

A study on the job satisfaction of employees in the Hospitality Industry

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Abstract—The number of luxurious hotels in India is expanding year on year. This is because of the constructive outcomes of tourism in the nation. Be that as it may, the employee's fulfillment at work in the lodging business is diminishing each year, which raises a worry for each association in this industry. It isn't a simple occupation to keep up the fulfillment level of employees in an organization. There are a handful of factors that impact the level of satisfaction in the hotel business, for example, career improvement, remuneration and rewards, employer stability and working environment. In this manner, the examination goes for assessing the connections between the four factors and employee satisfaction. In the exploration, there is specific confirmation that employee satisfaction at work is dependable to these four factors. Along these lines, the organization needs to attain its concentration more on career development, compensation and rewards, job stability and working environment condition to enhance the fulfillment level of representatives in the lodging business. The investigation was carried on by utilizing the polls. Questionnaires were appropriated to those employees who worked in this sector, which helped in distinguishing the factors all the more accurately. Plus, the study likewise portrays the vital part of employees in the organization profitability and operation.

I. INTRODUCTION

The hospitality industry in India is considered to be a key driver of continuous growth among the service sectors in the country. It is seen to contribute 6.23% to the National GDP and 8.78% of the total employment in the country. The sector generates huge employment opportunities for the people and also acts as a strong medium of foreign exchange. The business is exhaustively compartmentalized into two segments, a) Tourism-The tourism part joins therapeutic and social protection tourism, endeavor tourism, inheritance tourism, ecotourism, nation tourism, untamed life tourism and voyage tourism. b) Hotels-The lodgings join business motels, suite hotels, resort motels, air terminal hotels, and extended stay hotels, townhouse motels, and resort motels, timeshare hotels, betting club hotels, convention centers and assembling centers.

The research focuses on studying the job satisfaction level of employees in the hospitality industry by looking at the various factors that tend to affect the level of satisfaction. The hotel business has depicted a higher turnover rate issue from the commitment of specialists

towards the organization. This may associate to the individual's job satisfaction level that the organization gives. In this way, organizations ought to be concerned about their individual level of job satisfaction since workers' fulfillment expands worker retention. "If you treat your employees more like hotel guests, you will reduce turnover. Then employees will treat hotel guests better, which spreads the good buzz, encourages repeat visits and, makes the business more profitable" [1]. Hotels that cater to higher pay rates, strong reputation, and favorable position in-kind can without a lot of extending hold their workers in light of the way that the delegate satisfaction is refined. Worker fulfillment is the delegates who benefit as much as possible from their positions and feels content about the obligations for their undertakings will inevitably be the best and also the most favorable to their organizations. Employee satisfaction is moreover used to depict the representative's euphoria, appeased, fulfilling their personal and work needs. Employee satisfaction is a factor in employee motivation, representative target achievement, and specialist trust in the workplace. An unremarkable representative should need to stay in the affiliation of the employee content with the workplace environment. Moreover, the more broadened representative works for an organization, the bigger they are winding up, especially in the service segment. It is communicated that staff prepping for projects can make the employee's satisfaction and unwavering quality moreover that planning is one of the essential keyword of employee satisfaction. From here, experts furthermore understand that an industry which is willing to offer would have the ready framework to their workers may build their representative occupation satisfaction [2]. Elevated amounts of occupation fulfillment can animate eagerness and positive emotions among workers toward their organizations, making them all the more ready to strive while doing their assignments and obligations. This eventually advantages and expands the associations' execution [3].

II. LITERATURE REVIEW

Nowadays, it is seen that employee job satisfaction rate is imperative for the company to enhance their quality and profitability. As seen in today's global scene, worker job satisfaction is diminishing in organizations and many of them are endeavoring to discover some approaches to expand the worker job fulfillment. Career development is impacted by an instructive procedure, the passionate factor and individual esteem [4]. Likewise, a worker's pay assumes a key part of work fulfillment since it's at the core of the business relationship and is of basic significance to the two organizations and bosses [5]. The compromises in the organizational structure and the decrease in professional

stability have changed mindset amongst boss and employee [6]. Besides, study result demonstrates that over more than 90% of the workers say that the nature of their workplace influences their state of mind and mentality about their work [7]. As indicated by the social trade hypothesis, employees see their work as a commitment and trade with the organization which they work for, with expanded execution at work promoting the desire of more compensation from the organization [8]. The social psychological hypothesis point of view clarifies that employee's occupation fulfillment inside a venture impacts the employee's demeanor to their work [9], with this mentality prompting compensation as an aspect of their responsibilities execution [10]. Job satisfaction is a state of mind which comes from the correlation of a representative's desires of a vocation with the real outcomes seen [11]. Employment fulfillment incorporates both inner and outer fulfillment. Inward fulfillment covers the pleasure got from an occupation's inherent intrigue, fervor, achievements, self-governance, duties, and openings; though outer fulfillment alludes to the happiness acquired from a vocation's situation, pay and advantages, open doors for headway, viable task, alongside productive association and basic leadership. Elevated amounts of occupation fulfillment can invigorate excitement and positive sentiments among workers toward their organizations, making them all the more eager to strive while doing their assignments and obligations. This eventually advantages and expands the associations' execution [12]. All the above examinations have called attention to those diverse kinds of elements which will impact the representative occupation fulfillment in an association. From those investigations, this examination would build up the hypothetical models for a connection between worker job satisfaction and the autonomous factors which are represented to be career development, compensation & rewards, job security, workplace environment.

