

Drivers of hospitality industry employees' job satisfaction,  
organizational commitment and job performance

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Abstract

This study aims to combine empowerment, internal marketing, leadership and job stress to propose an integrated model of hospitality industry employees' job satisfaction, organizational commitment and job performance. The subjects of this study were hospitality industry employees from Taipei City, and the structural equation modeling was adopted to validate path relationships in integrated model. The findings showed that employees' job satisfaction directly and positively influences organizational commitment, but does not directly influence job performance. Employees' job satisfaction enhances job performance only through organizational commitment. Internal marketing, empowerment and leadership also positively influence job satisfaction. Empowerment and leadership enhance employees' organizational commitment. Internal job stress negatively influences employees' job satisfaction and external job stress enhances employees' job performance. According to the findings, this paper realized the main factors which influence hospitality industry employees' job satisfaction, organizational commitment and job performance, which can function as criteria for human resource management in the hospitality industry.

Keyword : Hospitality industry, job satisfaction, organizational commitment, job performance