

ABSTRACT

Tourism is an experience, a human activity and an amalgamated product of accessibilities, accommodations, attractions and amenities, i.e. many suppliers or many components which need well coordination. It is a most desirable human activity deserving the praise and encouragement of all people. It is an industry concerned with attracting people to a destination, transporting them to there, housing, feeding and entertaining them upon their arrival and returning them to their usual place of residence. According to the World Tourism Organization's records, tourism is the number one industry in the world, 700 million people visit countries as tourists annually, U S \$ 450 billion have been received as international tourists' receipts, and 212 million people work in the international tourism sector.

Normally in any industry, there could be 25% of labour turnover. This is the amount which believes as a controllable. However some industries record nearly 100% labour turnover, as example some tourist's hotels. Therefore this has been a critical problem among all over the world. As a result, they are commencing lot of studies on the problem of labour turnover.

Due to infant nature of the tourism industry and the deficit of experts in the field, Sri Lanka is lacking of doing researches on tourism industry, especially in human resource management field. The other thing is the complaints of personal managers and general managers of tourists hotels in Sri Lanka, because they are suffering heavily on the problem of labour turnover. These people believe that it creates high cost to the hotels and impacts to the service quality. Therefore the study is expected, that the results of the study would merely helpful to maintain a desirable working environment within the hotels and have appropriate human recourse management practices.