

**IMPACT OF EMOTIONAL ENGAGEMENT ON  
PERFORMANCE OF HOTEL EMPLOYEES IN PASIKUDAH  
ZONE, BATTICALOA DISTRICT**



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## Abstract

The study focuses to find out the Impact of emotional engagement on performance of hotel employees in Pasikudah Zone. For this purpose, this study has used eight measurements to measure result of employee emotional engagement. They are happiness, interest, enjoy, satisfaction, safety, zest, enthusiasm, and vitality. And this study has used four dimensions to measure employee performance such as task performance, contextual performance, adaptive performance, and counter-productive performance and that includes some indicators. In order to collect the data, convenience sampling technique was used. Totally, 200 questionnaires have issued to employees of five hotels in Pasikudah Zone.

Based on the findings of the study, impact of emotional engagement has impact on performance of hotel employees in Pasikudah Zone. It is also revealed that high level of emotional engagement and high level of performance of employees toward employee task performance, employee contextual performance, employee adaptive performance, and low level of employee counter-productive performance in Pasikudah Zone. Emotional engagement and employee performance dimensions have with the, personal factors (Gender, Age, Job position, Monthly income, Race, Working hours per day, work experience) have significant with the employee emotional engagement and employee performance dimensions. Based on these findings, this study concludes that there is strong positive relationship between emotional engagement and employee task, contextual, and adaptive performance and, there is a positive impact of emotional engagement on hotel employee performance.

**Keywords:** *Emotional Engagement, Employee Performance, Task Performance, Contextual Performance, Adaptive Performance*

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