

## **Abstract**

The main objective of the study is to examine the Factors Influencing Employees' Turnover Intention among the Junior Level Staff of Private Commercial Banks (PCBs) in Sri Lanka and sub objectives were to identify the most influential factors for turnover intention and to provide appropriate recommendations for same. The conceptual framework of this study was designed based on the past literature and in this study there are five variables namely Career Development, Mentoring, Relationship and Rewards System & Other Benefits as independent variables, Employee Turnover Intention as dependent variable. The study used an explanatory survey design and a structured questionnaire was used to collect the primary data. The questionnaire distributed among 100 employees from selected five numbers PCBs in Sri Lanka and 97 completed the questionnaires representing a response rate of 97%. SPSS version 24 software was use to analyze these data by using descriptive statistics including percentages, means and standard deviations. On the other hand inferential statistics was utilized for correlations, linear regression. Linear regression was used on factors that indicated significant correlation. The study findings indicated a strong positive and significant relationship and high variation between Career Development and Rewards & Other Benefits issues and Employee Turnover Intention (ETI) among junior level staff of PCBs in Sri Lanka while Mentoring and Relationship indicated a moderate positive and significant relationship. It was evident through the responses received from participants that factors like lack of career planning opportunities, inadequate training & development opportunities, lack of growth opportunities and unattractive & unfair salary, bonus structures, inadequate medical & other benefits and inadequate mentoring opportunities and weak employee relationship with management and supervisors are prevailing in PCBs in Sri Lanka. Therefore, it was concluded that all four independent variables namely Career Development, Mentoring, Relationship and Rewards System & Other Benefits had a significant relationships with the dependent variable (Employee Turnover Intention) of this study and Rewards System & Other Benefits and Career Development are the most influential factors for ETI among junior level staff of PCBs in Sri Lanka.

**Key Words:** Employee Turnover Intention (ETI), Career Development, Mentoring, Relationship, Rewards & Other Benefits, Private Commercial Banks (PCBs) in Sri Lanka.