

## **A Study on Quality of Work Life in the Hospitality Industry Employees**

**Ms. Rajni Bala<sup>1</sup>, Dr. Tripti Sharma<sup>2</sup>**

<sup>12</sup>University College of Commerce & Management

<sup>12</sup>Guru Kashi University, Talwandi Sabo

### **ABSTRACT**

The system method in which employees are able to meet their significant personal demands while employed in the company is known as Quality of Work Life. The company is concerned in improving its workers' quality of life at work, and it seeks to instil sentiments of security, equity, pride, internal democracy, ownership, autonomy, responsibility, and flexibility in their thoughts. The goal of this research is to examine the quality of work-life situation of hospitality employees in order to determine the overall quality of work-life aspects from the perspective of hospitality sector employees in the study region. A quantitative research design was used in the study to reach the research go The researcher picked a self-administered direct questionnaire as a data gathering strategy. Work environment, organisational culture and climate, job satisfaction and job security, compensation and rewards, training and development, and other aspects or dimensions of quality of work life were found as contributing favourably to hospitality employees in the research. The survey found that compensation and benefits are the most significant factor in improving the quality of work life in the hotel business.

**Keywords:** Employees in the hospitality industry, internal democracy, quality of life at work, and work environment are all elements to consider.

### **I. INTRODUCTION**

To continue to recruit and retain employees, all businesses must provide a high quality of work life (QWL). The employees' demographic and socioeconomic variables make a significant contribution to such a QWL. The research aids the hotel business in determining the degree of employee QWL perception and improving it for the development of the industry. The system method in which employees are able to meet their significant personal demands while employed in the company is known as Quality of Work Life. The company is

concerned in improving its workers' quality of life at work, and it seeks to instil sentiments of security, equity, pride, internal democracy, ownership, autonomy, responsibility, and flexibility in their thoughts. The company strives to treat employees fairly and supportively, maintain open lines of communication at all levels, provide employees with opportunity to participate in decisions that impact them, and empower them to do their tasks. It's also been linked to organisational reforms aimed at enhancing employment diversity and enrichment. Significantly, the goal is to improve the attractiveness of the job itself rather than the terms and circumstances of employment in order to achieve better levels of participation and hence motivation. Job satisfaction (as evaluated by staff turnover, absenteeism, or attitude surveys), organisational environment, and learning new jobs were all investigated in early research.

Quality of work life is defined as "a process by which an organisation reacts to employee requirements by building systems that enable people to actively participate in the decisions that shape their work lives" [1]. Quality of work life, according to Heskett et al., refers to "the quality of the work environment that leads to employee happiness," which may be measured by evaluating "workers' sentiments about their employment, colleagues, and firms" [2].

The link between employees and the whole working environment, with human elements added to the typical technical and economic considerations, is referred to as the quality of work life. Appropriate and fair compensation, safe and healthy working conditions, opportunities for personal growth and development, satisfaction of social needs at work, protection of employee rights, compatibility between work and non-work responsibilities, and the social relevance of work life are the basic dimensions of the quality of work life concept, according to Kandasamy and Ancheri [3].

## **II. LITERATURE REVIEW**

In their study "Study of the Dimensions of Quality of Work Life and Organizational Productivity of the Staff of Tax Organization of Alborz Province," Behzad Janmohammadi, Elham Shahmandi, Mehdi Khooravesh, and PeymanAliGhanizadeh [4] look into the dimensions of quality of work life and organisational productivity of the staff of Tax Organization of Alborz Province. The findings revealed a favourable and substantial relationship between measures of work life quality and productivity among the employees of the Tax Organization of Alborz Province.

Shefali Srivastava and Rooma Kanpur [5] emphasise on the subjective aspect of QWL, such as job security, work performance, and employee happiness, in their study article "A Study on Quality of Work Life: Key Elements & its Implications." The degree of satisfaction has

## A Study on Quality of Work Life in the Hospitality Industry Employees

been referred to as quality of work life in the study. Quality of work life is a process in which employees at all levels of an organisation may actively and successfully shape the organization's environment, procedures, and outcomes.

In her thesis "Quality of Work Life in the Hospitality Industry – The Contingent Employees' Perspective," Irene Kerstin Hunker [6] explores the notion of quality of work life as well as the attitude and characteristics of contingent workers in the hospitality industry. Aside from that, it tries to uncover characteristics that lead to a better quality of work life for seasonal workers in the hotel business. The study found eight unique variables that lead to increased work life quality for hospitality contingent workers. The most significant component was determined to be the credibility of leaders and managers, while the most important variable was found to be employee appreciation.

