



## **Mediation Role of Organizational Support in the Effect of Organizational Climate on Turnover Intention in Hotels<sup>1</sup>**

**Şükran ÖKTEM**

Social Sciences Vocational School, Başkent University, Turkey [sukran@baskent.edu.tr](mailto:sukran@baskent.edu.tr)

**Menekşe ÖZTOPRAK**

Social Sciences Vocational School, Başkent University, Turkey [tarhan@baskent.edu.tr](mailto:tarhan@baskent.edu.tr)

### **Abstract**

Employee participation is crucial to the success of hotels. The performance of the employees of the organization may vary according to their personalities and may be positively or negatively affected by the organizational climate. This study aims to obtain information on whether organizational support plays a role in the effect of organizational climate on employee turnover intention. For this purpose, data were collected from 300 people working in 4 and 5 star hotel establishments. Structural Equation Model was used to test hypotheses. The results showed that organizational climate has a negative effect on turnover intention and that organizational support positively affects organizational support negatively on turnover intention.

**Keywords:** Hotel, Organizational Support, Organizational Climate, Turnover Intention

<sup>1</sup>Study has been presented at the 9th World Conference for Graduate Research in Tourism, Hospitality & Leisure to be held in Cartagena, Spain, 6/6/2017 - 6/11/2017.