

ABSTRACT

Employees are as a company's most precious of assets and strongly influence the success of their organization. Employee job satisfaction and employee job performance among hotel has been considered as a vital factor for the improvement of the hotel industry. Therefore, this researcher aims to investigate the antecedents of job satisfaction and job performance towards five star hotel in Yangon, Myanmar. In order to understand the influencing factors of different variables, relevant theoretical and concepts were reviewed and synthesized to form the conceptual framework to study the employee job satisfaction and employee job performance.

This study identifies seven independent variables as job training, job clarity, role ambiguity, role conflict, perceived organizational support, pay and promotion, one intervening variable as job satisfaction and one dependent variable as job performance towards five star hotel in Yangon, Myanmar. The total of 480 respondents were chosen as accurate target population, which were completely answered. The data collected was analyzed by using descriptive statistics such as mean, standard deviations, frequencies and percentages were generated for all variables. Besides, the hypotheses which were examined by employing the multiple regression analysis and simple regression analysis and the findings indicate that two null hypotheses are rejected.

The result of this research found that there are a very strong relationship between each variable on job satisfaction and job performance. This study found that job training has the positively strongest influence factor on job satisfaction ($\beta = 0.581$) then followed by the influence of pay on job satisfaction ($\beta = 0.524$), the influence of job clarity on job satisfaction ($\beta = 0.199$), the influence of role ambiguity on job satisfaction ($\beta = 0.082$), the influence of perceived organizational support on job satisfaction ($\beta = 0.026$), the influence of promotion on job satisfaction ($\beta = 0.012$) respectively. However, the role conflict negatively impact on job satisfaction $\beta = (-0.383)$. Moreover, the researcher found that the influence of job satisfaction on job performance is very strong relationship and the unstandardized coefficient value is 0.923.

These findings would greatly assists in organizing uniform, effective and cost saving training programs to increase the level of employee job satisfaction and employee job performance for the mutual benefit of five star hotel at Yangon Myanmar.