Preethi vijai madhavan and D. Venkatarama Raju [7] investigate the link between QWL components in their study piece "An Empirical Study on Relationship among Quality of Work Life and its Factors." QWL is a crucial idea in creating a good working environment. By providing training opportunities, job satisfaction, and working conditions, QWL assists management and workers. A pleased employee is one who has seen their career progress in tandem with the company's growth. The findings imply that the measuring scales employed in this study satisfied the norms of validity and reliability analyses successfully.

J. Vignesh Shankar [8] researched and determined the quality of work life and morale of workers, as well as their influence on organisational operations, in his article "A Study on Employee Morale and Quality of Work Life." According to the findings, an organization's ability to recruit and retain qualified and talented workers is dependent on the quality of their work life. Employees are an organization's most valuable asset, and their credentials and performance determine whether it succeeds or fails. To remain in a competitive market as a result of liberalisation, privatisation, and globalisation, and to reduce employee churn, quality of work life efforts are critical. Employee motivation and customer satisfaction are the foundations of any successful business.

At their essay "Quality of Work Life of Personnel in Private Technical Institution," T S Nanjundeswaraswamy and Swamy D R [9] emphasise that a good quality of work life (QWL) is vital for all organisations to continue to recruit and retain employees. Male employees are happier than female employees, according to the survey. According to the Chi Square test, there is no significant association between staff demographic factors and QWL. In both

teaching and non-teaching staffs, the study finds that Adequacy of Resources is more connected with QWL, whereas Training & Development is less correlated, and Compensation & Rewards is more correlated and Work Environment is less correlated with QWL.

### **III. OBJECTIVES**

- (i) To analyse the hospitality employees' quality of work-life situation in the study area.
- (ii) To identify the overall quality of work life dimensions from the hospitality industry employees' perspective in the study area.

#### **3.1 Limitations of the study**

The data provided by hospitality (hotel) staff in the research region, as well as observations obtained during the survey, were used to create this study. Personal bias may have an impact on the statistics to some level. Furthermore, the findings of this study may only be applicable to locations that are comparable to the study area.

#### **3.2 Research Methodology**

The research is empirical, based on secondary and primary data. A complete literature examination of published and semi-published materials, including journals and books, as well as the theses of other scholars, was used to analyse secondary data.

The research study's micro level empirical component was based on a field survey limited to the hospitality sector (Hotels) in the D. K. District of Karnataka. A standardised questionnaire will be distributed to hospitality personnel in the Dakshina Kannada District of Karnataka for the study.

#### **3.3 Sample size and techniques**

A total of 200 people working in the hospitality industry in the Dakshina Kannada District of Karnataka were surveyed. Employees operate in a variety of divisions, including front desk, attender, restaurant, kitchen, cleaning, housekeeping, and service. In tabular form, an overview of the demographic and socioeconomic characteristics of respondents is offered.

#### **3.4 Tools for data analysis**

Basic statistical approaches are used to analyse data. In this work, the essential data is given in proper tables. Percentages are used to show some of the most essential and intriguing statistics.

### 3.5.Statement of the Problem

In the hotel sector, demographic and socioeconomic characteristics are the most important determinants of employee satisfaction. As a result, these elements are identified and analysed in relation to the hotel business in the D K District in this study. This study focuses on hospitality personnel in the study region who work in various areas such as front desk, attender, restaurant, kitchen, cleaning, housekeeping, service, and others. Many studies have looked into the socio-cultural, economic, and environmental elements of the hospitality business, but none of them have looked into the Quality of Work Life in Hospitality Industry Employees while taking into account the components mentioned above.

## IV. RESULTS AND DISCUSSIONS

### 4.1 Demographic and Socio-Economic Characteristics of the Respondents

**Table 4.1**

**Distribution of Respondents by their Demographic and Socio-Economic Characteristics**

Characteristics		Nature	No. of Respondents	Percentage
1.	Gender	Male	139	69.50
		Female	61	30.50
		Total	200	100.00
2.	Age (In years)	20 – 30	38	19.00
		30 – 40	95	47.50
		40 – 50	34	17.00
		50 and above	33	16.50
		Total	200	100.00
3.	Education	Elementary & High School	28	14.00
		Graduation (General)	97	48.50
		Graduation (Hotel Management)	62	31.00
		Master Degree	13	06.50
		Total	200	100.00
4.	Income (Per Annum)	` 2 lac to ` 5 lac	128	64.00
		` 5 lac to ` 08 lac	40	20.00
		` 08 lac to ` 10 lac	24	12.00
		` 10 lac & above	08	04.00

		Total	200	100.00
5.	Marital Status	Married	155	77.50
		Single	45	22.50
		Total	200	100.00
6.	Children	NIL	06	03.87
		01	25	16.13
		02	81	52.26
		03	39	25.16
		04 & Above	04	02.58
		Total	155	100.00
		N = 200 & MRR = 155		
7.	Type of Family Structure	Joint Family	36	18.00
		Nuclear Family	164	82.00
		Total	200	100.00
8.	Nature of Employment	Permanent	46	23.00
		Contract	129	64.50
		Seasonal	25	12.50
		Total	200	100.00
9.	Experience (In years)	Less than 2 years	28	14.00
		2 to 5 years	94	47.00
		5 to 10 years	45	22.50
		10 to 15 years	21	10.50
		15 years & above	12	06.00
		Total	200	100.00
10.	Shift in Work	Day Shift	149	74.50
		Night Shift	51	25.50
		Total	200	100.00

**Source: Field Work**

According to the report, males account for 69.50 percent of respondents, while females account for 30.50 percent. As a result, the vast majority of replies are men. It is a well-known truth that women are underrepresented in the hotel business.

