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### **THE RESEARCH FOR THE COMPARISON OF JOB SATISFACTION LEVELS OF THE EMPLOYEES OF AIRPORT GROUND HANDLING SERVICES**

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#### **EXTENSIVE SUMMARY**

The transportation which is located between air transport, is ability to provide efficient and quality service, quality of effect as airports and airports services. An important part of the services provided at airports, where services are provided by staff. Ensuring job satisfaction in employees, both boost performance and affects the quality of services offered as well as the positive direction.

In this study, Istanbul Ataturk, Ankara Esenboga, Trabzon and Milas-Bodrum airports determination of employee job satisfaction level of ground handling and ground services staff aimed to compare the job satisfaction of the staff. To accomplish the purpose of the research, Istanbul Ataturk, Ankara Esenboga, a survey for staff working in Trabzon and Milas-Bodrum airports where the service was performed. In the four a forementioned which is preferred airport for research, it is said that airports is open to international flights and passengers to be more intense in terms of traffic has been more effective than other airports.

In the collection of research data, the validity and reliability have been tested and measured the satisfaction of the employees who work in the widely used Minnesota Job Satisfaction Questionnaire short version is used. 398 person participated in the study and completed the questionnaire ground handling staff from 13 of the questionnaire and has been found to fill this form are screened missing or incorrect. The maximum sample size limits the usable form of 385 (n= 384), which is great, so decisions can be implemented. In this context the sample size = 385 research. The data obtained by questionnaire were analyzed with SPSS20.0 statistical software package.

Ground handling staff surveyed the identifying information for the analysis of the frequency and distribution (%) has been utilized in the analysis, participants Minnesota Job Satisfaction Scale mean and Standard deviation of there sponse of the material is calculated. Location services one sample t-test to determine their level of job satisfaction and employee job satisfaction of staff working airport did not differ by differentiating F (ANOVA) was tested with the test. ANOVA revealed differences in the determination of the post-hoc test (Tukey).

According to the data analysis of the results; surveyed location services where the overall job satisfaction of employees, but has been found to have high levels of job satisfaction. Participants at the airport by the study of job satisfaction for the results of tests performed if it changes or not.

Istanbul-Ataturk airport ground services employees in the job satisfaction of staff, working in the basement and ground handling services at airports in Trabzon is lower than the staff, Bodrum-Milas airport ground services employees in the job satisfaction of staff, Istanbul and Ankara-Esenboga airports, ground handling services

employees is higher than the staff, Trabzon airport ground services employees in the job satisfaction of staff, Istanbul Ataturk and Ankara Esenboga airports, ground handling services employees were found to be higher than the staff.

There spondents to the survey, reducing the extrinsic job satisfaction that charge the most important factor, career opportunities and conditions of deficit and the lack of distinctly determined to increase dissatisfaction and more effective policy implementation in these areas to industry executives are recommended.

Research carried out in the airport because of four, to reach general conclusions there searchers to do work of a similarnature in the future, applications are proposed on abroad eraudience research. In addition, ground handling only the employee survey, job satisfaction and employee job satisfaction according to the airport is trying to determine whether or not due to differ; in the future to the people who do research on this subject, different factors (stress, motivation, organizational culture, etc.) ground handling business of the employee satisfaction level of what works for the impact that the expansion of these factors line is recommended.