



**ANALYSIS OF THE EFFECT OF THE WORKING
ENVIRONMENT TO THE JOB SATISFACTION OF
THE AIR HOSTESSES**

(WITH SPECIAL REFERENCE TO SRI LANKAN AIRLINES)

This dissertation is submitted as a partial fulfillment of the
Degree of Bachelor of Business Management in Hospitality Tourism and
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ABSTRACT

This study aims to investigate the effect of the working environment to the job satisfaction of the air hostesses with the special reference to Sri Lankan Airlines. Among all other factors, the working environment gets the major position with relation to the job satisfaction. With the determination of the elements and the factors of the independent variable - working environment and the dependent variable - job satisfaction, the primary data was collected to find out whether there is a positive effect or the negative effect of the working environment to the job satisfaction. And next objective of this study is to find out major critical working environmental factors which relates directly to the job satisfaction.

The analysis was done among the demographic factors as the descriptive analysis and in other hand finding out the relationship of these variables was done with the correlation analysis. Finally regression analysis was produced to find out the effect of the independent variables and to find the major critical working environmental factors which affects to the job satisfaction of the air hostesses.

As the ultimate outcomes of this research it revealed that the first factor of the independent variable, the Job Environment and its elements are strongly affecting to the job satisfaction of the air hostesses of Sri Lankan Airlines. The air hostesses got dissatisfied when the job environment elements are messed up. Majorly long flights, odd working hours, flying to same destination frequently and doing same job duties for long time are some of the Working environment - job environmental reasons which made the air hostesses unhappy with their job. And the second most affecting factor of the working environment is the Organizational characteristics. The slow response of the company to the problems of the air hostesses, getting long time for promotions, and short hierarchy are the some of the Working environment – Organizational Characteristic's elements that dissatisfied the air hostesses about their career.

With that. Finally the suggestions and recommendations were given to improve the job satisfaction of air hostesses to reach the ultimate target of Sri Lankan Airlines.

Keywords:

Working environment, job satisfaction, air hostesses, relationship, factors, effect