## A Study on Quality of Work Life in the Hospitality Industry Employees

The results reveal that 19 percent of respondents are between the ages of 20 and 30, 47.50 percent are between the ages of 30 and 40, 17 percent are between the ages of 40 and 50, and 16.50 percent are 50 and above. The majority of the responders are between the ages of 30 and 40. It shows that the hospitality industry prefers people in the 30-40 year old bracket, and that workers in the lower and upper age brackets are not suitable for the job.

According to the findings, 14 percent of respondents have completed elementary and secondary school, 48.50 percent have completed a bachelor's degree, 31 percent have completed a bachelor's degree in hotel management, and the remaining 6.50 percent have completed a master's degree. Graduates make up the majority of the responders (General). It demonstrates that specialised education is not required for employment in the hotel business.

The results reveal that the bulk of respondents, 64 percent, have yearly incomes of ₹2 lakh to ₹5 lac; 20% have annual incomes of ₹5 lac to ₹8 lac; 12% have annual incomes of ₹8 lac to ₹10 lac; and just 4% have annual incomes of ₹10 lac and beyond. The data clearly shows that working in the hotel industry pays a low yearly wage.

According to the findings, 74.50 percent of respondents claim to work on the day shift, while 25.50 percent report to work on the night shift. The vast majority of those polled work the day shift. Working shifts have a detrimental impact on health, family activities, and social activities in general.

The majority of respondents (77.50%) are married, while 22.50% are single, according to the research. In addition, the findings show that 12 married couples work in the same industry.

According to the report, 6 employees have no problems, 16.13 percent of respondents have one kid, 52.26 percent have two children, 25.16 percent have three children, and four workers have four or more children.

According to the report, 82 percent of respondents come from a nuclear family, while 18 percent come from a combined family. It emphasises that as members of a nuclear family, they must meet the needs of the family by assisting the parents financially.

According to the survey, the bulk of respondents, 64.50 percent, are contract employees; 23% are permanent workers, and 12.50 percent are seasonal workers. It demonstrates that the hotel industry wants to recruit workers without incurring any risks.

The results show that the majority of respondents, 47 percent, have 2 to 5 years of work experience; 22.50 percent have 5 to 10 years' experience; 10.50 percent have 10 to 15 years' experience; 14 percent have less than 2 years' experience; and very senior or experienced (15 years and above) respondents are very few, only 6 percent. Employees in the field frequently migrate after gaining a minimum amount of experience, according to the report.

#### 4.2 Quality of work life and its Dimensions

The term "Quality of Work Life" (QWL) refers to an employee's job-related well-being as well as the amount to which work experiences are enjoyable, facilitated, and free of stress and other negative personal repercussions. As a result, for overall serenity and success, it is vital to provide a high-quality work life. Employee morale improves as well as the quality of work life. As a result, attrition is reduced and labour turnover and absenteeism are reduced. Better communication and collaboration among all workers leads to more pleasant working relationships and a more positive image for the organisation and its goods. A positive work atmosphere attracts fresh talent to join the company. Employees are expected to cooperate with one another in some form or another in both the social and professional environment since they work as a team. This is also contingent on their position and standing at work. It might be at an office or at home, and it could include both living and materialistic world items. Finally, it was determined that the work environment, organisational culture and climate, job satisfaction and job security, relationship and cooperation, compensation and rewards, and training and development are the major factors that outweigh all other factors and assist employees in achieving better organisational performance. In the research area, the respondents' perspectives on Quality of Work Life and its Dimensions are summarised in the table below.

