

# Factors Influencing Employee Job Satisfaction In operational department of 5 star Hotels in KL

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## AIM

The aim of this study is to prove the importance of Job satisfaction to the operational staff of the 5 star hotels in KL. This study will evidently demonstrate the positive impact it will have on the employee and the company as well.

## The relationship between job satisfaction and employee satisfaction on service quality and customer loyalty



## OBJECTIVES

- O1- To analyze the impacts of job satisfaction on employee turnover.
- O2- To investigate the factors affect staff retention.
- O3- To identify the relationship between different demographic factors and job satisfaction

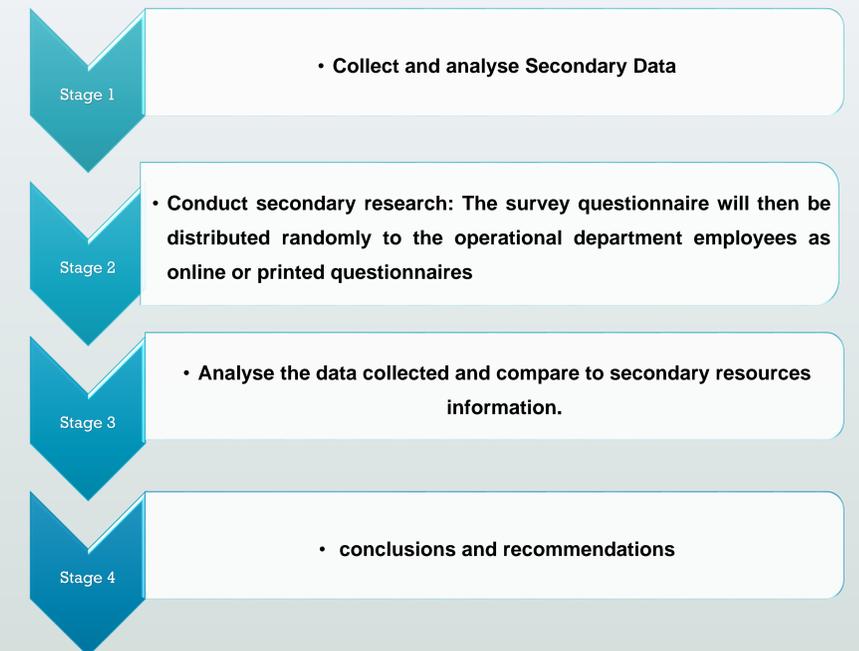
## LITERATURE REVIEW

In Malaysia, hotel industry has been seen to be known as one of the most lucrative prospect and potential contributing to the development of the service industry within the nation. recognised as a potential prospect in the development of the service industry (Abdullah et al., 2009).

Hotels and restaurants are the second biggest contributors to the nation's GDP, with a total of 20.85% GDP contribution in the year 2010 (Time Services, 2011)

Job satisfaction is considered as a positive denominator for both an employee and the organisation he or she works for as it is a guideline or indicator suggesting an employee's well-being and mental health, which ultimately contributes to the functionality of the said organisation (Bokti and Talib, 2009). Employees who are satisfied with their jobs are said to be more committed to their organisation for a longer period, and are able to deliver better to their customers, and ultimately have lower turnover intention (Chi and Gursoy, 2009).

## METHODOLOGY



## ANTICIPATED FINDINGS

The researcher would attempt to consider factors such as salary, culture, working environment and demographics like age and religion to investigate any close links between those factors with negative outcomes such as employee turn-over

## REFERENCES

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