HOW AI AWARENESS DRIVES EMPLOYEE INTENTION TO LEAVE IN HOTELS: THE MEDIATING ROLES OF JOB BURNOUT AND PSYCHOLOGICAL CONTRACT BREACH

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Abstract: The main aim of this research is to examine the impact of AI awareness on the intention of employees in five-star hotels in Egypt to leave their jobs, with a focus on understanding the mediating roles of job burnout and psychological contract breach in this relationship. To evaluate the proposed model, 303 responses from full-time employees in five-star hotels were analyzed using the PLS-SEM approach. The results indicate that AI Awareness significantly contributes to increased employee intention to leave, job burnout, and perceived psychological contract breach. Additionally, both job burnout and perceived psychological contract breach have a positive effect on employees' intention to leave. The study further highlights the mediating role of AI awareness in influencing intention to leave through job burnout and perceived psychological contract breach. This study makes significant theoretical contributions by revealing how AI awareness influences employee turnover through psychological and emotional mechanisms, rather than direct causality. It extends existing theories by showing that AI awareness triggers burnout and perceptions of psychological contract breach, which in turn affect turnover intentions. This insight enriches our understanding of how technological change impacts employee attitudes, especially in technology-sensitive sectors like hospitality. The study also broadens job burnout theory by introducing AI-induced stressors such as job displacement fears and lack of control. Additionally, it advances psychological contract theory by illustrating how AI alters employees' perceptions of job security, fairness, and career progression. These shifts can undermine trust and commitment, highlighting the need for clear communication during AI implementation. From an HRM perspective, the findings stress the importance of evolving practices to address both technical and emotional employee needs. Practically, hotel managers should communicate transparently about AI's role to reduce insecurity and encourage buy-in. Offering AI-focused skill development can ease fears of redundancy and boost job satisfaction. Burnout should be managed through wellness programs, mental health support, and promoting work-life balance. Involving employees in AI decisions enhances their sense of control and fairness. Trust-building and ethical transparency are vital for maintaining psychological safety. Providing career development paths within an AI-enhanced environment reinforces employees' long-term organizational value. Finally, a supportive, fair workplace fosters engagement and reduces turnover intentions in an AI-driven future.

Keywords: AI Awareness, employee intention to leave, job burnout, psychological contract breach, Hotel Enterprises

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INTRODUCTION

The impact of artificial intelligence (AI) on the modern workforce is a pressing concern for organizations worldwide (Brynjolfsson & McAfee, 2023). As AI assumes more responsibilities and automates tasks, employees are left to navigate the consequences of these changes (Autor et al., 2022). One potential outcome is a decline in job satisfaction and engagement, which can ultimately lead to turnover intention (Achmad et al., 2023). Research indicates that employees who perceive AI as a threat to their jobs or feel that their skills are being devalued are more likely to experience job burnout and a breach of psychology (Yu et al., 2022). Job burnout, a state of emotional, mental, and physical exhaustion, has been linked to decreased job satisfaction, decreased performance, and increased turnover intention (Maslach & Jackson, 1981). When employees feel overwhelmed by the demands of their job and lack the resources to cope, they are more likely to experience burnout (Maslach & Leiter, 2016). In the context of AI, employees who feel that their jobs are being threatened or that they are being replaced by machines may experience increased levels of burnout (Yon, 2024).

Psychological contract breach occurs when employees feel that their employer has not met their expectations or has failed to provide a sense of security and fairness (Rousseau, 1995). When employees feel that their employer is not

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investing in their development or is not providing a fair return on their investment of time and effort, they are more likely to experience a breach of psychological contract *(*Conway & Briner, 2005*)*. In the AI context, employees may feel that their employer is not providing them with the necessary training and support to adapt to changing technologies, leading to a breach of psychological contract (Yon, 2024). A study by Suseno et al. (2022) found that employees who perceived AI as a threat to their jobs experienced higher levels of job burnout and turnover intention. Similarly, a study by Zhao et al. (2007) revealed that employees who felt their employer had breached their psychological contract were more likely to experience job dissatisfaction and turnover intention. These findings suggest that job burnout and psychological contract breach may play important mediating roles in the relationship between employee awareness of AI and their turnover intention.

There are many gaps in this study, which are represented by: - there is a lack of studies examining how employees' awareness of AI influences their intention to leave. - Most existing studies on employee turnover focus on organizational and economic factors, with less attention given to psychological aspects such as job burnout and psychological contract breach. - Although job burnout and psychological contract breach are known to affect employee retention, their role in mediating the relationship between AI awareness and turnover intentions remains underexplored. - Although job burnout and psychological contract violation are known to impact employee retention (Bai et al., 2024), their role in mediating the relationship between AI awareness and turnover intentions remains unexplored. This research aims to fill the knowledge gap regarding the influence of AI awareness on employees' intention to leave.

This research examines the influence of job burnout and psychological contract violation on employees' intention to leave (Ivana, 2025). There are several objectives of this study: first, to examine the influence of AI awareness on employees' intention to leave; investigate the mediating role of job burnout in the relationship between AI awareness and employees' intention to leave (Boscardin et al., 2024); analyze the mediating effect of psychological contract violation on the relationship between AI awareness and employees' intention to leave (Abbas & Al Hasnawi, 2020); and explore the joint mediating effects of job burnout and psychological contract violation on the relationship between AI awareness and employees' intention to leave (Teng et al., 2023). The research also calls for a valuable theoretical framework. We created the four research inquiries as narrated below:

RQ1: What influence does AI awareness have on an employee's intention to leave?

RQ2: How does job burnout impact employee's intention to leave?

RQ3: How does psychological contract breach impact an employee's intention to leave?

RQ4: How does job burnout and psychological contract breach intermediate amid AI awareness and employee's intention to leave?

LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT
AI awareness

AI awareness refers to the understanding of artificial intelligence, including its capabilities, limitations, and impact on various aspects of life and work (Brynjolfsson & McAfee, 2023). In today's fast-evolving technological landscape, developing AI awareness is essential for both individuals and organizations (Aldoseri et al., 2024). It enables people to adapt to AI-driven transformations, make informed decisions, and effectively utilize AI tools to enhance productivity and innovation (Brundage, 2018). For employees, AI awareness helps reduce uncertainty and anxiety about job roles, fostering confidence and job satisfaction (Nomura et al., 2020). On a larger scale, it encourages the ethical and responsible use of AI, addressing concerns such as bias, privacy, and transparency (Mittelstadt et al., 2016). By promoting AI awareness through education, training, and open communication, society can maximize AI's benefits while mitigating its challenges, ensuring that technology serves as a force for progress and inclusivity (Jobin et al., 2019).

