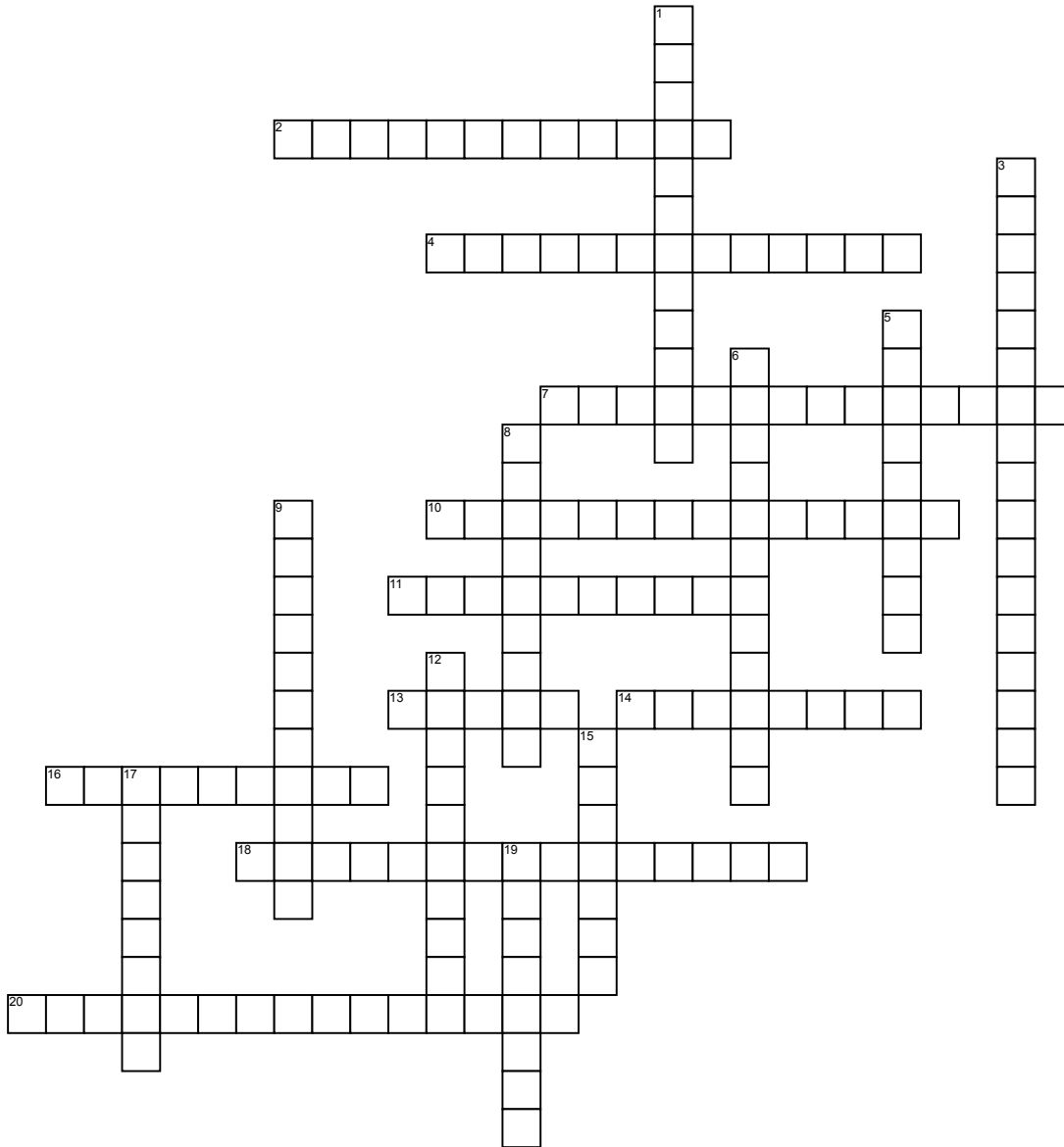


THE RELATIONSHIP BETWEEN LEVEL OF EDUCATION, ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION



**Across**

- 2. A committed worker will share the objectives and values of the organization in a way that he/she wishes to progress in his/her \_\_\_\_\_ career inside the organization and put a lot of his/her effort in \_\_\_\_\_.
- 4. Committed employees remain loyal and will perform next to their optimal level indirectly contributing to clients' loyalty, higher \_\_\_\_\_ and development of the business can be achieved.
- 7. \_\_\_\_\_ department must make an effort to analyse reasons for satisfaction/dissatisfaction in the most qualified employees in order to keep them.
- 10. Retention affects hotel \_\_\_\_\_ and expenses which in turn affects performance and growth of the business.
- 11. Hotel \_\_\_\_\_ should motivate employees with higher levels of education by enriching their professional positions giving them more autonomy and involving them in decision taking processes.
- 13. Low retention is a serious problem in the \_\_\_\_\_ industry.

- 14. Hotels are required to invest in \_\_\_\_\_ as well as to improve staff attitudes and talents pursuant to achieve a high quality customer service.
- 16. The valuation of the level of education of the individuals involved in tourist activities has become an appropriate \_\_\_\_\_ when it comes to quantify the quality of workforce.
- 18. The human capital of the organizations is one of the supports for the \_\_\_\_\_ of the destination.
- 20. A hotel whose employees are dissatisfied will be unable to offer a competitive and quality service, as \_\_\_\_\_ is an important factor in the success of businesses.

**Down**

- 1. \_\_\_\_\_ defined as the quantity of know-how and skills owned by the staff in hotel industry.
- 3. \_\_\_\_\_ refers to the ability of an organization to retain its employees.
- 5. If the level of \_\_\_\_\_ is not suitable for the job category, overall job satisfaction can be negatively affected, causing demoralization and eventually lower productivity.

- 6. Not all employees are capable of generating skills and resources that may result in organizational \_\_\_\_\_.
- 8. Therefore, elements like the worker's job satisfaction or the organizational commitment are two fundamental \_\_\_\_\_ that need to be analyzed for the measurement and correct management of the company's human capital.
- 9. Employees with the highest qualifications were not happy in their jobs, which can be explained by their high \_\_\_\_\_ and ambition.
- 12. The organizational \_\_\_\_\_ is a "psychological link" that influences the worker into acting according to the organization's targets.
- 15. In tourism industry, the main competitiveness sign is an adequate customer \_\_\_\_\_.
- 17. Organizational commitment level would rise, and expenses due to turnover would \_\_\_\_\_.
- 19. Issues caused by \_\_\_\_\_ of operational employees in the hotel business is very important because it affects the employee performance and decision making to resign