır and Gözoğlu, 2019: 55). Individual performance of employees influencing sustainable business success (Bağışık, Yenilmenez, and Şahin, 2016: 87) many factors affect personally, organizationally and systemically (Yılmazer, 2012: 318). The incompatibilities experienced by the employees in the working environment and the lack of jobs suitable for their individual skills can negatively affect their individual performance and force them to quit their jobs (Beğenirbaş and Caliskan, 2014: 111). Depending on the decrease in the performance of individuals, it can drag from business to cooling and made them leave the work (Sonnentang and Frese, 2002: 3-4). It is undesirable for workers to leave the job because of the problems such as loss of talent, recruitment and management costs for the employees (Karakaş, 2017: 84). One of the most important problems of the tourism sector today is that the performance of the employees in the sector is low and the turnover rates are high (Kaya, 2007: 356).

In the tourism sector, which has a labor-intensive feature, the factors such as service quality, business success, and profitability depend on qualified and high-level employees. Increasing intention to leaving of the employees and low-performance level of employees working in hotel businesses, especially in food and beverage departments, is undesirable (Cinnioglu, Atay and Diker, 2019: 400). In this context, acquiring qualified employees and ensuring the continuity of these employees plays an important role in the institutions that want to succeed. For this reason, it is important to determine the individual performance levels and intention to leave the employees of the food and beverage department. In the study, the effect of individual performance levels of food and beverage department employees working in five-star hotel businesses in Konya province on their intention to quit was tried to be determined. The method of the research consists of the food and beverage department employees of five-star hotel businesses operating in Konya. The application of the research was carried out between 03.05.2019-29.06.2019. As a result of the research, it was revealed that the individual performance levels of the employees of the food and beverage department did not have a significant effect on their intention to quit, evaluations were made in line with the data obtained and suggestions were made for future research.