



**INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
UNIVERSITY OF COLOMBO**

**MASTER OF SCIENCE IN SERVICE
MANAGEMENT
MScSM 08 - THESIS**

**THE STUDY ON RELATIONSHIP BETWEEN EMOTIONAL
LABOR AND PERCEIVED JOB PERFORMANCE;
MEDIATING EFFECT OF JOB SATISFACTION WITH
RELATED TO AIRLINE INDUSTRY IN THE SRI LANKAN
CONTEXT**

**THIS THESIS IS SUBMITTED AS A PARTIAL FULFILMENT OF
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