Career Development

Career development is one among the many critical determinants of employee work fulfillment [13]. Career development implies wherein we see that an individual can find a place in the organization where there is free flow of expression, exceed expectations and add to the objectives of the organization. Career development comprises of required endeavors coordinated towards evaluating employee's ability recognizing likely vocation ways for the employee, outlining and actualizing distinctive types of preparing and experience to set up that individual for the further developed activity. In addition, professional improvements have both individual and hierarchical measurements. Career development measurements are seen to be impacted by the instructive procedure, the passionate factor and individual esteem [14]. The researcher's stress on the fact that individual will seek into their professional objective through the instructive encounters.

Compensation and Rewards

Compensation and rewards play an important role to rollover and pull in and hold employees in the lodging business. It is an everyday association that makes employees feel that their commitments are being perceived by the organization. The sort of acknowledgment may add to high confidence in the workplace. Incentives such as rewards, compensation or incidental advantages ought to be esteemed and will be seen as in light of execution. Maybe there is no hitch in recognizing the stated standards. Be that as it may, most organizations have a far way to go in actualizing them. Analysts proclaimed that few administration practices, for example, time-based pay, lacking finishing assessment and others thwart remunerate carrying out option and value in the Indian setting [15].

Job Security

Job security is defined as a comparable covering that an employee will retain through an individual's action until retirement and a worker's slant that they have a benefit to keep their action, or that they will never be made overabundance. Apart from that, proficient soundness describes as the slant that a delegate has of possessing the ability to stay in an occupation as long as they need. So to speak, proficient soundness is the security of continuing with work in a comparable occupation with a comparative administrator.

Workplace Environment

It denotes the place which houses workstations along with some of the other place inside the precinct of the endeavor to which the laborer approaches in course of the duration of individuals business. By and large, the work environment condition is the place an envoy's working encircling is, in as indicated by what the link gives as a quality for the office space, apparatuses required, ergonomic plan, light, air, temperature, clamor, ventilation and the participation with administration and colleagues. The earth influences the workers' efficiency and mental wellbeing.

III. RESEARCH METHODOLOGY

Research Structure

As per the points of this investigation and other significant writing, this examination proposes a structure for the connection between job satisfaction and the factors namely the career development with compensation & rewards along with the job security and finally the working environment condition. Fore mentioned structure appears in Figure 1.

Research Hypotheses

This examination proposes the accompanying theories as per the points of the investigation and other applicable writing:

Hypothesis 1:

H0 is used for denoting that “No valid connection amid career development and satisfaction at a job in the Hotel Industry”.

H1 is the alternative to H0 i.e., “Valid connection amid career development and satisfaction at a job in the Hotel Industry”.

Hypothesis 2:

H0 is used for denoting that “No valid connection amid compensation and rewards and satisfaction at a job in the Hotel Industry”.

H1 is the alternative to H0 i.e., “Valid connection amid compensation and rewards and satisfaction at a job in the Hotel Industry”.

Hypothesis 3:

H0 is used for denoting that “No valid connection amid job security and satisfaction at a job in the Hotel Industry”.

H1 is the alternative to H0 i.e., “Valid connection amid job security and satisfaction at a job in the Hotel Industry”.

Hypothesis 4:

H0 is used for denoting that “No valid connection amid workplace environment and satisfaction at a job in the Hotel Industry”.

H1 is the alternative to H0 i.e., “Valid connection workplace environment and satisfaction at a job in the Hotel Industry”.

Research Participants

The study issued questionnaires to fulltime employees of 5-star hotels in Kerala. A total of 5 hotels were visited in the Trivandrum city of Kerala. A collection of 100 questionnaires were distributed to 20 employees from each hotel. The respondents included 62 male and 38 female employees from the hotels.

Research Tools

The substance of this current investigation's survey was mostly accumulated by amalgamating the zones shrouded in the writing audit. A sum of 16 questions was asked in light of the components that were distinguished to be in connection with the fulfillment level of workers in an association. Every one of the elements canvassed in this investigation utilized the Likert Scale for estimation; with every announcement utilizing score extending from 1 indicating strongly disagree and all the way to 5 indicating strongly agree.

Data Analysis

This investigation took its greater part of the information from returned surveys and encoded it, evacuated any

mistakes, sorted out it, managed to miss esteems, changed over the switch wording inquiries, and after that inspected and consolidated the scales. After the last check to guarantee no mistakes were available, the information was dissected and ordered utilizing SPSS for Windows 7.0.

