PERSONALITY AND TURNOVER INTENTION AMONG HOTEL EMPLOYEES IN SARAWAK: ROLE OF FLOW AS MEDIATOR

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Research Highlights
In the hotel industry, personality brings an impact to the perception of turnover intention among employees. As for behavior influences, the individual factors play important roles in this current research. Past studies on personality traits from the Western context brought up to different understanding of flow phenomena which may lead to different outcomes. The lack of past studies finding particularly from the eastern context make this present study become necessary and relevant. Secondly, the element of positive psychology of flow plays an important role as mediator between personality and turnover intention. Hence, this study reveals that the statistical result supported all hypothesis proposed which there is a significant relationship between personality and flow, flow having a relationship with turnover intention in a positive significant manner, and flow mediates between the relationship of personality and turnover intention.

Research Objectives
The objectives of the study is to determine whether employees’ personality have significant relationship with the turnover intention. In addition, this study is to investigate mediating variable of flow which was underpinned with the person-environment fit theory.

Methodology
This study adopted quantitative method approach for data collection with purposive method sampling that target the full time hotel employees who currently works in Sarawak hotels. The minimum sample size derived from G*Power with effect size value of 0.15, 0.05 probability error as well as 0.95 of parameter power value. Meanwhile, the G*Power generated a total off minimum sample size of 89 which this present study met the minimum sample. As recommended by Copper and Schindler (2008), this study has conducted a pilot study before the actual survey. Thus, the pilot study indeed imperative in this study as the researchers need to know about any potential errors or weaknesses in the questionnaire design or instrumentation apart from ensuring the validity and reliability of each variable. The questionnaires were also given out to the chosen hotel employees after the Human Resources Manager has approved and were gathered within one-month period from 5 hotels in Sarawak. All of the respondent’s identity and answer were secured as private and confidential. The questionnaire was designed in Bilingual languages (English and Bahasa Melayu).

Results
Hypothesis 1 suggested the relationship between personality and flow. Pearson Correlation Coefficient was implemented to test the correlation between personality and flow which shown the result that these two variables are significantly related \( r = 0.533, n = 250, p = 0.000 \). Hypothesis 2 proposed that the relationship between flow and turnover intention. A Pearson Correlation Coefficient was computed for these hypothesis, then revealed that flow is related turnover intention \( r = 0.582, n = 250, p=0.000 \). Hypothesis 3 determined that flow mediates between the relationship of personality and turnover intention. The Preacher and Hayes (2004)’s approach was computed through the SPSS macros for this research, which shown that the result of indirect effect of flow as mediator has stronger effect towards personality and turnover rather than its main effect. According to the study’s result, the indirect effect held the effect value of 0.3461 \([LLCI 0.2562, ULCI 0.4576]\) with the indirect
effect value should be above zero or positive value (>0/+ value) and the bootstrap upper and lower bound value must above zero or positive value to determine the significant indirect correlation between the variables (Preacher & Hayes, 2004). Therefore, it can be concluded H3 was supported.

**Findings**

This research supported the relationship between personality and flow. This aligned with previous researches who asserted that both personality and flow offer comparative ascribes to one another (Bakker, 2005a; Bakker, 2005b; Kasa & Hassan, 2013). The second hypothesis discovered that the flow has a significant positive association with turnover intention. Hence, the study able to deduced the flow experience which poses a vital function in illustrating a significant relationship to turnover intention among the hotel employees in Sarawak. The study also found out that the third research hypothesis is supported, in which it argued that the flow mediates between the relationship of personality and turnover.

**References**


