

JOB SATISFACTION: A CRITICAL POINT FOR QUALITY

The Case of the Hotel Sector in Cordoba, Spain

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There is no doubt the strong relationship that exists in the service sector between the quality perceived by customers, and levels of job satisfaction and organizational commitment for employees who provide them. This identification is more intense in the hotel sector, where customer satisfaction is closely linked to the workers. For these reasons, this research attempts to draw some conclusions on existing levels of satisfaction in the hotel business of Cordoba (Spain) and its relationship with certain personal aspects of individuals and organizations of the companies where they work. The aim is that the hotel industry managers get some knowledge about the different social and organizational conditions at work that determine the level of job satisfaction; with this knowledge they will be able to implement policies that encourage human capital growth since this is the most important asset in that sector. To achieve this, a field work has been developed applying a specific questionnaire and statistical analysis of data. The main conclusion shows that most of employees are satisfied or very satisfied with their work, emphasizing positive relationships with colleagues and superiors. Higher job satisfaction is found in male employees who work in lower category hotels and in the morning schedule.

KEY WORDS: *job satisfaction, hotel, human capital, Spain.*