

**Impact of Job Satisfaction on Job Performance of Non-Executive  
Employees in Hotel Industry:  
With Special Reference to Kalutara District, Sri Lanka**

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Currently all organizations recognize that they can gain competitive advantage in the market place only if these organizations have employees who possess positive work related attitudes. Job satisfaction is one of the most important attitudinal factors on job performance. This study measured the impact of job satisfaction on job performance of non-executive employees in the hotel industry (star hotels) in the Kalutara district, Sri Lanka.

On the scenario of continuous discussions on challenges faced by hotel industry in Sri Lanka, human involvement is yet to be considered as a significant organizational factor. There are several human resource glitches in hotel industry. It has made a vast impediment to minimize the effort of achieving organizational objectives in the hotel industry.

The data were collected from a stratified randomly selected sample of 250 non - executive employees in the hotel industry (star hotels) by administering a structured questionnaire, which consisted of 38 questions/statements along a 5 points scale. The data analyses consist of correlation and regression. Findings reveal that, job satisfaction was correlated with job performance of non-executive employees. Also there was an impact of job satisfaction on job performance of non-executive employees. Based on the findings valuable suggestions are provided to the managements of hotel industry in the Kalutara district, Sri Lanka to minimize the existing issues.

**Keywords:** *Attitudinal Factors, Job Satisfaction, Job Performance, Hotel Industry, Non-Executive Employees*

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