



**FACTORS AFFECTING JOB SATISFACTION
IN GOODHOPE HOTEL MALAYSIA.**

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ABSTRACT

The purpose of this study is to investigate the effect of work environment, work life balance, and relationship with colleagues towards employees' job satisfaction. This study was conducted in GoodHope Hotel Skudai, Shah Alam, Kelana Jaya and Penang. The empirical part of this study was conducted in June 2019. Data for this study were obtained from questionnaire that distributed among employees in GoodHope Hotel. The questionnaire investigated the level of satisfaction in terms of the work environment, work life balance, and relationship with colleagues in the organization. Responses were made on a 5-point Likert Scale ranging from one to five. The data obtained and analyzed by Statistical Package from Social Science Version 22 (SPSSv22). Based on reliability analysis, respondent demographic, frequency, Pearson Correlation and Multiple Regressions, a clear findings and result is observed. The result showed that work environment and work life balance have a positive relationship with employees' job satisfaction. The most dominant factor is work life balance that have the highest correlation with job satisfaction. The researcher recommends to the organization to improve the work environment and implement the work life balance to get a happy and productive employee.

Keywords: *Job Satisfaction, Work Environment, Work Life Balance, Relationship with Colleagues*