# Abstract

This thesis concentrates on the reasons and motivations of voluntary labour turnover in Austria. Therefore, general information about the tourism industry, touristic labour markets with a special focus on the Austrian touristic labour market and labour turnover were researched. In order to provide suggestions to reduce voluntary labour turnover, employees of a 3-star and a 5-star hotel were interviewed to identify the main reasons and motivations of voluntary labour turnover. Mostly, the interviewees claimed the work-life balance, insufficient training opportunities, poor remuneration and poor human resources management practices as motives to leave the industry. The reasons partly prove the literature, however, it was observed that the pay plays only minor walk-ons and was never stated as a main reason for labour turnover in the hotel industry. Based on the interview results, labour turnover can be reduced by applying good human resources management practices such as job enrichment and feedback meetings with supervisors, appropriate and regular trainings, new job models such as part-time work and job sharing to improve the work-life balance, as well as incentives to motivate employees and increase the satisfaction regarding the remuneration.