



**University of Jaffna, Sri Lanka**  
**Faculty of Management Studies and Commerce**

**PROCEEDINGS**  
**6<sup>th</sup> International Conference on**  
**Contemporary Management**  
**2021**

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Fostering Resolutions towards Economic Resilience**

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**IMPACT OF WORK-FAMILY CONFLICT ON TURNOVER  
INTENTION:  
TESTING THE MEDIATING EFFECT OF PERCEIVED ORGANISATIONAL  
SUPPORT FOR WORK-LIFE BALANCE PRACTICES**

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The main motive of this research is to examine the effect of Work-Family Conflict on Turnover intention. The study of 100 telecommunication sectors (executive and non-executive employees) in Colombo district, Sri Lanka, tested work-family conflict as a predictor of turnover intention and explored the mediation effect of perceived organizational support for work-life balance practices. As a mediator, Perceived Organizational Support has a negative effect on both Work-Family Conflict and Turnover Intention though a lot of previous studies on Work-Family Conflict were typically aligned on a scenario of Western countries for the most part in America, France, Australia, the present study gives a proper insight of the impact of Work-family Conflict on Turnover Intention of employees of Telecommunication sector in Sri Lanka.

**Keywords:** *Employees of the telecommunication sector; Perceived organisational support; Turnover Intention; Work-family conflict*

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