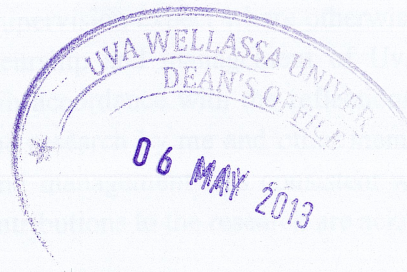


**THE IMPACT OF HUMAN RESOURCE PRACTICES ON
EMPLOYEE JOB SATISFACTION**

(With special reference to Five Star Hotels in Sri Lanka)

*This dissertation is submitted as a partial fulfillment of the degree of Bachelor of
Business Management in Hospitality, Tourism and Events Management*



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Year 2013

ABSTRACT

Human Resources Practices and Employee Job Satisfaction

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Job Satisfaction is conscious willfulness to seek for other alternatives in other organization. Human resource management (HRM) is known as the central business concern, that shapes the behaviour, attitudes, and performance of the employees, This study empirically evaluated six Human Resource (HR) practices (Careful recruitment and selection, Extensive remuneration systems, Team working and flexible job design, Training and learning, Employee involvement, Performance appraisals with links to contingent reward systems) and impact on the Job Satisfaction of the employees in five star hotels in Sri Lanka. The sample consisted of one hundred and twenty six employees working in all five star hotels in Sri Lanka. The data were gathered by administering questionnaires. Considering the relationship between Human resources practices and Job Satisfaction, the analysis represents that there is a positive and relationship between Careful recruitment and selection, Extensive remuneration systems, Team working and flexible job design, Training and learning, Employee involvement, Performance appraisals with links to contingent reward systems. The result was implies that effect of Team working and flexible job design on Job Satisfaction is higher than other relationships. However the Human resource practices plays vital role in Job Satisfaction accordance with all level employees in five star hotels. Further Team working and flexible job design is more important to employee Job satisfaction.

Keywords: Human Resource Practices, Job Satisfaction