



**INFLUENCE OF ORGANIZATIONAL POLITICS AND WORKPLACE DEVIANCE ON
EMPLOYEE TURNOVER INTENTION AMONG GOVERNMENT WORKERS IN OYO STATE**

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ABSTRACT

The study investigated the influence of organisational politics and workplace deviance on employee retention. A cross-sectional survey research design was adopted and data was gathered using a well-structured questionnaire, comprising standardised scales of measurements on; Organisational politics, workplace deviance, and turnover intention. Age distribution shows that more of the respondents 154 (45.3%) were between 40 and 49 years old. Findings revealed that collectively, pay and promotion, going along to get ahead and general political behavior accounted for about 31% variance in turnover intention. All the dimensions were also found to have an independent influence on turnover intention. Also, workplace deviance accounted for about a 1% variance in turnover intention among civil servants. In addition, going ahead to get along [$\beta = .24$; $t = 4.49$; $p < .05$] and pay and promotion [$\beta = .16$; $t = 2.95$; $p < .05$] construct had significant independent influence on turnover intention. Based on the findings, it could be concluded that organizational politics and workplace deviance were significant predictors of turnover intentions. It was therefore recommended that the civil service commission should endeavour to see to the kind of politics that are playing out in their respective ministries.

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1 Introduction

Excessive employee turnover causes organizations to incur significant direct and indirect costs. These costs are most often related to recruiting, selecting, placing, inducting training, developing replacement staff, and damage control resulting from brand damage. High turnover rates have been associated with decreased customer satisfaction, productivity, future revenue growth, and profitability. Staff turnovers also affect quality of work, administrative costs, and staff morale due to increased workload and resentment among remaining employees who must assume additional duties and disaffection caused to customer and organizational members as a result of employee turnover (Simons, 2019). Many companies are concerned about the costs of employee turnover resulting from organisational-related problems and how it affects the bottom line, particularly job loss among the older and experienced workforce. Experienced workers at any age can cost 50% or more of the individual's annual salary in turnover-related costs with increased costs for jobs requiring specialized skills, advanced training, or extensive experience, which are qualifications often possessed by 50-plus workers.

Intention to quit affects an organization's effectiveness (Erat, Erdil, Kitapci, &Comlek, 2012). Research indicated that the intention to quit is the best predictor of turnover and is often used as a proxy for turnover in studies that evaluate relationships. A meta-analysis evaluated intention to quit and turnover and found that demographic factors, professional perceptions, and organizational factors have many of the same antecedents.

Organizational factors such as environment can have an impact on intention to quit. Ozer and Gunluk (2010) stated that changing employee negative perceptions can minimize the intention to quit. Robbins, Summers, and Miller (2010) reported when people felt like an organization was supportive, they were more committed to fulfilling job duties and less likely to leave the organization. Kivimäki et al. (2015) suggested that changing the environment of a team can help reduce the intention to quit.

Takase (2010) stated that the intention to quit is a multiple-stage process, which includes an employee voluntarily leaving a current position, triggered by negative psychological responses into withdrawal behaviors that lead to quitting. Research findings suggested that a lack of social support can cause the intention to quit, especially a lack of support from supervisors or other employees (Burke, Moodie, Dolan, &Fiksenbaum, 2012). It is important to build and maintain

positive relationships, as this has a significant impact on the intention to quit (Darvish, Najafi, & Zare, 2012). Schyns and Schilling (2013) found people showed resistance toward the leader, altered their work behavior, and had a higher turnover intention when bad leadership was displayed. Against the findings of Schyns and Schilling (2013) when employees displayed negative beliefs toward others and an organization showed social cynicism, incidents of intention to quit increased. Other studies have shown that negative moods within work groups cause employees to quit a job. This indicated inconsistencies in the predictors of turnover intention. There also exists a dearth of literature on the role which organisational politics and workplace deviance play in turnover intention among government workers in Oyo state, Nigeria.

