

**Analysis of the Effect of the Working Environment to the Job
Satisfaction of the Air Hostesses
(with special reference to Sri Lankan Airlines)**

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The research was done to analyze the job satisfaction of Air hostesses in respect to their working environmental factors and with a special reference to Sri Lankan Airlines. Airhostesses make the first impression of the country. They need to serve food and beverages to the passengers while taking care of the safety and security of all on board. Even if lots of benefits come with air hostess positions, there are difficulties to do the job too. Mostly the working environment factors are affecting the job dissatisfaction. Young ladies are selected to work on the air with strange people, work being far away from beloved ones, tough roster, long hours, odd working times, sleepless nights, routine work and etc. Objectives of the research are, identifying the effect and the major critical factors of working environment that effect to the job satisfaction of the Air Hostesses. Population was all currently working Sri Lankan Airlines airhostesses and a sample was 50 of them. The simple random sampling method was used and with questionnaires and Google forms the data was collected. In the analysis Air hostesses' job satisfaction was the dependent variable and their working environment was the dependent variable including three factors such as Job It Self, Job Environment and Organizational Characteristics. For the analysis, Descriptive statistics was used the Demographic factor analysis and correlation and Regression were used for relationship analysis. With the 0.813 overall Pearson correlation, it proved that there is a strong positive correlation in between independent and dependent variables at the significant level 0.01. Coefficient table of the regression analysis of this study showed all the independent variables had been negatively reacted upon the dependent variable with an unstandardized beta coefficient for the constant -0.059. The major affecting factor for the job satisfaction is the job environment with 0.658 unstandardized coefficient beta value. As the suggestions flexible time schedules for flying, fare duty rosters, provide comfortable garments and the accessories, minimize the injurious and the heavy equipments from ladies and having altered solutions for them, and minimize the monotonous working pattern can be given.

Keywords: Working environment, Job satisfaction, Air hostesses, Relationship, Factors, Effect