

**EMPLOYEE'S JOB SATISFACTION ON EMPLOYEE'S
PERFORMANCE IN HOTEL INDUSTRY
(WITH REFERENCE TO ANURADHAPURA DISTRICT)**

*This dissertation is submitted as a partial fulfillment of the degree of Bachelor of
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ABSTRACT

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Modern era of the 21st century is becoming complex and rapidly changing to face the global challenges. The hotel industry, in particular, and all businesses whose service depend on building long term relationship need to concentrate on maintaining employee's performance. In this respect, performance is greatly influenced by employee's job satisfaction.

The research was conducted in order to identify the effect of employee's job satisfaction on employee's performance in Anuradhapura hotel industry and to determine the relationship between employee's job satisfactions on employee's performance. The primary data was collected through structured questionnaires, based on the Smith, Kendall & Hulin (1969), and Melissa Bradberry Sims (2002) models. Selected sample was 72 employees and their supervisors in SLTDA registered hotels in Anuradhapura. The respondent rate was 100% of the total sample (72) and to analyze the data regression analysis and Pearson correlation was utilized from the SPSS software.

According to the objectives of the research, it was proved that there is a high positive relationship between employee's job satisfaction and employee's performance and it has a positive relationship between employee's job satisfaction and employee's performance of hotels in Anuradhapura district. As far as consider the effects of individual employee's job satisfaction dimensions on employee's

performance, Co-workers, Supervision, Working Condition, Pay and Promotion have positively effected on the employee's performance in the hotel industry. Therefore it can be concluded that, hotels should consider the above five factors simultaneously in order to enhance the employee's performance within their organizations. Consequently, it is obvious that working condition as the most effective factor of enhancing the employee's performance in hotel industry. Further this research suggest the motivational programmes and training & development programmes in order to higher the employee's performance of the hotel which will be contributed to success of the organizations.

Key words –Employee's job satisfaction, Employee's performance, Human Resource, Working Condition