2 Literature Review

A series of studies have been carried out on the link between organisational politics and turnover intention. For instance, Ekhsan et al., (2022) investigated the link between organisational politics and talent retention in Vietnam. Using the hierarchical reflective structural model, it was discovered that there is a positive relationship between organisational politics and talent retention. In a similar study, Sowemimo (2021) reported that there is a positive relationship between organisational politics and turnover intention. This connotes that the higher the tendency of an organisation to honour organisational politics, the higher the employee's intention to remain on the job and the organisation, and vice versa. Also, Snyman et al. (2022) examined the link between organisational politics and retention practices in selected higher education contexts in South Africa. A cross-sectional quantitative survey method was adopted and data was gathered from 493 academic and support staff. It was discovered from the study that there exists a significant relationship between organisational politics and turnover intention. The direction of the relationship is positive, hence, connotes that the more workplace deviance is fulfilled, the higher the retention practices.

Snyman (2022) examined the role of workplace deviance and staff retention in South Africa. The study adopted a quantitative research method and gathered data from four hundred and ninety-three ($n = 493$) employees in selected South African higher education institutions. workplace deviance was measured using the following dimensions; Employer obligation, employee obligations, job satisfaction, and state of workplace deviance, while retention factors included; compensation, training and development opportunities, work-life balance, and career

opportunities. It was discovered from their study that the dimensions of the workplace deviance if honoured, had a positive influence on the dimensions of turnover intention. However, when the workplace deviance is not honoured, it negatively influences employees to the extent of increasing their turnover intention.

Lee et al. (2020) investigated the effect of workplace deviance on turnover intention in transplantation coordinators in Korea. The study used a quantitative research method and gathered data from 80 coordinators. It was discovered that there exists a significant relationship between workplace deviance and turnover intention. The direction of the relationship is negative, therefore connotes that the higher the inability to cope with uncertainties, the higher the turnover intention. Also, Park and Jung (2017) examined the relationship between workplace deviance and employee turnover. It was found that there exists a negative relationship between the two variables, which confirms the assertion of Lee et al. (2020).

Dhanpat et al., (2019) examined the link between workplace deviance and turnover intention among Nurses in Gauteng, South Africa. The study adopted a quantitative research method and gathered data using a well-structured questionnaire. Data was gathered from two hundred and two (n = 202) Nurses in Gauteng. It was discovered that there exists a significant relationship between turnover intention and workplace deviance. Regression analysis also revealed that workplace deviance had a significant and positive influence on turnover intention. The direction of the influence shows that when employees feel high workplace deviance, there is increased intention to remain in the organisation. In relation to the study, it shows that when there is less uncertainty about the future of an organisation, there is an increased level of turnover intention.

In addition, Kapoor and Bhardwaj (2018) carried out a study on the link between workplace deviance and turnover intention in the automobile industry in India. The study adopted a quantitative research method and gathered data from one hundred (n = 100) employees in the automobile industry. It was discovered that there exists a significant relationship between turnover intention and workplace deviance. The direction of the relationship is positive, which further implies that the higher the workplace deviance, the higher the turnover intention. Invariably, the more secure an employee feels about the job and the prospect of the job, the higher the intention to remain on the job. In other words, employees with fewer uncertainties will remain on the job than those with uncertainties.

Abolade (2018) investigated the impact of employee's perceived workplace deviance on employee turnover in selected private and public organisations in Nigeria. The study adopted a quantitative research method and gathered data from sixty (n = 60) employees. It was discovered that perceived workplace deviance has a significant relationship with employee turnover. The direction of the relationship is positive, therefore implies that the higher the perceived workplace deviance, the higher the employee turnover. Invariably, when employees are uncertain of what the future holds for their job, they have fewer retention feelings and, hence, might not hesitate to leave the organisation for a better opportunity if it presents itself.

Gerungan et al., (2022) investigated the influence of workplace deviance on employee turnover among organisational employees in Indonesia. The study adopted a quantitative research method and gathered data from one hundred and seventy-one (n = 171) employees. It was discovered that workplace deviance had a significant relationship with employee turnover. The direction of the relationship was found to be positive, which connotes that as employees feel uncertain or insecure about the future of their current job, they develop more intention to leave the job. This could be out of the fear of a sudden situation of being out of a job.

Based on the reviewed studies, the following hypotheses were stated;

1. Organisational politics (General political behaviour, going along, and pay and promotion) will jointly and independently predict turnover intention.
2. Workplace deviance will significantly predict turnover intention among civil servants in Ibadan, Oyo state.
3. Organisational politics (General political behaviour, going along, and pay and promotion) and workplace deviance will jointly and independently predict turnover intention among government workers in Ibadan, Oyo state.