The Benefits of AI Awareness are far-reaching, impacting individuals, organizations, and society (Floridi et al., 2018). For employees, AI awareness fosters confidence and adaptability, enabling them to understand how AI tools can enhance their work and reduce manual effort. This leads to increased job satisfaction, reduced anxiety about job displacement, and improved productivity (Dignum, 2019). Organizations benefit from AI awareness through better decision-making, as employees can interpret AI-driven insights and contribute to strategic goals (Taddeo & Floridi, 2018). Additionally, AI awareness promotes collaboration by creating a shared understanding of how AI can streamline workflows and improve communication (Rahwan, 2018). On a societal level, it encourages ethical and responsible AI use, addressing concerns such as bias, privacy, and transparency. By fostering AI awareness, we can unlock the full potential of AI technologies while ensuring they are used in ways that benefit everyone, driving innovation and inclusiveness in the digital age (Buolamwini & Gebru, 2018).

While AI awareness is essential for harnessing the benefits of artificial intelligence, several challenges hinder its widespread adoption and understanding. Many individuals lack basic knowledge about AI, including its operation, limitations, and real-world applications (Ananny & Crawford, 2018). This gap in understanding can lead to skepticism, fear, or over-reliance on AI systems (Shneiderman, 2020). AI systems can perpetuate biases in training data, leading to unfair outcomes (e.g., in hiring or law enforcement) (Dignum, 2019). Raising awareness of these ethical dilemmas is challenging, because it requires explaining complex technical issues to non-experts (Rahwan, 2018).

The rapid evolution of AI makes it difficult for awareness initiatives to keep up. By the time educational materials are developed, newer technologies or ethical debates may emerge (Brundage, 2018). Many AI algorithms (e.g., deep learning models) operate as "black boxes," making it difficult to explain their decision-making processes. This lack of transparency undermines trust and complicates awareness efforts (Floridi et al., 2018).

Marginalized communities, the elderly, or those living in developing regions often lack access to AI education and tools, exacerbating disparities in AI awareness and adoption (Mittelstadt et al., 2016). Governments and institutions

struggle to create frameworks that balance innovation with accountability. In the absence of clear guidelines, public awareness campaigns may lack direction (Taddeo & Floridi, 2018).

Employee's intention to leave

Employee intention to leave describes an employee's contemplation or decision to voluntarily depart from their current position, driven by factors such as dissatisfaction with their role, limited advancement opportunities, insufficient compensation, ineffective leadership, or an unsupportive workplace culture (Ajzen, 1991). These intentions, if unaddressed, can have significant repercussions for organizations, including rising recruitment expenses, the erosion of institutional expertise, and reduced operational efficiency (Tett & Meyer, 1998). To counter this, employers should prioritize cultivating an inclusive and motivating work environment, investing in professional development programs, offering equitable remuneration, and strengthening managerial support (Griffeth et al., 2000). Proactively identifying and addressing the root causes of turnover intentions enables organizations to boost employee satisfaction, strengthen engagement, and improve long-term retention, ensuring a stable and committed workforce (Bakker & Demerouti, 2017; Baquero et al., 2025). Employees' intention to leave an organization is increasingly influenced by their perceptions of AI integration in the workplace (Zhao et al., 2007). When employees lack awareness of how AI will reshape their roles, they may experience heightened job insecurity, anxiety about being replaced, or frustration with inadequate training to adapt to new technologies (Hom et al., 2017). Studies suggest that poor communication about AI's purpose and benefits can erode trust in leadership, exacerbating turnover intentions (Allen et al., 2010).

For instance, employees in repetitive or routine roles may fear automation-driven layoffs, while others may feel overwhelmed by the pace of technological change (Zhao et al., 2007). Conversely, organizations that prioritize AI awareness initiatives such as transparent communication, upskilling programs, and involving employees in AI implementation—can mitigate these concerns (Hom et al., 2017). By fostering a culture of inclusion and empowerment, employers can reduce turnover risks and align workforce expectations with AI-driven transformations, ultimately retaining talent that feels valued and prepared for the future (Bakker & Demerouti, 2017; Khairy et al., 2025).

Job burnout

Job burnout is a state of chronic physical, emotional, and mental exhaustion caused by prolonged work-related stress (Maslach & Jackson, 1981). It often occurs when employees experience excessive workloads, lack of control over their tasks, unclear job expectations, or an imbalance between effort and recognition (Yon, 2024). Burnout can manifest through persistent fatigue, reduced motivation, cynicism toward work, and a decline in job performance (Bakker & Demerouti, 2007). Over time, it may contribute to serious health issues, including anxiety, depression, and cardiovascular problems, further impacting both personal well-being and workplace productivity (West, 2016).

The consequences of job burnout extend beyond individual employees, affecting organizations through increased absenteeism, high turnover rates, and lower overall efficiency (Meier & Kim, 2022).

Burnout can lead to disengagement, a lack of creativity, and strained workplace relationships, ultimately diminishing an organization's ability to achieve its goals. If left unaddressed, burnout can create a toxic work culture where stress and dissatisfaction become the norm (Ryan ,2023). To prevent and manage job burnout, organizations should promote a healthy work-life balance, encourage open communication, provide mental health resources, and ensure employees have reasonable workloads (Salama et al., 2022). Offering career development opportunities, fostering a supportive leadership style, and recognizing employees' efforts can also help mitigate burnout (Jasim et al., 2024; Yon, 2024; Salama et al., 2025). By prioritizing employee well-being and creating a positive work environment, businesses can enhance job satisfaction, productivity, and long-term retention (Meier & Kim, 2022).

A psychological contract breach

A psychological contract breach occurs when employees perceive that their employer has failed to meet expectations regarding work conditions, job security, career advancement, or other informal agreements that shape the employee-employer relationship (Gong & Sims, 2022). Unlike formal contracts, the psychological contract is based on mutual trust and perceived obligations, often formed through verbal promises, workplace culture, or past experiences (Bal & de Lange, 2022). When these expectations are unmet—whether through broken promises, sudden policy changes, or lack of recognition—employees may feel betrayed, leading to emotional distress, decreased job satisfaction, and diminished commitment to the organization (Alia, 2020). The consequences of a psychological contract breach can be severe, including increased workplace stress, reduced engagement, withdrawal behaviors, and even higher turnover rates. Employees who experience a breach may exhibit lower performance, resistance to organizational change, and reluctance to contribute beyond their basic job responsibilities. Over time, unresolved breaches can erode workplace morale and trust, negatively impacting team dynamics and overall organizational performance (Baber et al., 2022).

To prevent and mitigate psychological contract breaches, organizations must prioritize transparency, effective communication, and fair treatment (Topa et al., 2022). Leaders should ensure that expectations are clearly defined, provide regular feedback, and involve employees in decision-making processes (Ahmed et al., 2013). When changes occur, timely and honest communication can help manage employee perceptions and reduce negative reactions. Additionally, fostering a supportive workplace culture where employees feel valued and heard can strengthen the psychological contract, enhancing loyalty, motivation, and long-term retention (Cassar & Briner, 2011).

