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## **IMPACT OF ROLE CONFLICT, ROLE AMBIGUITY, AND SUPERVISORY SUPPORT ON TURNOVER INTENTIONS**

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### **ABSTRACT**

*Banking sector of Pakistan is facing problem of employees' turnover. Intention to remain in or leave an organization depends on the quantum of work related stress faced by a worker. This paper aims at studying the issues of turnover intentions in banking industry of Pakistan empirically. A questionnaire was adapted from previous studies on turnover intentions and performance of employees with relation to Role conflict, Role ambiguity and supervisory support. Total 870 questionnaires were distributed among bank employee. 321 useable questionnaires were received. This was approximately 37% of total distributed questionnaire.*

*Present study provides a detail of relationship among some potential job stressors, performance of employees and their Turnover intentions. These potential job stressors are; role conflict, role ambiguity, and lack of supervisory support. These impact job performance of employees and this poor job performance ultimately results in high turnover intention of employees. On the basis of our research work it is concluded that job stressors have inverse relationship with performance and ultimately direct relationship with turnover intention whereas supervisory support positively affects performance so has a negative relation with turnover intention.*

**KEYWORDS:** *Job stress, Supervisory Support, Bank, Job satisfaction, Turnover intentions.*