

**THE IMPACT OF JOB BURNOUT ON ORGANIZATIONAL
COMMITMENT IN HOTEL INDUSTRY**

(With special to reference to Boutique hotels in Galle district)

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ABSTRACT

Non-executive employees of Hotel industry under a great deal of burnout and due to many antecedents of burnout such as work overload, Role ambiguity, Role conflict, Responsibility for people participation, Lack of feedback, keeping up with rapid technology change. In addition to this some recent factors such as innovative role, Career development, Organizational structure and climate contribute burnout among the non executive employees. One of the affected outcomes of job burnout is on Organizational Commitment. In that context the objective of this research was to Identify the relationship between exist Job burnout and Organizational commitment. The Population of this study consisted with the non-executive employees of Boutique hotels in Galle district and sample was 64 employees .Simple random and Stratified sampling techniques used to select the sample size. Questionnaire was administered to collect primary data and Published articles and journals were used as secondary data. Questionnaire consisted each questions of each examine different phenomenon namely on the Personal information, Job burnout and organizational commitment. Both Descriptive and Inferential statistical techniques were used. With respect to the inferential statistics, Pearson product movement correlation, Regression analysis, Analysis of variance were used to indicate the relationship and differences in the Job burnout and organizational commitment of Non-executive employees. Minitab and SPSS were used to analyze the data.. Ultimate results suggest that there is a negative relationship between Job burnout and organizational Commitment. The above finding were in line with previous studies and supported with literature.

Key Words; Job Burnout, Job Characteristics, Organizational characteristics, Individual characteristics, Organizational Commitment, Affective Commitment, Continuance Commitment, Normative Commitment