3 METHODS

Research Design

This study utilised a cross-sectional research design. Data was gathered once-off by means of self-report questionnaires. The quantitative methodological approach was used in the present study because it enabled the researcher to systematically explore large amounts of information

gathered with the questionnaires. The independent variables were workplace deviance and organisational politics, while the dependent variable was turnover intention. The population of the study was government workers (Civil servants) in Ibadan, Oyo state.

Setting

The study was carried out in ministries of Oyo state Civil Service Secretariat, Oyo state, Ibadan. The Oyo state secretariat comprises of several Ministries, Departments and Agencies. The workers of Oyo State Civil Service is made up of people from different local government areas across Oyo state. The Oyo State Civil Service was formerly made up of twenty three (23) ministries, this ministries were merged to thirteen (13) during the second tenure of the Oyo state Governor Senator AbiolaAjimobi. The thirteen functional ministries are; Ministry of Information, Tourism and Culture, Ministry of Youths and Sports, Ministry of Works and Transports, Ministry of Justice, Ministry of Agriculture and Natural Resources, Ministry of Environment and Water Resources, Ministry of Lands and Housing, Ministry of Education and Technology, Ministry of Finance, Planning and Budgeting, Ministry of Health, Ministry of Women Affairs, Ministry of Commerce and Cooperative, Ministry of Establishment and Training.

Population

This study employed Slovin's formula to arrive at the sample size. The calculation is shown below:

$$n = N / (1 + Ne^2)$$

Where n = Number of samples,

N = Total population and

e = Error tolerance

Given that the total population size is 2,266 and the confidence interval is 95% and this makes the error tolerance 5%. The above formula is then plugged in and the result is as follows;

$$2,266 / (1 + 2,266 \times 0.005^2) = 339.985$$

Considering the fact that a fraction of a person cannot be sampled, the answer is therefore rounded up to a whole number which is 340, hence, the sample size of 340 for this study.

Sampling Technique

The study participants cut across all staff of the Oyo state Civil Service Secretariat. All cadres of staff (the junior, senior and director cadre) were included in the survey to ensure accuracy. Three hundred and forty (340) participants were sampled in the study.

Instrument

The instrument used for data gathering in this study is a structured questionnaire, which has 5 sections.

SECTION A: includes socio-demographic characteristics of respondents such as; age, gender academic qualification, Job level and years spent in the organization.

SECTION B: Turnover intention

The turnover intention measure was developed by Camman, Fichman, Jenkins, and Klesh (1979). It is a 8-item scale asking about the intention to either remain on the job or quit the job. Respondents were asked to indicate how accurately each statement described them. An example of the item is 'I often think of leaving the organization'. Response options range from (1) "extremely disagree" to (5) "extremely agree". The internal consistency (Cronbach alpha) was 0.77, reported by the scale developers. This scale was found to have adequate internal consistency of $\alpha = .68$.

SECTION C: Workplace deviance

Workplace deviance will be measured using 15 items Work Deviant Behaviour Scale (WDB), developed by Robinson and Bennett's (2000). Employees indicate how often they engage in deviant behavior using a rating scale from 1 (never) to 7 (very often). The WDB scale comprised of two dimensions namely, interpersonal deviant behaviors-harmful to other individuals in the organization and organizational deviant behaviours harmful to the organization. Dalal (2005) in a meta-analysis, suggested that the two dimensions be pooled into an overall measure of WDB

since the corrected correlation between the two dimensions is reasonably high ($\rho = 0.70$). Gill et al. (2011) also obtained a strong correlation between the two dimensions ($r = 0.85$). Hence, we summed the items and treated this scale as measuring a single WDB construct. Sample items are “Made fun of someone at work” and “Intentionally worked slower than you could have worked”.

SECTION D: The Perception of Organizational Politics Scale (POPS)

