IMPACT OF ROLE CONFLICT AND ROLE AMBIGUITY ON INTENTION TO LEAVE OF IT PROFESSIONALS IN SRI LANKA

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ABSTRACT
Information Technology is a field which depends heavily upon skilled and knowledgeable workers. However it is a well-known fact that skilled and knowledgeable workers cannot be made overnight. It is also a well-known fact that the most experienced and well trained employees are the most productive to the organization. This paper seeks to identify the impact of Role conflict and Role ambiguity on intention to leave of IT professionals in Sri Lanka. Three hundred IT professionals who belong to eight job categories are selected for the study. Convenience sampling method is used as the sampling technique and the study is based on online questionnaire which focuses on role ambiguity, role conflict and some demographic variables. For the purpose of identifying the relation between independent and dependent variables correlation analysis is used.

The statistical results of the study revealed that there is a positive relationship between both role ambiguity and role conflict with the intention to leave from the organization.

KEYWORDS: Employee turnover, Intention to leave, Role ambiguity, Role conflict