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Job satisfaction and related environmental factors. The case of Aquamare beach hotel

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JOB SATISFACTION AND RELATED ENVIRONMENTAL FACTORS. THE CASE OF AQUAMARE BEACH HOTEL.

By

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Student Declaration

This dissertation is all my own work and all other works discussed or referred to have been cited.

Signature:

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JOB SATISFACTION AND RELATED ENVIRONMENTAL FACTORS. THE CASE OF AQUAMARE BEACH HOTEL.

MBA Dissertation

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ABSTRACT

Job satisfaction among employees is a field of great interest, since it is considered a very important concept for every business. The purpose of this study is to measure the overall job satisfaction of employees at Aquamare Beach Hotel. Furthermore, the author tries to determine the relationship between job satisfaction and the environmental background of the hotel, which consists of work-related characteristics and personal/demographic variables. Work-related characteristics that were selected as the most important are leadership and planning, corporate culture, communications, career development, employee's role, recognition and rewards, teamwork and cooperation, working conditions, supervision, training and finally pay and benefits, while personal/demographic variables include age, gender, education and tenure.

Research was conducted in the form of questionnaires given to the employees consisted of 55 questions associated with work-related factors and personal/demographic elements. The study generated an 88.2% response rate from current employees of the hotel. The results findings show a relative high level of job satisfaction among the employees in combination with a positive correlation between work-related elements and job satisfaction.

Finally, by isolating the factors that they seem to be problematic, the author gives his recommendations and suggestions for improvement and further increase of employee job satisfaction.