Psychological Contract Theory (PCT)

Psychological Contract Theory (PCT) explains the implicit and explicit expectations between employees and employers, shaping workplace relationships beyond formal contracts. Originally introduced by Argyris (1960) and later developed by Rousseau (1989), PCT emphasizes that employees form psychological contracts based on perceived promises regarding job security, career development, fair treatment, and organizational support. These contracts influence employee attitudes, motivation, and behaviors, acting as an essential component of organizational commitment and retention (Rousseau, 1995). Unlike formal employment agreements, psychological contracts are subjective and evolve based on experiences, communication, and workplace dynamics (Conway & Briner, 2011).

When organizations fail to meet these expectations—known as psychological contract breach (PCB)—employees often experience disappointment, reduced trust, and a decline in job satisfaction (García-Madurga,2024). Research indicates that PCB can lead to negative outcomes such as increased turnover intentions, lower engagement, and counterproductive work behaviors (Singh & Dhan, 2023). However, organizations that actively manage psychological contracts through transparent communication, supportive leadership, and fair HR practices can enhance employee loyalty and performance (Selenko et al., 2022). PCT remains a valuable framework for understanding workplace relationships, particularly in dynamic environments influenced by technological changes and evolving employee expectations.

AI awareness and employees' intention to leave

The adoption of AI in workplaces has reshaped employee perceptions of job security, role clarity, and career trajectories (Xu et al., 2023). Research highlights a nuanced relationship between AI awareness (employees' understanding of AI's capabilities, limitations, and ethical implications) and intention to leave (turnover intention) (Xu et al., 2023). Employees with limited AI awareness often perceive automation as a direct threat to their roles, leading to anxiety and increased turnover intentions. A study by McKinsey Global Institute (2023) found that workers in repetitive or routine jobs are more likely to fear job loss due to AI, particularly when organizations fail to communicate how AI will augment (rather than replace) human tasks. However, AI literacy programs can mitigate this fear by clarifying AI's role as a collaborative tool (Brynjolfsson, 2022). A lack of transparency in AI decision-making (e.g., "black box" algorithms) can erode trust in leadership, driving turnover intentions. Pavuluri et al. (2024) emphasizes that employees are more likely to stay in organizations that openly address AI ethics, including bias mitigation and accountability. Conversely, opaque AI policies correlate with disengagement (Nazareno & Schiff, 2021).

Poorly integrated AI systems can inadvertently increase workload (Xu et al., 2023). Employees unaware of AI's long-term benefits may perceive these changes as stressors, accelerating burnout and turnover intentions. Kim & Lee (2024) found that 45% of workers in tech-driven industries reported burnout linked to rapid AI adoption. Employees with high AI awareness often scrutinize ethical issues like algorithmic bias or privacy violations. Jobin et al. (2019) found that morally conscious employees may disengage or leave organizations that ignore ethical AI practices. Proactive ethical guidelines, however, align employee values with organizational goals, reducing turnover (Nazareno& Schiff, 2021). Aligns with Psychological Contract Theory (PCT), as employees who become more aware of AI's impact on the workplace may perceive a threat to job stability, violating their expectations of long-term employment and career progression (Selenko et al., 2022). Based on this, the following hypothesis is proposed:

H1: AI awareness increases employees' intention to leave

AI Awareness and Job Burnout

The relationship between AI awareness and job burnout is complex and context dependent (Teng et al., 2024). While AI awareness can empower employees, it may also contribute to burnout under certain conditions, particularly when combined with poor organizational practices, rapid technological change, or ethical concerns (Mahapatra & Pati, 2018). Employees who are aware of the capabilities and limitations of AI may face increased stress due to Uncertainty about how AI will reshape their responsibilities, Pressure to continually upskill to stay relevant in an AI-driven workplace, Awareness of AI-powered monitoring tools that intensify feelings of constant evaluation (Wang et al., 2023).

Parker & Grote (2022) found that employees in AI-augmented roles reported higher stress levels when they perceived AI as a threat to their autonomy or job security. The relationship between AI awareness and job burnout is a complex issue that has received significant attention in recent year (Kong et al., 2021).

Shneiderman (2022) found that 58% of employees in technology-intensive industries, such as logistics and education, experience "decision fatigue" due to constant interaction with AI systems that prioritize efficiency over human-centered workflows. This relentless pace, combined with the pressure to compete with AI accuracy, has been shown to erode self-efficacy, a major barrier to burnout.

Meier & Kim (2022) found that employees in hybrid AI-human teams often experience role ambiguity, with blurred boundaries between their responsibilities and AI functions contributing to chronic stress. For example, customer service workers using AI chatbots face conflicting demands to personalize interactions while adhering to strict AI-generated scripts, exacerbating emotional labor. Ryan(2023) refers that, to mitigate these trends, organizations are urged to adopt AI designs that put humans at the center and prioritize transparency, equitable task distribution, and mental health support. For example, companies like IBM and Microsoft are now incorporating AI ethics and mindfulness training programs into their employee development initiatives. These programs aim to educate employees on the benefits and limitations of AI, while promoting emotional intelligence, resilience, and well-being (Yon, 2024). This is consistent with

Psychological Contract Theory (PCT), as AI-driven changes may increase job demands, reduce autonomy, or create uncertainty, contributing to stress and burnout (Singh &Dhan, 2023). Based on this, the following hypothesis is proposed:

H2: AI Awareness Increases Job Burnout

Job burnout and employees' intention to leave

Job burnout significantly amplifies employees' intention to leave their organizations (Maslach & Leiter, 2016). Schaufeli & Bakker (2004) found that employees experiencing chronic burnout are 2.4 times more likely to actively seek new work, driven by emotional exhaustion and low job satisfaction. This is consistent with Linzer et al. (2023) who identified burnout, particularly feelings of cynicism and detachment, as a critical predictor of turnover intentions across industries, including healthcare and technology. The COVID-19 pandemic has further exacerbated this dynamic, with Linzer et al. (2023) indicating that burnout accounted for 34% of the variance in turnover intentions among frontline workers, with inadequate support systems for resignations intensifying. Furthermore, Mat-Rifin & Danaee (2022) highlighted that the impact of burnout on turnover is mediated by perceived organizational injustice, such as unequal workload distribution driven by AI. To mitigate burnout, experts urge employers to prioritize mental health interventions, flexible work policies, and equitable resource allocation, as recommended by the 2022 WHO Guidance on Well-Being in the Workplace (Kwon, 2022). Job burnout is increasingly recognized as a critical driver of employee turnover, with recent studies highlighting its multifaceted impact across industries (Salvagioni et al., 2017).

