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- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

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- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

TURNOVER INTENTIONS OF EMPLOYEES: AN EMPIRICAL REVIEW

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ABSTRACT

Intention to leave, also known as turnover intention, is a necessary condition for quitting a position or organisation. A resignation is the notification and planning for a person to leave their present position and employer. It is challenging to identify the specific causes of employee turnover because of the implicit nature of turnover intention. Therefore, the purpose of this theoretical study was to provide a summary of the factors that have been found by academics and researchers to affect workers' decisions to quit their occupations. Several empirical studies were reviewed by the researcher to determine the nature of the relationship between job satisfaction, stress, organisational culture, commitment, justice, and climate in the workplace. However, this theoretical research also zeroed in on other contributors to employee churn like employment resources, social support in the workplace, work overload, job autonomy, employees' perks, and opportunities for professional development and training.

**RELATIONSHIP BETWEEN BARRIERS AND CLIENT SATISFACTION:
PERFORMANCE OF HEALTHCARE UNIT AS A MEDIATOR**

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ABSTRACT

In the recent phenomena, considering the increasing importance of healthcare in well-being of people, it is necessary to identify the factors that affect client satisfaction. Most of the time, we encounter some barriers in the healthcare industry and the present paper is aimed at identifying the potential barriers and their effect on client satisfaction. A conceptual model is developed, and propositions are offered. The implications for healthcare management are discussed. The study revealed that, as providing affordable healthcare is one of the objectives of WHO (World Health Organization), it is necessary for developing countries like India to take care of rural population who contribute to significant chunk to GDP (Gross Domestic Product).

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