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**FACULTY OF HOTEL AND TOURISM
MANAGEMENT**

**BACHELOR OF SCIENCE (HONS.) IN HOTEL
MANAGEMENT**

**A STUDY ON FACTORS THAT INFLUENCE
EMPLOYEES JOB SATISFACTION AMONG 4-STAR
HOTEL IN KOTA BHARU, KELANTAN**

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ABSTRACT

Nowadays, the number of hotels in Malaysia is increasing year by year in Malaysia due to Malaysia's effects. However, the employees' turnover rate in the hotel industry is declining year by year also. Thus, an issue that affects the employee's turnover rate in the hotel industry, such as employee loyalty. There is no quick way to maintain employee satisfaction in an organization to retain the employees. Besides that, employees are the most critical assets of an organization, especially in the hotel industry.

Moreover, in today's highly competitive world, employees determine the success of an organization failure. They are the ones who interact with the customer on a day to day basis and carry out the whole operations. As such, the Hotel needs to give more attention to the contentment of the employees. Besides the employee's satisfaction, an employer has a role to play in the employee's motivation. If the employee is motivated towards the work, then it is likely to yield more results. Several variables influence employee satisfaction among employees in the hotel industry, such as authority, supervision, policies, facilities, work itself, and interpersonal relationships.

Therefore, this research is conducted to study the relationship between these five variables and job satisfaction, which can reduce the hotel industry's employee turnover rate. Based on the past study, there is a significant relationship between these five variables and job satisfaction. Then, the researcher has conducted this study by using the questionnaires. Researchers distributed the questionnaires to the employees who worked in the hotel industry. This can help the researcher identify the variable more accurately.

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