



**THE IMPACT OF EMPLOYEE MOTIVATION ON JOB  
SATISFACTION OF THE FRONTLINE EMPLOYEES IN  
HOTEL INDUSTRY (WITH SPECIAL REFERENCE TO  
FIVE STAR CLASSIFIED HOTELS IN COLOMBO)**

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## ABSTRACT

Motivational factors play an important role in increasing employee job satisfaction. Job satisfaction can be conceptualized in a variety of ways, including extrinsic and intrinsic satisfaction. Such job satisfaction is generally attributed to various intrinsic and extrinsic factors that are motivators of employee behaviors. Numerous researchers investigated the relationship between job satisfaction and employee motivation in diversified professions but none of them have investigated frontline hotel employees in Sri Lanka. Therefore, the current study attempts to explore the relationship between employee motivation and job satisfaction. This study explores the extent of the relationship among various extrinsic and intrinsic motivational factors and overall job satisfaction.

Primary data is collected by using self-administered questionnaires. The sample elements were selected using convenience sampling technique and sample consisted of ninety frontline hotel employees. Research sample selected from six (6) five star classified hotels in Colombo district. The Data is analyzed through SPSS version 16.0, Microsoft Excel, Pearson correlation coefficient, simple linear regression analysis, Mann-Whitney U test and Kruskal-Wallis test.

Results indicated that there is a positive relationship between employee motivations on job satisfaction. Moreover, significant difference is observed between experience and job satisfaction.

**Keywords:** Job satisfaction, Frontline employees, Extrinsic motivation, Intrinsic motivation