Mediating Role of Work Exhaustion: The Missing Linchpin to Address Employee’s Turnover

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The aim of research was to explore the antecedents of work exhaustion and missing linchpin to address employee’s turnover among small and medium firms in service sector of Pakistan. For stated objective data was collected from 281 employees of five travelling agencies using self-reported questionnaire compromised of 37 items including six latent variables i.e. fairness of rewards, job autonomy, perceived work overload, work family conflict, work exhaustion and turnover intentions. Study used rigorous statistical techniques for measurement models and mediation analysis. Research revealed that two of theoretical assumptions were true concerning mediating role of work exhaustion. Investigation suggested that work overload and work-family conflict needed to be addressed in order to reduce work exhaustion accumulating in terms of employee’s turnover for Pakistani service sector. Our study has theoretical and empirical contributions. For example, theoretically, it has contribution in the area of organizational behavior and industrial psychology, while practically our scholarship enlightens firms’ managers by asking them to develop sustainable HR policies leading towards better staff retention by controlling work exhaustion among workforce.

Keywords. Turnover intentions, work exhaustion, structural equation modeling, mediation, sobel test.