

**EFFECT OF FAMILY-FRIENDLY PRACTICES ON
EMPLOYEES' INTENTION TO QUIT: THE MEDIATING ROLE
OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR: SPECIAL
REFERENCE TO APPAREL SECTOR COMPANIES IN
TRINCOMALEE**

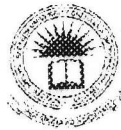


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ABSTRACT

International turnover has emerged as one of the most serious problems facing organizations. Hence, most organizations promote family-friendly practices (FFPs) to keep workers and lower the risk of high turnover. Several studies have established FFPs as a successful predictor of turnover intention. Hence, this study focuses on the effect of family-friendly practices (FFPs) on turnover intention with the mediating role of organizational citizenship behavior (OCB) and finds solutions for employee turnover. Thus, the study objectives are to identify the level of family-friendly practices, employee's intention to quit and organizational citizenship behavior, to identify the relationship among family-friendly practices, employee's intention to quit and organizational citizenship behavior, and to identify whether organizational citizenship behavior mediates the relationship between family-friendly practices and intention to quit among the employees of apparel companies in Trincomalee. This study used a standardized questionnaire to gather information from 354 machine operators.

In this study, the statistical tools used to analyze the level of variables are mean and standard deviation values, while relationships were measured by Pearson coefficients and linear regressions for further mediation analyses. Hence, the results shows significant negative relationship between FFPs and employees' intention to quit. Moreover, OCB negatively influences employees' intention to quit and partially mediates the path between family friendly practices and intention to quit. This study contributes to the body of knowledge and deepens our understanding of organizational work practices based on theoretical or empirical evidence. According to this study, organizations should promote FFPs to reduce employee turnover intentions.

Key words: Family Friendly Practices, Organizational Citizenship Behavior, Employee's Intention to Quit.

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