



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

By
KYPRIANOS SAVVA
Master in BUSINESS ADMINISTRATION
Neapolis University Pafos
Pafos, Cyprus
2012

Submitted to the Faculty of SCHOOL OF BUSINESS
in partial fulfillment of
the requirements for
the Degree of
MBA

Student Declaration

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

Signature:



Date: 09 Nov 2012

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

MBA Dissertation

Advisor

Dr Andreas Masouras

Committee Member

Program Director

Dr John Politis

ACKNOWLEDGEMENTS

The greatest pleasure at the completion of my thesis is to thank publicly those who have contributed directly or indirectly, in a major or minor way to its creation.

I would like to express my sincere gratitude to my supervisor Dr. Andreas Masouras for his constant support and guidance throughout the course of this thesis.

I am also grateful to Pieris Ioannou co-owner and General Manager of Aquamare Beach Hotel for his assistance and for giving me the absolute access to the hotel.

Finally, many thanks to the employees of Aquamare Beach Hotel who participated in this research without hesitation. Without them, this work wouldn't be possible.

This study is devoted to my son, Alexandros and every true friend.

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.