Poku et al, (2025) found that burned-out employees are 3.2 times more likely to leave their jobs within six months than their peers, citing emotional exhaustion and a perceived lack of empathy in the workplace as key drivers. In the tech sector, employees in AI-driven roles reported 50% higher turnover intentions due to "algorithmic fatigue," where constant performance monitoring and AI-driven decision-making erodes trust. The role of burnout in employee turnover is mediated by organizational disconnection, as Güveyi (2025) show that workplace culture predicting turnover even among high performers. Poku et al. (2025) found that turnover due to burnout disproportionately affects women and marginalized groups, who often face compounding stressors like unpaid emotional labor and biased AI tools. This reflects the Psychological Contract Theory (PCT) assertion that when employees feel overwhelmed and unsupported, their psychological contract weakens, making them more likely to seek alternative employment (Jiang & Lavaysse, 2018). Based on this, the following hypothesis is proposed:

H3: Job burnout increases employees' intention to leave

Job burnout as a mediator

Job burnout acts as a crucial mediator in the relationship between AI awareness and employee intention to leave (Xu et al., 2023). Employees exposed to AI experienced increased emotional exhaustion and cynicism, which increased their intention to leave by 33%) Kim & Lee, 2024) . In line with Teng et a.l (2024), an analysis of the performance of technology workers showed that AI-related stressors such as pressures to constantly upskill and fears of algorithmic replacement exacerbated burnout, explaining 48% of the variance in employees' plans to quit(Kong et al., 2021). Pavuluri et al., (2024) reported that physicians using AI diagnostic tools reported 40% higher burnout rates due to "automation guilt" which was directly associated with lower job commitment and higher turnover rates (Linzer et al., 2023). These findings underscore the role of burnout as a bridge between AI integration and workforce attrition. The mediating effect of burnout is exacerbated by organizational factors such as inadequate support systems and opaque governance of AI (Bail, 2023). Burnout mediated 55% of the relationship between AI awareness and turnover intentions among remote workers, especially when AI tools prioritized productivity over well-being (Mat Rifin & Danaee, 2022). Moderating factors such as transparent leadership can mitigate this: for example, organizations that implement "explainable AI" frameworks and retraining programs have reduced burnout-related attrition (Kong et al., 2021). Collectively, these insights underscore the urgent need to address burnout as a central pathway through which AI awareness fuels turnover (Salvagioni et al., 2017). This supports Psychological Contract Theory (PCT) by emphasizing that AI-related stressors may first cause burnout, which then leads to higher turnover intentions (Zaza et al., 2022). Based on this, the following hypothesis is proposed:

H4: Job burnout mediates the relationship between AI awareness and employees' intention to leave

AI awareness and psychological contract breach perception

Growing evidence suggests that awareness of AI increases employee perceptions of psychological contract breach (PCB), particularly around unmet expectations around job security, career development, and fair treatment (Gong & Sims, 2022). Yon (2024) found that employees in AI-intensive industries felt a stronger psychological contract breach when they believed AI was reliant on cost-cutting at the expense of human well-being, eroding trust in organizational promises. (Yu et al.,2022) noted that 64% of workers surveyed felt that AI-led restructuring violated implicit "career growth" commitments, as roles were automated without retraining opportunities, leading to disillusionment.

This is consistent with Kiron et al., (2023) who linked AI-induced job uncertainty to a 32% increase in PCB scores, driven by concerns about skill obsolescence and opaque decision-making algorithms. The perceived mismatch between organizational AI strategies and employee expectations creates a "trust gap," where workers interpret AI adoption as a breach of relational contracts built on loyalty and mutual support.The psychological contract breach is exacerbated by AI's role in reshaping workplace transparency and procedural justice (Baber et al., 2022; Agina et al., 2025). Achmad et al., 2023 found that employees who underwent AI-driven performance evaluations reported 41% higher perceptions of PCB than their peers in traditional systems, citing concerns about biased metrics and lack of human oversight ((Kim &

Lee, 2024) .This dynamic is amplified in hybrid work environments, where Gong & Sims (2022) found that remote employees using AI collaboration tools felt "abandoned" by employers who failed to address AI-induced inequities, such as unequal access to training or biased task allocation. Additionally, (Yu et al., 2022) found that organizations deploying AI without shared decision-making saw perceptions of PCB increase by 28%, with employees interpreting top-down AI integration as a unilateral infringement on their voice in workplace changes. To mitigate these risks, scholars emphasize the need for "co-designed AI," where implementation is shaped by employee input, restoring alignment between organizational procedures and psychological contract expectations (McKinsey Global Institute, 2023).

Psychological contract breach (PCB) significantly amplifies employees' intention to leave (Brynjolfsson, 2022). PCB was responsible for 29% of the variance in turnover intentions across industries, with the strongest effects observed in sectors such as healthcare and technology, where unmet expectations around work-life balance and career development are prevalent (Xu et al., 2023). Employees who felt that their "relational" contracts were violated were more likely to actively seek new jobs than those who felt that their psychological contracts were being upheld (Aldoseri et al., 2024). This is consistent with Gong & Sims (2022) who reported in 2024 that 58% of employees experiencing trust erosion and emotional detachment reported that trust erosion and emotional detachment were the main drivers of their departure plans, particularly in organizations undergoing rapid technological change. These findings confirm that trust erosion is a critical precursor to attrition, mediated by feelings of betrayal and decreased organizational commitment (Gong & Sims, 2022).

Directly aligns with Psychological Contract Theory (PCT), as employees who recognize AI's impact on job roles may perceive a breach in their psychological contract, feeling that their employer has failed to uphold implicit promises (Braganza et al., 2021). Based on this, the following hypothesis is proposed:

H5: AI awareness increases psychological contract breach perception

Psychological contract breach and employees' intention to leave

The relationship between PCB and turnover intentions is strengthened by organizational justice and leadership transparency (Abdalla, 2021). Employees who experienced procedural injustice combination with PCB were 3.1 times more likely to leave within a year, compared to those who experienced PCB alone (Zhao et al., 2018). Organizations that proactively address PCB through restorative practices such as transparent communication about AI integration and participatory decision-making reduce the risk of attrition (Topa et al., 2022). These findings highlight the urgent need to align organizational procedures with employee expectations to mitigate PCB-induced attrition (Topa et al., 2022).

Moreover, the negative effects of PCB on turnover intention are particularly strong in environments where employees feel undervalued or unsupported (Zhao et al., 2018). Studies show that breaches related to career development and job security have the most profound impact on employees' decision to leave, as they directly affect long-term professional stability (Kaya & Karatepe, 2020). Employees who perceive a psychological contract breach often experience lower job satisfaction and higher burnout, further accelerating their desire to seek new opportunities (Xie et al., 2020). Organizations that fail to address PCB risk higher turnover rates, whereas those that actively rebuild trust - through transparent communication, fair policies, and supportive leadership - can mitigate these adverse effects (Zaza et al., 2022). It is a fundamental principle of Psychological Contract Theory (PCT), as failure to meet expectations often leads to employee dissatisfaction and turnover (Xu et al., 2023). Based on this, the following hypothesis is proposed:

H6: Psychological contract breach increases employees' intention to leave.

