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THE RELATIONSHIP BETWEEN HIGH PERFORMANCE  
WORK SYSTEM AND TURNOVER INTENTION:  
EMPIRICAL EVIDENCE FROM HOSPITALITY AND  
TOURISM INDUSTRY**

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**Abstract**

This research aims to identify the influence of a high-performance work system and happiness at the workplace on turnover intention among employees in the tourism and hospitality industry. The researcher surveyed a sample of more than 450 hotel workers to test a model that relates the following variables: high-performance work system, happiness at the workplace, and turnover intention. Data were analyzed by using structural equation modeling and Amos 24 version. Research confirmed that a high-performance work system positively influences employees' turnover intention, and there is an impact of happiness at the workplace on decreasing the employees' turnover intention. This study unlocks the relationship between the three variables HPWS, HAW &. From the managerial point of view, the hospitality industry should prioritize the investment in HPWS and HAW as it directly impacts the employees' turnover intention, directly affecting the business's baseline.

**Keywords:** High-performance work system, happiness at the workplace, turnover intention, hospitality employees