

The Relationship of Employee's Job Satisfaction and Job Performance in Service Sector in Bangkok

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Abstract : This study investigates the relationship between employee's job satisfaction and job performance of hotel's employees in five-star hotels in Bangkok. This study used self-administration data collection from a sample of 400 employees of five-star hotels in Bangkok. The results indicated that there was a relationship between job satisfaction and job performance. In addition, dysfunctional conflict was related negatively to job satisfaction; meanwhile, functional conflict was related positively to job satisfaction. Moreover, there was a positive relationship between integrating, obliging, avoiding and compromising style and job satisfaction; however, dominating style had a negative relationship with job satisfaction and proved that job satisfaction tend to increase the positive emotion on job satisfaction in the service setting, consequently, employee has ability to deal with problems with more effectively and predictor of job satisfaction due to employee who satisfied with the job seems to remain in the organization and appearing to gain rewarding beneficial.

Keywords : conflict management, job satisfaction, job performance, service sector

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