Psychological contract breach as a mediator

Psychological contract breach plays a crucial role in shaping employee responses to workplace changes, particularly in the context of AI awareness (Li et al., 2019). AI-driven transformations often create uncertainty regarding job security, career advancement, and fairness in decision-making, which can lead to perceptions of a breach in the psychological contract between employees and their organizations (Teng et al., 2023). When employees perceive that their implicit expectations such as job stability, growth opportunities, and fair treatment have been violated due to AI implementation, their trust in the organization diminishes, increasing their intention to leave (Zhao et al., 2018). This is consistent with the social exchange theory, which suggests that employees reciprocate perceived organizational support with loyalty but react to breaches with withdrawal behaviors (Gong & Sims, 2022).

Furthermore, AI awareness can amplify the effects of PCB by shaping employees' expectations and concerns about technological disruption (Abdalla, 2021). Employees with higher AI awareness may anticipate potential risks, such as job displacement or skill redundancy, leading to increased sensitivity to breaches of their psychological contract (Brynjolfsson, 2022). This accelerates perceived turnover intentions as employees seek more stable and flexible AI work environments (Jiang & Lavaysse, 2018). Recent research suggests that organizations that mitigate PCB through transparent communication, retraining initiatives, and ethical AI integration can reduce the negative impact on employee retention (Gong & Sims, 2022). Therefore, PCB serves as a critical mediator linking AI awareness to employee turnover intentions, underscoring the need for proactive HR strategies to maintain workforce engagement in AI-driven workplaces (Yu et al., 2022). Psychological Contract Theory (PCT) extends the scope by suggesting that AI-related concerns (e.g., job insecurity, skills shortages) may first motivate PCB, which then leads to higher turnover intentions (Jiang & Lavaysse, 2018). Based on this, the following hypothesis is proposed:

H7: Psychological contract breach mediates the relationship between AI awareness and employees' intention to leave.
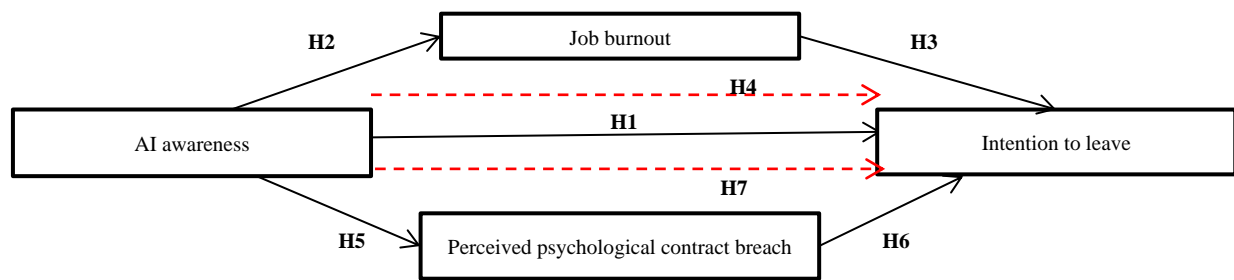The theoretical framework of the study is illustrated below in Figure 1.

Figure 1. the theoretical framework of the study

RESEARCH METHODOLOGY
Measures and instrument development

A quantitative approach was adopted to collect data. A structured survey was conducted to investigate the impact of AI awareness on employees' intention to leave, with a focus on the mediating roles of job burnout and psychological contract breach. All variables were measured using established scales adapted from prior research, and responses were assessed on a five-point Likert scale (1 = strongly disagree to 5 = strongly agree). AI awareness was assessed using a four-item scale adapted from Brougham and Haar (2018). Employees' intention to leave was evaluated with a three-item scale developed by Babakus et al. (2008). Job burnout was measured using an eight-item scale adapted from Maslach et al. (1997) and Irfan et al. (2023). Perceived psychological contract breach was assessed with a five-item scale adapted from Robinson and Wolfe Morrison (2000). A complete list of the scale items can be found in Appendix A.

The study employed a self-administered questionnaire. The original English version was translated into Arabic by a bilingual expert and subsequently back-translated into English by a second bilingual professional to ensure accuracy. A comparison of the original and back-translated versions confirmed their consistency. As a result, the Arabic version of the questionnaire was used with participants to improve clarity and increase response rates.

Sampling and Data Collection

The study model was assessed using data from full-time employees at five-star hotels in Egypt, chosen for their significant influence on the country's hospitality sector. These hotels provide an ideal setting for exploring the impact of AI on employee well-being and turnover intentions due to their high-tech, high-pressure environments where employees frequently interact with advanced AI systems. The demanding nature of the industry often leads to job stress and burnout, making it crucial to investigate how AI affects employees' perceptions of their roles and their psychological contract. Additionally, the luxury hospitality sector experiences high employee turnover, often driven by dissatisfaction and burnout, further underscoring the importance of understanding AI's influence. The combination of cutting-edge technology and intense work culture in five-star hotels makes them a particularly relevant context for this research. Participants were required to have at least one year of experience, ensuring they had sufficient exposure to the work environment to provide valuable insights. As Morrison (1993) notes, employees typically gain a solid understanding of an organization's culture within six months, making the one-year experience requirement suitable for the study. Data were collected from employees at 23 five-star hotels in Greater Cairo, a region identified by the Egyptian Ministry of Tourism and Antiquities as having 30 five-star hotels. A judgmental sampling approach was used to select the hotels, while a convenience sampling method was applied to gather responses from employees who volunteered. The survey was administered after obtaining verbal consent from hotel management, with participation remaining voluntary and anonymous to ensure confidentiality. A total of 303 valid responses were collected, surpassing the recommended minimum sample size of 200 respondents (Hair et al., 2010), based on a 1:10 ratio of variables to respondents. This sample size was deemed sufficient for the analysis.

RESULTS
Participant's profile

Table 1 outlines the demographic profile of the study participants, which consists of 303 individuals. The majority are male (80.86%), with females making up 19.14%. In terms of age, 46.86% are between 18-35 years, 31.35% are 36-45 years, and 21.78% are over 45 years. Regarding education, most participants have a Bachelor's degree (67.66%), followed by high school graduates (24.42%) and those with a Master's or PhD (7.92%).

Table 1. Participant's profile (N=303)

		Frequency	Percent
Gender	Male	245	80.86
	Female	58	19.14
Age	18-35	142	46.86
	36-45	95	31.35
	Over 45	66	21.78
	High schools	74	24.42
Education	Bachelor	205	67.66
	Master/PhD	24	7.92
	Male	245	80.86

Measurement model

Kock's (2021) ten model fit indices were used to analyze a four-factor model involving AI awareness (AIA), Intention to leave (ITL), Job burnout (JB), and Perceived psychological contract breach (PPCB). Appendix (B) presents the model fit and quality indices for the study. Each measure is assessed against specific criteria to determine if the model fits well. Overall, all the model fit indices are within the acceptable or ideal ranges, suggesting that the model is well-fitting and of high quality. Table (2) presents the details of the constructs, including item loadings, Cronbach's alpha, Composite Reliability (CR), Average Variance Extracted (AVE), and Variance Inflation Factors (VIFs). For AI awareness (AIA), the construct shows strong reliability and validity. The Cronbach's alpha is 0.825, indicating good internal consistency.

