

**A STUDY OF FACTORS INFLUENCING EMPLOYEE TURNOVER OF THAI RESTAURANTS IN MIAMI, FLORIDA**

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**ABSTRACT**

The objectives of this study were to identify internal and external factors influencing employee turnover, to examine the employee's behaviour of turnover intention, and to investigate which factors had the greatest influence on employee turnover intention for Thai restaurants in Miami, Florida.

The sample consisted of 208 respondents who were managers and service staff employees in Thai restaurants in Miami, Florida. Data were collected by using questionnaire surveys. The results indicated that both internal and external factors had influenced on employee turnover. The research revealed that the highest influencing factor affecting employee turnover was pay whereas the least influencing factor was feedback of performance. Overall, demographic characteristics were found to have statistically significant differences on influencing factors of employee turnover except ethnic group. In addition, turnover intention was found to have had a statistically significant difference only by education level. The research findings also concluded that the factors which had the greatest influence on employee turnover intention were relationship with colleagues and feedback of performance.

**KEY WORDS: EMPLOYEE TURNOVER / FACTORS INFLUENCING / TURNOVER INTENTION / RESTAURANT INDUSTRY**

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