Perception of organisational politics scale was originally developed by Kacmar and Ferris (1991) and they also evaluated the psychometric properties of the Perceptions of Politics Scale (POPS). The said scale was later revised by K. Michele Kacmar in 1997. The scale has three latent constructs: General Political Behavior, Go Along to Get Ahead, and Pay and Promotion. These three subscales were designed to measure portions of the overall construct of perceptions of organizational politics, it is assumed that they are correlated. General Political Behavior subscale has 4 items, while Go Along to Get Ahead has 5 item and Pay and Promotion subscale has 6 items. The validities have been tested in terms of view, content and structure. The application is designed as a two-stage process. In the first stage, face and content validity was tested. In the second stage, it was sought evidences for the construct validity of the scale by making exploratory factor analysis (EFA) and then the confirmatory factor analysis (CFA) to the data obtained. In determining the reliability of the scale item-total score correlations and Cronbach alpha coefficient was used. The application made for the validity and reliability of the scale was conducted on the data collected from 277 faculty members working in universities' education faculties. As a method of achieving those faculty members "Simple randomized (random) sampling" is used. Results from the CFA of the revised POPS scale indicated a good fit for the 3-factor model ($\chi^2 = 157.70$, d.f. = 87, $p = .000$, GFI = .91, RMR = .05, CFI = .93, RMSEA = .06). An examination of the item loadings, however, showed two items with non-significant loadings. All other loadings were statistically significant and substantial with standardized loadings ranging from .54 to .90.

The following cronbach alpha were obtained for the sub-scales of perception of organizational politics; general political behaviour ($\alpha = .82$), going along to get ahead ($\alpha = .75$ and pay and promotion ($\alpha = .74$).

Procedure

The research sought the consent of participants in the various ministries before the questionnaires were administered. The process of questionnaire distribution and retrieval took a period of seven working days. Before accessing some of the ministries, the researcher had to speak with the secretary at the general office and a brief introduction was done explaining the purpose of the research. Simple random sampling technique was adopted to select eight (8) out of the thirteen (13) ministries that was included in this study. In most of the ministries, the researcher was asked to drop some of the questionnaires and the researcher was told to come back to retrieve them the following day. Some of the staff were very hostile, this is because they have not been paid their salaries in a long while and some other staff were helpful by encouraging their colleagues working with them to fill the questionnaires and return immediately.

However, distribution of questionnaires and data collection was more cumbersome in ministries like ministry of finance, planning and budgeting, and ministry of information, tourism, and culture. This is because of the nature of duties that the ministries carry out. The staffs were reluctant to participate in the research, the researcher had to explain to the participants the purpose of the study and participants were reassured of their confidentiality. A lot of participants did not decline filling the questionnaires but retrieving the questionnaires was challenging. Some of the staff did not remember to fill the questionnaire until the researcher went back to retrieve as agreed while some had misplaced the questionnaires amidst the large number of papers they had to deal with. Some others returned the questionnaire without filling, while some of the participants could not be located at the point of retrieving the questionnaires. Clarifications were given on items that were difficult to comprehend. All the participants were thanked and were assured of their confidentiality of their responses.

Data Analysis

Data obtained was analysed using the Statistical Package for the Social Sciences (SPSS). Descriptive statistics such as frequency, mean, standard deviation, and variance was conducted to describe the subjects' information. All hypotheses were tested using multiple regression analysis.

4 RESULTS

This section presents results of gathered data on the influence of organisational politics and workplace deviance on turnover intention among government workers in Ibadan, Oyo state. Data was gathered from 340 civil servants in Oyo state.

Table 1: Socio-demographic information of respondents

SN	Variables	Response	Frequency	Percentage(%)
1	Gender	Male	178	53.4
		Female	162	47.6
2	Age	Less than 30 years	43	12.7
		30-39 years	98	28.8
		40-49 years	154	45.3
		50-59 years	20	5.9
		60 years above	25	7.4
3	Work experience	Less than 5 years	14	4.1
		5-9 years	43	12.7
		10-14 years	133	39.1
		15-19 years	100	29.4
		20-24 years	23	6.8
		25 years above	27	7.9
4	Educational qualification	Primary	24	7.1
		Secondary	55	16.2
		ND/NCE	78	22.9
		HND/Uni. Degree	154	45.3
		Postgraduate	29	8.5
		Total	340	100

Table 1 presents results on the socio-demographic distribution of respondents. It is shown that more of the respondents 178 (52.4%) were males. Age distribution shows that more of the respondents 154 (45.3%) were between 40 and 49 years old. According to work experience, more of the respondents 133 (39.1%) has between 10 and 14 years of work experience. Educational qualification distribution shows that more of the respondents 154 (45.3%) were HND/University degree holders, 78 (22.9%) has ND/NCE certificate, 55 (16.2%) were

secondary school leaving certificate holders, 29 (8.5%) were postgraduate certificate holders, while the other 24 (7.1%) were primary school leaving certificate holders.

