

17 Title	Exploring working conditions as determinants of job satisfaction: an empirical test among Catalonia service workers
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Abstract	<p>Job satisfaction is particularly important in the service industries since it involves direct contact with customers and thus has a direct influence on company performance. This paper analyses the impact of 10 working conditions on job satisfaction by means of structural equation modeling in a representative stratified random sample of 1553 service sector employees in Catalonia, Spain. Significant effects in social aspects (recognition of a job well done and social support) were found, followed by psychological loads (emotional demands and job insecurity) and by task contents (development and meaning, and predictability). These variables explained 50% of the variance in job satisfaction.</p>