

2018-03-03

Employee Job Satisfaction, WDM and hotel performance; an exploratory case study of Paphos Gardens Hotel, Cyprus

Neophytou, Sotiris

Business Administration Programm, School of Economic Sciences and Business, Neapolis University Pafos

<http://hdl.handle.net/11728/10827>

Downloaded from HEPHAESTUS Repository, Neapolis University institutional repository

**Employee Job Satisfaction, WDM and hotel performance; an exploratory case
study of Paphos Gardens Hotel, Cyprus**

Sotiris Neophytou

Supervisor: DR. Andreas Masouras

Second Examiner: Prof. Spyros Vliamos

Neapolis University Paphos

08/03/2018



Abstract

This study builds on employee motivation theories and human resource management (HRM) in order to explore empirically whether employee participation in workforce diversity management (WDM) initiatives affects their job satisfaction and other hotel key performance indicators (KPIs) (profitability, voluntary staff turnover rates and staff absenteeism rates). To provide an empirical answer to the above question a survey of 70 employees in total (managerial and non-managerial) of a three-star hotel i.e. Paphos Gardens Resort (PGR) in Cyprus was undertaken with a response rate of 98% that yielded 68 useable questionnaires. The exploratory descriptive analyses of the primary data revealed interesting results as they make the case for a better understanding on which WDM initiatives are enhancing (or not) employee job satisfaction and consequently hotel performance.

Dedication

To

My Parents (my mother Melpo Neophytou and my father Neophytos who support me emotionally and financially to this achievement), and my brother Chrysanthos.

Acknowledgments

I am grateful to a number of people for their help during the research that led to this dissertation. I would thus like to take this opportunity to thank the following.

My supervisor Dr Andreas Masouras lecturer at Neapolis University Business School. He has spent his precious time to discuss and make constructive comments throughout this research, including the writing of this dissertation. He gave his valuable advice and guidance generously at all times, encouraging and motivating me to overcome the obstacles and improve my research.

I am most grateful to my family for supporting me at all times; especially my parents Melpo and Neophytos Neophytou, and my brother Chrysanthos Neophytou.

Many thanks should also go to the general manager of Paphos Gardens Resort: Varnavas Theothorou, for his support and especially for encouraging his employees to participate in this research.

Sotiris Neophytou (March, 2018)