Hypothesis one

Organisational politics (General political behaviour, going along, and pay and promotion) will jointly and independently predict turnover intention among government workers in Ibadan, Oyo state. This was tested using multiple regression analysis and the result is presented on Table 2;

Table 2: Multiple regression analysis summary table showing organisational politics dimensions as predictors of turnover intention

	Predictors	B	t	p	R	R ²	F	P
	General pol. Beh.	.21	3.34	<.05				
Turnover intention	Going along ahead	.29	4.78	<.05	.55	.31	40.87	<.05
	Pay and promotion	.18	3.05	<.05				

Table 2 presents results of the influence of organisational politics on turnover intention among government workers in Ibadan, Oyo state. Organisational politics has the following dimensions; General political behaviour, going along ahead, and pay and promotion. It is shown that perception of organizational politics sub-scales (pay and promotion, going along to get ahead and general political behaviour) jointly predicted turnover intention { $R = .55$, $R^2 = .31$; $F(3, 336) = 40.87$; $p < .05$ }. Collectively, pay and promotion, going along to get ahead and general political behaviour accounted for about 31% variance in turnover intention. Also, general political behaviour [$\beta = .21$; $t = 3.34$; $p < .05$], going ahead to get along [$\beta = .29$; $t = 4.78$; $p < .05$] and pay and promotion [$\beta = .18$; $t = 3.05$; $p < .05$] construct had significant independent influence on turnover intention. Direction of the beta value shows that the higher the general political behaviour [$\beta = .21$], going ahead to get along [$\beta = .29$] and pay and promotion [$\beta = .18$], the higher the turnover intention among government workers in Ibadan, Oyo state. This confirms the stated hypothesis, hence was retained in this study.

Hypothesis two

Workplace deviance will significantly predict turnover intention among civil servants in Ibadan, Oyo state. This was tested using linear regression analysis and the result is presented on Table 3;

Table 3: Linear regression analysis summary table showing results on the influence of workplace deviance on turnover intention

Predictor	β	T	p	R	R ²	F	p
Workplace deviance	.11	2.00	<.05	.11	.01	3.99	< .05

Table 3 presents results on the influence of workplace deviance on turnover intention among civil servants in Ibadan, Oyo state. It is shown that workplace deviance had significant influence on turnover intention [$R = .11$; $R^2 = .01$; $F(1, 338) = 3.99$; $p < .05$]. Further, workplace deviance accounted for about 1% variance in turnover intention among civil servants. Direction of the beta value shows that the higher the workplace deviance ($\beta = .11$), the higher the turnover intention of civil servants in Ibadan, Oyo state. This confirms the stated hypothesis, hence was retained in this study.

Hypothesis three

Organisational politics (General political behaviour, going along, and pay and promotion) and workplace deviance will jointly and independently predict turnover intention among government workers in Ibadan, Oyo state. This was tested using multiple regression analysis and the result is presented on Table 4;

Table 4: Multiple regression analysis summary table showing organisational politics dimensions as predictors of turnover intention

	Predictors	B	t	p	R	R ²	F	p
Turnover intention	General pol. Beh.	-.04	-.69	> .05				
	Going along ahead	.24	4.49	<.05	.30	.09	8.52	< .01
	Pay and promotion	.16	2.95	<.05				
	Workplace deviance	.08	1.50	> .05				

Table 4 presents results of the influence of organisational politics and workplace deviance on turnover intention among government workers in Ibadan, Oyo state. Organisational politics has

the following dimensions; General political behaviour, going along ahead, and pay and promotion. It is shown that perception of organizational politics sub-scales (pay and promotion, going along to get ahead and general political behaviour) and workplace deviance jointly predicted turnover intention $\{R = .30, R^2 = .09; F(4, 335) = 8.52; p < .01\}$. Collectively, pay and promotion, going along to get ahead and general political behaviour and workplace deviance accounted for about 9% variance in turnover intention. Also, going ahead to get along $[\beta = .24; t = 4.49; p < .05]$ and pay and promotion $[\beta = .16; t = 2.95; p < .05]$ construct had significant independent influence on turnover intention. Direction of the beta value shows that the higher the going ahead to get along $[\beta = .24]$ and pay and promotion $[\beta = .16]$, the higher the turnover intention among government workers in Ibadan, Oyo state. This confirms the stated hypothesis, hence was retained in this study.