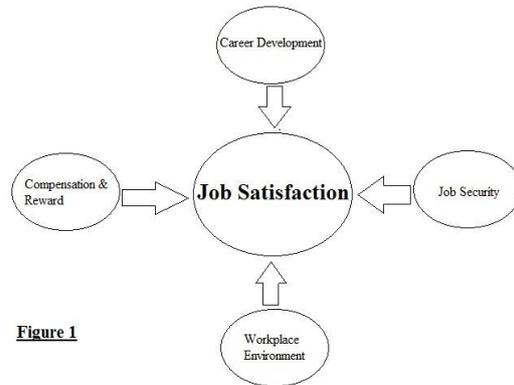


Figure 1

IV. ANALYSIS & RESULTS

The study includes Pearson correlation analysis as shown below:

1. Career Development

The SPSS analysis states the correlation between job satisfaction and the three factors that measure career development (career potential, more working experience, and more opportunity). The table shows a p-value of 0.000 that is smaller than the noteworthy value 0.01 simply put “p < 0.01”. Therefore, H0 will be excluded and H1 is recognized as there is a substantial connection amid career development and satisfaction at a job in the Hotel Industry. The table specifies that Pearson Correlation i.e., R-value for job satisfaction and career potential, more working experience and more opportunity are 41.9%, 60.7%, and 45.4%. This epitomizes that there exists a positive correlation amid all the factors of career development and satisfaction at the job. Thus, when there is an opportunity for an increase in the career development it will automatically allow more satisfaction at a job for the employees.

2. Compensation and rewards

The SPSS analysis states the correlation between job satisfaction and the three components that measure compensation and rewards (recognition, performance appraisal, and non-financial benefits). The table displays a p-value of 0.000 that is smaller than the noteworthy value 0.01 i.e., “p < 0.01”. Therefore, H0 will be excluded and H1 is recognized as there is a substantial association amid compensation and rewards and satisfaction at a job in the Hotel Industry.

The table specifies that Pearson Correlation R-value for satisfaction at job and recognition, performance appraisal

and non-financial benefits are 45%, 41.7%, and 33.1%. This represents that there is a strong and positive relationship between all the factors of compensation and rewards and satisfaction at the job as well. Thus, when there is an availability of a possibility for an added compensation along with rewards it will automatically allow more satisfaction at a job for the employees.

3. Job security

The SPSS analysis states the correlation between job satisfaction and the three components that measure job security (well treated long-term relationship and problem recognition). The table shows a p-value of 0.000 that is smaller than the noteworthy value 0.01, " $p < 0.01$ ". For that reason, H_0 will be excluded and H_1 is recognized since there is a noteworthy affiliation amid job security and satisfaction at a job in hotel industry.

The table also specifies that Pearson Correlation i.e., R-value for satisfaction at the job and well treated, long-term relationship and problem recognition are 54.9%, 54%, and 42.4%. This represents that there exists a strong noteworthy correlation among all the factors of job security and satisfaction at the job. Thus, when there is more success of job security then it will automatically allow more satisfaction at a job for employees.

4. Workplace environment

The SPSS analysis states the correlation between job satisfaction and the three factors that measure workplace environment (physical working conditions, security, and teamwork). The table shows a p-value of 0.000 is smaller than the noteworthy value 0.01 which means that " $p < 0.01$ ". Therefore, H_0 will be rejected and H_1 is accepted since there is a relevant correlation between workplace environment and satisfaction at job satisfaction in Hotel Industry.

The outcome specifies that the Pearson Correlation i.e., R-value, for job satisfaction and physical working conditions, security and teamwork are 41.3%, 40.5%, and 48.8%. This represents that there is an affirmative connection between all the components of workplace environment and job satisfaction. Thus, when there is a good workplace environment it will lead to more job satisfaction for employees.

V. CONCLUSION

The investigation here has made use of the study summary along with the societal happenings of the info and the significances of examinations under the observations to explore the link amid the job satisfaction with the aid from the four constituents namely career development, compensation and rewards, job security and workplace environment. These constituents are held responsible for distressing the stage of gratification of representatives in the association. The above-mentioned constituents are taken into account for observing the correlation amid the dependent

variable which is the job satisfaction using the Pearson correlation analysis. The relation is examined with each one of the three aspects that measure the independent variable those being the constituents through the questionnaire survey.

Career development is measured by career potential, more working experience, and more opportunity. Compensation & rewards are measured by recognition, performance appraisal, and non-financial benefits. The results indicate that there has been an occurrence of a strong correlation amid all the factors of compensation & rewards along with the satisfaction of the job. Job security is measured by well treated, long-term relationship and problem recognition. The results indicate here as well that there is an occurrence of correlation i.e. strong and positive amid all the factors of job security and satisfaction at the job. The workplace environment is measured by physical working conditions, security, and teamwork. The results indicate that here too there is a strong positive correlation amid all the factors of workplace environment and satisfaction at the job. Thus the research proves that when there is an increase in any of the four constituent's w.r.t an employee then it will have a significant increase in job satisfaction.

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