The effect of Organizational Climate and Emotional Labor on Job Satisfaction for Interns in Hotels

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Abstract

The aim of this study was to research the effect of organization climate, emotional labor and job satisfaction for interns in Hotel. The sample consisted of 300 interns from hospitality management of universities in Taiwan who finished a hotel internship program. The participants completed a questionnaire including intern’s individual characteristics, and scale of organization climate, emotional labor and job satisfaction. Analysis of intern’s characteristics on organization climate, emotional labor and job satisfaction have difference. Organization climate has effect on job satisfaction and also emotional labor has effect on job satisfaction. The article presents implications for hotel industries and university to come out policies in internship program and perform the internship program successfully.

Keywords: Organizational Climate, Emotional Labor, Job Satisfaction

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