A STUDY TO INVESTIGATE THE FACTORS AFFECTING JOB SATISFACTION AMONG EMPLOYEES IN HOSPITALITY INDUSTRY

(A CASE STUDY OF THE LAICO REGENCY HOTEL)

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This Is A Research Project Submitted To The School Of Continuing And External Studies, University Of Nairobi In Partial Fulfillment Of The Requirements For The Award Of A Diploma In Human Resource Management.

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Declaration

This research proposal is my original work and has never been presented for any academic award in any institution.

Sign: .................................................. Date: 22.10.2012

Dika Halima Ibrahim

This research project has been submitted for examinations with my approval as a University Supervisor.

Sign: .................................................. Date: 22/10/2012

Mr. Simon Kiragu
Abstract
The purpose of this study was to investigate the factors that affect job satisfaction among employees in hospitality industry. It was a case study of the Laico Regency Hotel. The study was to find out the effects of factors of job satisfaction among employees and identify the mechanism that can be put in place to increase job satisfaction. In this study, questionnaires were used as a research instruments to collect data. A total of twenty questionnaires were given to twenty employees of Laico Regency Hotel that is based in Nairobi’s CBD. The collected data was presented using tables, frequencies and percentages.

This study was carried out from April 2012 up to October, 2012 with an aim of investigating the factors that affect employee’s job satisfaction and hence morale.

A brief review of related literature has been indicated although an exhaustive review and look at related theories was explored further in the chapter two. A number of people have made attempts at addressing the job satisfiers and job dissatisfiers and in this case the researcher explore this further and made excellent recommendations that can be useful to both employees and to the employers to improve performance.