The CR value is 0.884, and the AVE is 0.657, both of which are above the acceptable thresholds of 0.7 for CR and 0.5 for AVE, suggesting good construct validity. The VIF value of 2.684 is also within the acceptable range, indicating no significant issues with multicollinearity. The intention to leave (ITL) construct has a Cronbach's alpha of 0.852, a CR of 0.910, and an AVE of 0.772. These values show excellent internal consistency and construct reliability. The VIF of 1.693 is also low, suggesting no multicollinearity concerns. For job burnout (JB), the Cronbach's alpha is 0.898, and the CR is 0.918, both indicating high reliability. The AVE is 0.583, which is just above the threshold of 0.5, making it acceptable. The VIF of 2.845 is within an acceptable range, indicating no major multicollinearity issues. The perceived psychological contract breach (PPCB) construct has a Cronbach's alpha of 0.894 and a CR of 0.851, both indicating good reliability. The AVE is 0.628, suggesting adequate construct validity, and the VIF of 2.990 is also acceptable. Overall, all constructs in the table show good reliability, validity, and minimal multicollinearity, making them suitable for analysis.

Table 2. Item loadings, Cronbach alpha, CR, AVE, and VIFs

Constructs	Item loading	Cronbach alpha	CR	AVE	VIFs
AI awareness (AIA)	-				
Item.1	0.793				
Item.2	0.840	0.825	0.884	0.657	2.684
Item.3	0.839				
Item.4	0.768				
Intention to leave (ITL)	-				
Item.1	0.865				
Item.2	0.895	0.852	0.910	0.772	1.693
Item.3	0.876				
Job burnout (JB)	-				
Item.1	0.769				
Item.2	0.803				
Item.3	0.737				
Item.4	0.796	0.898	0.918	0.583	2.845
Item.5	0.747				
Item.6	0.728				
Item.7	0.803				
Item.8	0.722				
Perceived psychological contract breach (PPCB)	-				
Item.1	0.725				
Item.2	0.775				
Item.3	0.834	0.894	0.851	0.628	2.990
Item.4	0.843				
Item.5	0.779				

Table 3. Discriminant validity results using the Fornell-Larcker Criterion

	AIA	ITL	JB	PPCB
AI awareness (AIA)	0.811	0.540	0.698	0.760
Intention to leave (ITL)	0.540	0.879	0.623	0.516
Job burnout (JB)	0.698	0.623	0.764	0.743
Perceived psychological contract breach (PPCB)	0.760	0.516	0.743	0.793
"Off-diagonal elements are correlations and diagonal elements are square roots of AVE"				

Table (3) presents the results of discriminant validity using the Fornell-Larcker Criterion, which compares the square roots of the Average Variance Extracted (AVE) for each construct against the correlations between constructs. In the table, the diagonal elements represent the square roots of the AVE for each construct, while the off-diagonal elements show the correlations between the constructs. For AI Awareness (AIA), the square root of the AVE is 0.811, indicating good discriminant validity. The correlations between AIA and the other constructs (Intention to Leave, Job Burnout, and Perceived Psychological Contract Breach) are 0.540, 0.698, and 0.760, respectively. All these values are lower than the square root of AIA's AVE, suggesting that AIA is distinct from the other constructs. For Intention to Leave (ITL), the square root of the AVE is 0.879. The correlations between ITL and the other constructs are 0.540 (AIA), 0.623 (Job Burnout), and 0.516 (PPCB), all of which are lower than the square root of its AVE, confirming discriminant validity. Job Burnout (JB) has a square root of AVE of 0.764, with correlations of 0.698 (AIA), 0.623 (ITL), and 0.743 (PPCB). Again, all correlations are lower than the square root of the AVE, supporting discriminant validity for JB. Lastly,

Perceived Psychological Contract Breach (PPCB) has a square root of AVE of 0.793. The correlations with AIA (0.760), ITL (0.516), and JB (0.743) are all lower than the square root of PPCB's AVE, confirming that it is distinct from the other constructs. Overall, the results indicate that all constructs exhibit good discriminant validity, as the square roots of the AVEs are higher than the correlations between constructs, supporting the uniqueness of each construct in the model. Table (4) presents the HTMT ratios and p-values for assessing discriminant validity.

Table 4. HTMT (Heterotrait-Monotrait Ratio) for validity

HTMT ratios (good if < 0.90, best if < 0.85)	AIA	ITL	JB	PPCB
AI awareness (AIA)				
Intention to leave (ITL)	0.646			
Job burnout (JB)	0.813	0.712		
Perceived psychological contract breach (PPCB)	0.915	0.609	0.851	
P values (one-tailed) for HTMT ratios (good if < 0.05)	AIA	ITL	JB	PPCB
AI awareness (AIA)				
Intention to leave (ITL)	<0.001			
Job burnout (JB)	<0.001	<0.001		
Perceived psychological contract breach (PPCB)	0.069	<0.001	0.004	

The HTMT ratios for most constructs are below the 0.90 threshold, indicating good discriminant validity. However, the ratio between AI Awareness (AIA) and Perceived Psychological Contract Breach (PPCB) is 0.915, slightly above the recommended limit, suggesting some overlap between these two constructs. The p-values for most HTMT ratios are less than 0.05, indicating significant differences between the constructs and supporting discriminant validity, except for the AIA-PPCB pair, where the p-value is 0.069, suggesting a possible lack of full distinction between these constructs. Overall, most constructs exhibit good discriminant validity, with AIA and PPCB being a potential exception.

Structural model and testing hypotheses

The results of the hypotheses testing are presented in Figure 2 and further detailed in Tables 5 and 6. The findings reveal that AI Awareness (AIA) significantly increases employees' Intention to Leave (ITL) ($\beta = 0.20$, $p < 0.01$, $t = 3.521$), Job Burnout (JB) ($\beta = 0.74$, $p < 0.01$, $t = 14.463$), and Perceived Psychological Contract Breach (PPCB) ($\beta = 0.78$, $p < 0.01$, $t = 15.343$). These results suggest that higher levels of AIA are associated with increased ITL, JB, and PPCB, thus supporting hypotheses H1, H2, and H5. Additionally, ITL is positively influenced by both JB ($\beta = 0.40$, $p < 0.01$, $t = 7.484$) and PPCB ($\beta = 0.10$, $p = 0.04$, $t = 1.726$), indicating that an increase in ITL is often linked to higher levels of job burnout and perceived psychological contract breach, thereby confirming hypotheses H3 and H5.
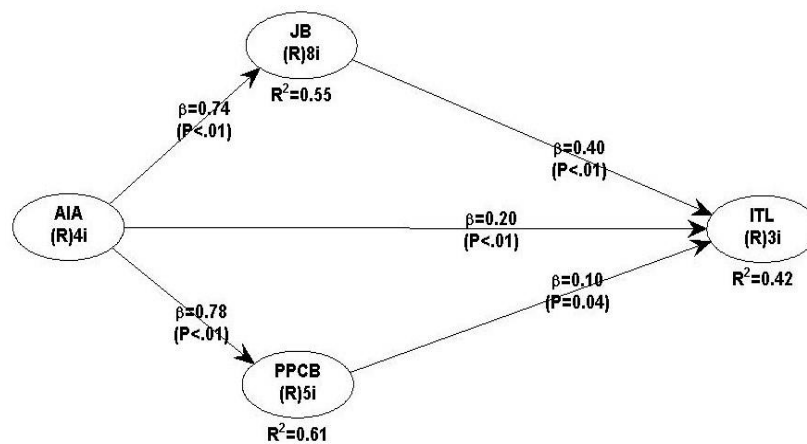

