

The Impact of Job Satisfaction on Employees' Performance in The Government's Tourism Sector : A study of Northern Upper Egyptian Province

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Abstract:

The human resources provide the core foundation for achieving development and progress of various economic sectors in any country, where the human element plays a crucial role in achieving the development of productivity. That's why the human element attracts the attention of administrators, researchers and workers via studying all aspects, means and sources that lead to his or her satisfaction, consequently, the researchers were interested in studying job satisfaction because of its significance on the psychological as well as physical level of the workers from one hand. It also has a great effect on the overall productivity process, and as a result it has a great impact on the overall economic outcome that helps employees achieve satisfaction with their work. The organizational administration acknowledges that workers' dissatisfaction will lead to dire consequences of increasing the workers' absence, negligence, retire and poor performance and productivity. Undoubtedly, the tourism sector should be developed (as other economic sectors) to achieve higher rates than what's currently achieved. The development of the tourism sectors should be developed, according to the available organizational flexibility of its units as well as its workers, despite the fact that it is different than any other economic sectors in its domain, job performance and its activities. Therefore, this study is conducted to shed light on the level of satisfaction on the workers of the tourism sector in Northern Upper Egypt. Moreover, it is also conducted to gauge the impact of job satisfaction on the performance of the workers in tourism sector via gauging the impact of satisfaction of work policies, work relationships and the work itself on the performance of the workers of the tourism sector in Northern Upper Egypt.

The study employed the quantitative approach through distributing a questionnaire to collect data, 93 out of 100 survey forms (distributed to the workers in the tourism sector) were correct. The results showed that there is a recognizable impact of job satisfaction on the performance tourism field workers, there is the lack of job satisfaction among workers in the tourism sector because of lack of satisfaction policies and

lack of satisfaction among workers in the same domain which negatively affects their performance.

Key words: Job satisfaction, Northern upper Egypt and tourism sector.