5 DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

The study investigated the influence of organisational politics and workplace deviance on turnover intention among government workers in Ibadan, Oyo state. Hypothesis one stated that organisational politics (General political behaviour, going along, and pay and promotion) will jointly and independently predict turnover intention among government workers in Ibadan, Oyo state. This was tested using multiple regression analysis and it was discovered that perception of organizational politics sub-scales (pay and promotion, going along to get ahead and general political behaviour) jointly predicted turnover intention. Collectively, pay and promotion, going along to get ahead and general political behaviour accounted for about 31% variance in turnover intention. Also, general political behaviour, going ahead to get along and pay and promotion construct had significant independent influence on turnover intention. Direction of the beta value shows that the higher the general political behaviour, going ahead to get along and pay and promotion, the lower the turnover intention among government workers in Ibadan, Oyo state. This confirms the stated hypothesis, hence was retained in this study. Similarly, Okolie and Memeh (2022) through a review of systematic literature, discovered that there exists a significant relationship between organisational politics and turnover intention. Also, Obakpolor (2020) discovered that there exists a significant relationship between organisational politics and turnover intention. Zacchaeus (2021) further discovered from the findings that there exists a significant relationship between organisational politics and turnover intention.

Hypothesis two stated that workplace deviance will significantly predict turnover intention among civil servants in Ibadan, Oyo state. Direction of the beta value shows that the higher the workplace deviance, the higher the turnover intention of civil servants in Ibadan, Oyo state. In a similar study, Lee et al. (2020) found that there exists a significant relationship between workplace deviance and turnover intention. The direction of the relationship is negative, therefore connotes that the higher the workplace deviance, the higher the turnover intention. Also, Park and Jung (2017) found that there exists a positive relationship between workplace deviance and turnover intention. Dhanpat et al., (2019) discovered that there exists a significant relationship between turnover intention and workplace deviance. Regression analysis also revealed that workplace deviance had a significant and positive influence on turnover intention.

It was discovered that perception of organizational politics sub-scales (pay and promotion, going along to get ahead and general political behaviour) and workplace deviance jointly predicted turnover intention. Collectively, pay and promotion, going along to get ahead and general political behaviour and workplace deviance accounted for about 9% variance in turnover intention. Also, going ahead to get along and pay and promotion construct had significant independent influence on turnover intention. Direction of the beta value shows that the higher the going ahead to get along and pay and promotion, the lower the turnover intention among government workers in Ibadan, Oyo state. Also, Collins and Beauregard (2020) discovered that workplace deviance was a significant correlate of intention to remain on the job. Deas and Coetzee (2020) also discovered that workplace deviance have a significant influence on the intention to remain on the job with faculty members.

The following recommendations were made based on the findings of the study;

Firstly, it was discovered that the higher the organisational politics, the higher the turnover intention of civil servants in Ibadan. This implies that civil servants who perceives there is high politics in their organisation, they tend to plan their exit from the organisation. Politics is therefore perceived to set a negative feeling for employees, hence, their intention to leave. It is therefore recommended that civil service commission should endeavour to see to the kind of politics that are playing out in their respective ministries. This will help address politics attached to getting along with supervisors, pay and promotion and subsequently break the chains attached

to the politics. For instance, there should be a strong check and balances in each ministry, where every player would play check roles to ensure that no victimisation or inducement is needed for civil servants to gain their promotion and pay. This will subsequently reduce turnover intention among civil servants.

Also, it was discovered that workplace deviance contributed positively to turnover intention among civil servants in Ibadan, Oyo state. It is therefore recommended that civil service commission should put in place series of checks and policies that discourages deviance between employees of the same cadre and between subordinates and supervisors. For instance, proper channel of reporting should be made clear for every employee. More orientation on means of addressing conflicts without causing deviance within the civil service should also be implemented. This will help give employees the sense of belongingness and their right to be treated with dignity at their work. This will help reduce turnover intention among civil servants.

In addition, it is recommended that civil service commission should carry out periodic assessment on the turnover intention of civil servants. This will subsequently help civil service commission understand what factors are contributing to turnover among civil servants and subsequently help in addressing it.

Finally, this study recommends that more studies should be carried out on other factors that could contribute to turnover intention among civil servants. This will help make more practical recommendations to ensure that turnover intention is addressed within the civil service.

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