



**UNIVERSITI TEKNOLOGI MARA MELAKA  
(CITY CAMPUS)**

**JOB SATISFACTION OF FRONT LINE  
EMPLOYEES IN LODGING SECTOR**

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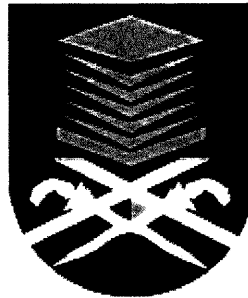
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June 2014

## **DECLARATION OF ORIGINAL WORK**



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- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
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- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## ABSTRACT

In lodging sector, job satisfaction plays a major role to front line employees in order to deliver good services to the customers. This study was conducted to identify the factors influencing job satisfaction among front line employees in lodging sectors in Melaka. The factors involved were based on two main factors; motivation factors and hygiene factors. Each factor has its own dimensions. On one hand, motivation factors consist of *achievement, recognition, work itself, responsibility, and advancement*. On the other hand, hygiene factors contain *company policy, working condition, compensation, and supervision*. The study was conducted within Melaka area, where only four and five star hotels that registered under Malaysia Association of Hotel (MAH) were chosen for distribution of questionnaires. Three parts of questionnaires were required to be filled by total of 80 respondents which include demographic profile, evaluation on employees' overall job environment, and employees' satisfaction. At the end of this study, some recommendations were suggested in order to fill the research gap.

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