Figure 2. The final model of the study

Table 5. Direct effects

Hs	Relationship	Direct effect (β)	Sig.	T ratios for path coefficients	Decision
H1	AIA →ITL	0.20	P<0.01	3.521	Supported
H2	AIA → JB	0.74	P<0.01	14.463	Supported
H3	JB →ITL	0.40	P<0.01	7.484	Supported
H5	AIA →PPCB	0.78	P<0.01	15.343	Supported
H6	PPCB →ITL	0.10	P=0.04	1.726	Supported

Table 6. Mediation analysis results

		Path a	Path b	Indirect Effect	SE	t-value	Bootstrapped Confidence Interval		Decision
							95% LL	95% UL	
H4	AIA→ JB→ ITL	0.780	0.100	0.078	0.039	2.000	0.002	0.154	Mediation
H7	AIA→ PPCB→ ITL	0.740	0.400	0.296	0.039	7.590	0.220	0.372	Mediation

Finally, Table 6 presents the results of the mediation analysis for two specific paths: AIA → JB → ITL and AIA → PPCB → ITL. For Path H4 (AIA → JB → ITL), the indirect effect is 0.078, with a standard error (SE) of 0.039. The t-value is 2.000, which is significant, and the bootstrapped confidence interval (95% LL: 0.002, 95% UL: 0.154) does not include zero, indicating that the mediation effect is statistically significant. This suggests a mediation effect of AIA on Intention to Leave (ITL) through Job Burnout (JB). For Path H7 (AIA → PPCB → ITL), the indirect effect is 0.296, with a SE of 0.039. The t-value is 7.590, which is also significant, and the bootstrapped confidence interval (95% LL: 0.220, 95% UL: 0.372) does not include zero, indicating significant mediation. This suggests a mediation effect of AIA on ITL through Perceived Psychological Contract Breach (PPCB).

DISCUSSION

This study aims to examine the effect of AI awareness on employees' intention to leave, with particular emphasis on the mediating roles of job burnout and psychological contract breach. The findings indicated that AI awareness leads to an increase in employees' intention to leave, job burnout, and perception of psychological contract breach. These results align with previous studies conducted by Hassan et al. (2024) and Khairy et al. (2024). AI awareness can significantly impact hotel employees in multiple ways, increasing their intention to leave, contributing to job burnout, and heightening their perception of a psychological contract breach. As employees become more aware of AI's capabilities, such as automation and AI-powered systems, they may fear job displacement and feel their skills are becoming obsolete, leading to job insecurity and a desire to seek more secure employment (Farhan, 2023; Khairy et al., 2024). This uncertainty and lack of control over AI implementation can also trigger chronic stress (Liang et al., 2022; Xu et al., 2023), contributing to burnout. Employees may feel overwhelmed by the constant changes AI brings to their roles and responsibilities, leading to emotional exhaustion and frustration (Hassan et al., 2024; Teng et al., 2024). Furthermore, AI's impact on job roles and the lack of transparency from management can create a perception of psychological contract breach (Bankins and Formosa, 2020), with employees feeling that their job security, career development, and value within the company are being undermined. Ethical concerns, such as AI's potential bias or displacement of human workers, can deepen these feelings, further increasing the likelihood of employees considering leaving the organization for a more stable and fulfilling work environment (Caporusso, 2023; Khogali & Mekid, 2023). The findings also showed that job burnout not only increases employees' intention to leave but also mediates the relationship between AI awareness and employees' intention to leave.

These results are consistent with the findings of previous research conducted by Baquero (2023), Salama et al. (2022), Kong et al. (2021), and Teng et al. (2023). Job burnout plays a significant role in increasing hotel employees' intention to leave, as it is driven by chronic stress, exhaustion, and decreased job satisfaction. Employees experiencing burnout often seek relief by leaving their jobs, as they feel less engaged and invested in their work, making them more likely to consider turnover (Potter, 2009). The constant pressure of hotel work can overwhelm employees, and the physical and mental toll can prompt them to leave for the sake of their well-being. Burnout is also closely linked to a sense of dissatisfaction (Nápoles, 2022), as employees no longer find their work fulfilling and feel less motivated. Additionally, job burnout can mediate the relationship between AI awareness and employees' intention to leave. As employees become more aware of AI's growing presence, concerns such as job insecurity, uncertainty about the future, and lack of control over AI's implementation can lead to significant stress and ultimately burnout. This burnout, characterized by emotional exhaustion and a sense of powerlessness, makes employees more likely to seek new opportunities, driven by a desire for relief, greater control, and a healthier work environment (Potter, 2009; Aljaier et al., 2025).

Finally, the findings revealed that psychological contract breach increases employees' intention to leave and mediates the relationship between AI awareness and employees' intention to leave. These results are consistent with findings from previous research conducted by Qadri et al. (2022), Kyaw (2023), Hassan et al. (2024), and Khairy et al. (2024). Psychological contract breach is a key factor in increasing hotel employees' intention to leave, as it creates feelings of betrayal, dissatisfaction, and mistrust. When employees perceive that their employer is not fulfilling promises related to job security, career development, or fair treatment, their commitment to the organization declines (Sturges et al., 2005; Gharib and Khairy, 2019). This breach of trust reduces job satisfaction, leading to disengagement and a diminished sense of loyalty, ultimately pushing employees to seek more fulfilling and supportive opportunities elsewhere. Additionally, psychological contract breach can mediate the relationship between AI awareness and employees' intention to leave. As employees become more aware of AI's growing role in the workplace, concerns about job insecurity, deskilling (Farhan, 2023), and a lack of control over AI implementation can lead to the perception that the employer is not honoring promises related to job security and career growth (Adams-Prassl, 2019; Bhargava et al., 2021). These AI-related anxieties, combined with feelings of devaluation and unfairness (Kim et al., 2023; Khairy et al., 2024), contribute to a sense of psychological contract breach, which significantly increases employees' intention to leave in search of more secure, rewarding, and supportive work environments where their contributions are valued and they have greater control over their future.

Theoretical implications

The study contributes significantly to the theoretical understanding of AI awareness and employee behavior, particularly in the hospitality sector. It extends existing theories by showing that AI awareness does not directly lead to turnover but instead triggers a series of psychological and emotional responses—such as burnout and perceived psychological contract breach—that ultimately influence employees' intention to leave. This insight enhances the theoretical framework connecting technological changes in the workplace with employee attitudes and behaviors, specifically in industries like hospitality, which are highly impacted by technological advancements.

Moreover, the research offers valuable contributions to the development of job burnout theory. It highlights how burnout in technology-driven environments, such as those integrating AI, can be exacerbated by concerns over job displacement and a lack of control over AI implementation. This nuanced perspective broadens traditional burnout theory, which typically focuses on job demands, and encourages further exploration into the complex relationship between burnout, technological adoption, and work stress in sectors reliant on both human labor and technology.

The research also advances psychological contract theory by demonstrating how AI awareness can alter employees' perceptions of their employer's fulfillment of unwritten promises, particularly in areas like job security, career development, and fair treatment. This theoretical contribution underscores the importance of clear communication and expectation management during technological transitions and suggests that AI adoption can reshape the psychological contract in ways that affect employee trust, commitment, and retention. The study calls for more research on how technological changes impact employees' trust in employers and their overall sense of psychological safety and value. Finally, from a human resource management perspective, the study provides theoretical insights into the need for HR practices to evolve in response to AI integration. It stresses the importance of not only developing technical skills but also addressing the emotional and psychological impacts of AI awareness. This highlights the need for HR strategies that prevent burnout and psychological contract breaches, ensuring employees feel secure, valued, and included in the evolving technological landscape.

Practical implications

Hotel managers should carefully manage AI awareness to mitigate its negative impact on employee turnover. Clear and transparent communication about AI's role as a tool to enhance efficiency, rather than replace human workers, can reduce job insecurity. Addressing concerns and providing information about how AI will affect roles can help employees feel more secure and reduce their intention to leave. Additionally, investing in skill development programs is crucial. Offering training that helps employees acquire AI-relevant skills can alleviate fears of obsolescence, while boosting confidence and job satisfaction. Training in areas such as customer service, leadership, and problem-solving can empower employees and prevent job burnout, further lowering turnover intentions. In addition to skill development, hotels must focus on managing job burnout, which is directly linked to AI awareness. Implementing stress management programs, providing counseling services, and supporting mental health can help employees handle AI-related stress. Encouraging work-life balance and reducing excessive demands can alleviate burnout, making employees feel supported and less inclined to leave. Moreover, involving employees in decisions about AI integration can reduce feelings of powerlessness and frustration, addressing both job burnout and psychological contract breach. By giving employees a voice in how AI is implemented, managers can enhance their sense of control, fairness, and agency, which can lower their desire to leave.

Trust and communication are also essential in maintaining a healthy work environment. Managers should ensure open, honest conversations about how AI will affect employees' roles, addressing any ethical concerns, such as data privacy and bias. Transparent communication helps employees feel valued and reduces the likelihood of perceived psychological contract breaches. Further, hotels should provide career growth paths that incorporate AI, ensuring that employees see their future in the organization despite technological advancements. Offering opportunities for career development, particularly in roles where human skills remain central, helps employees view AI as an enhancement to their careers rather than a threat. Lastly, fostering a supportive work environment where employees are recognized, rewarded, and treated fairly is key to increasing engagement and commitment, which ultimately reduces their intention to leave.

Limitations and further research directions

The limitations of this study present several opportunities for further research. Given the cross-sectional design, future studies could employ a longitudinal approach to better capture the causal relationships between AI awareness, job burnout, psychological contract breach, and employees' intention to leave. Additionally, the focus on five-star hotel employees in Egypt limits the generalizability of the findings, so comparative research across different industries and countries would provide a more comprehensive understanding of how AI awareness impacts employees in varied contexts. The reliance on self-reported data calls for the incorporation of alternative methods, such as interviews or behavioral data, to enrich the findings. Furthermore, exploring the role of demographic factors, such as age and job tenure, could reveal how these variables moderate the impact of AI awareness on burnout and turnover intentions. Finally, investigating the role of organizational support, HR interventions, and different types of AI implementation could help identify strategies to mitigate the negative effects of AI on employees, offering actionable insights for both researchers and practitioners.

Appendix (A): Measurement items

AI awareness
▪ I am personally worried about my future in my industry due to AI replacing employees.
▪ I am personally worried about my future in my organization due to AI replacing employees.
▪ I am personally worried that what I do now in my job will be able to be replaced by AI.
▪ I think AI could replace my job.
Job burnout
▪ My work keeps me from my family activities more than I would like
▪ The time I must devote to my job keeps me from participating equally in household responsibilities and activities.
▪ The time I spend with my family often causes me not to spend time at work activities that could be helpful to my career.
▪ The time I spend on family responsibilities often interferes with my work responsibilities
▪ I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.

▪ Due to all the pressures at work, sometimes when I come home, I am too stressed to do the things I enjoy.
▪ The problem-solving behaviors I use in my job are not effective in resolving problems at home.
▪ The behaviors that work for me at home do not seem to be effective at work.
Intention to leave
▪ I will probably be looking for another job soon.
▪ It would not take much to make me leave this hotel.
▪ I often think about leaving this hotel.
Perceived psychological contract breach (PPCB)
▪ Almost all the promises made by my employer during recruitment have been kept so far (reversed)
▪ I feel that my employer has come through in fulfilling the promises made to me when I was hired (reversed)
▪ So far my employer has done an excellent job of fulfilling its promises to me (reversed)
▪ I have not received everything promised to me in exchange for my contributions.
▪ My employer has broken many of its promises to me even though I've upheld my side of the deal.

Appendix (B) Model fit and quality indices

Measures	Assessment	Criterion	Result
Average path coefficient (APC)	0.444, P<0.001	P<0.05	Yes
Average R-squared (ARS)	0.525, P<0.001	P<0.05	Yes
Average adjusted R-squared (AARS)	0.522, P<0.001	P<0.05	Yes
Average block VIF (AVIF)	2.879	Acceptable if <= 5, ideally <= 3.3	Yes
Average full collinearity VIF (AFVIF)	2.553	Acceptable if <= 5, ideally <= 3.3	Yes
Tenenhaus GoF (GoF)	0.589	Small >= 0.1, medium >= 0.25, large >= 0.36	Yes
Sympson's paradox ratio (SPR)	1.000	Acceptable if >= 0.7, ideally = 1	Yes
R-squared contribution ratio (RSCR)	1.000	Acceptable if >= 0.9, ideally = 1	Yes
Statistical suppression ratio (SSR)	1.000	Acceptable if >= 0.7	Yes
Nonlinear bivariate causality direction ratio (NLBCDR)	1.000	Acceptable if >= 0.7	Yes

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