**Table 4.2**  
**Distribution of Respondents by Quality of work life and its Dimensions**

Dimensions		Nature	No. of Respondents	Percentage
1.	Work environment	Satisfactory	104	52.00
		Dissatisfactory	96	48.00
		Total	200	100.00
2.	Organization culture and climate	Satisfactory	78	39.00
		Dissatisfactory	122	61.00
		Total	200	100.00
3.	Job satisfaction and Job security	Satisfactory	110	55.00
		Dissatisfactory	90	45.00
		Total	200	100.00
4.	Relation and	Satisfactory	88	44.00



## A Study on Quality of Work Life in the Hospitality Industry Employees

	co-operation	Dissatisfactory	112	56.00
		Total	200	100.00
5.	Compensation and Rewards	Satisfactory	72	36.00
		Dissatisfactory	128	64.00
		Total	200	100.00
6.	Training and development	Satisfactory	106	53.00
		Dissatisfactory	94	47.00
		Total	200	100.00
7.	Overall Quality of work life	Satisfactory	103	51.50
		Dissatisfactory	97	48.50
		Total	200	100.00

### **Source: Field Work**

According to the poll, 51.50 percent of respondents are happy with the overall quality of their work lives. When the study's specific aspects of QWL were examined, it found both positive and negative satisfaction levels. Respondents give favourable responses in the areas of work environment, job satisfaction and security, and training and development, whereas they give negative responses in the dimensions of organisation culture and climate, remuneration, and co-operation.

### **V. MAJOR FINDINGS OF THE STUDY**

- I The bulk of the respondents in the survey are men. It is common knowledge that women are underrepresented in the hotel business.
- (ii) The results reveal that the hospitality industry prefers workers in the 20- to 40-year-old bracket, and that people in the lower and upper age brackets are not suitable for hospitality work in the study area.
- (iii) According to the study, the majority of the respondents are graduates (General). It demonstrates that specialised education is not required for employment in the hotel business.
- (iv) The study clearly shows that workers in the study area get a low annual wage as a result of their work in the hospitality industry.
- (v) The bulk of the respondents work the day shift, indicating that the hospitality industry in the research region has a low nighttime turnover.

- (vi) The study showed that the majority of the respondents are married, and that 12 of them work in the same industry.
- (vii) According to the study's findings, the majority of respondents (78.50%) had two or fewer children. It demonstrates that they are socially conscious.
- (viii) The bulk of the respondents come from nuclear families, implying that having nuclear family members adds to the weight or stress of the parents' fulfilment role, since they will have to pay for and provide for other home services.
- (ix) According to the report, the majority of respondents are contract workers, indicating that the hotel industry prefers to hire people rather than risking their own jobs.
- (x) The bulk of the responders have fewer than 10 years of experience, according to the results. It implies that in the industry, employee movement after gaining a certain level of experience is widespread.
- (xi) The majority of respondents found the work environment in the study region to be adequate in terms of work load, physical working conditions, freedom in the workplace, working hours/timing, and fairness, integrity, and trust.
- (xii) The results suggest that the study area's organisational culture and environment in terms of Flow of Communication, Clearly Defined Goals and Tasks, Employee Involvement in Management Decisions, and Merit-based Performance Appraisal are not up to the employees' expectations.
- (xiii) According to the findings, the majority of respondents have a positive opinion of job satisfaction and job security in their organisation, with the contents of employees sharing experiences to help each other, pride in work and company, and motivation and encouragement being among the most common.
- (xiv) The study clearly demonstrates that the study area of internal relationships and collaboration (which encompasses credibility, inter-departmental cooperation, superior-subordinate relationships, and employer-employee relationships) is unsatisfactory.
- (xv) According to the report, workers are dissatisfied with the industry's compensation and rewards. Furthermore, respondents had a completely negative assessment of both the basic income and the perquisites.
- (xvi) The study finds that while training and development in the sector is encouraging to a satisfactory level, the promotion system in the studied area is unsatisfactory.
- (xvii) The overall quality of work life in the hospitality industry is slightly favourable, according to the study.

#### **IV. CONCLUSION**

Work environment, organisational culture and climate, job satisfaction and job security, compensation and rewards, training and development, and other aspects or dimensions of quality of work life were found as contributing favourably to hospitality workers in the study. The study found that compensation and benefits are the most important factor in improving the quality of work life in the hotel business. The findings of this study clearly show that the main demographics characteristics of hospitality employees are low income, education qualification requirements, higher concentration of youth (less experience), and dominance of contract employees, all of which have a negative impact on the quality of work life in the study area.

Work environment, organisational culture and climate, job satisfaction and job security, compensation and rewards, training and development, and other aspects or dimensions of quality of work life were found as contributing favourably to hospitality workers in the study. The study found that compensation and benefits are the most important factor in improving the quality of work life in the hotel business. The findings of this study clearly show that the main demographics characteristics of hospitality employees are low income, education qualification requirements, higher concentration of youth (less experience), and dominance of contract employees, all of which have a negative impact on the quality of work life in the study area.

#### **REFERENCES**

- [1] Robbins, S.P, *Organizational Behavior: Concepts, Controversies, and Applications* (New Jersey: Prentice Hall, 1989).
- [2] Heskett, J.L., Jones, T.O., Loveman, G.W., Sasser Jr, W.E. and Schlesinger, L.A, Putting the Service -Profit Chain to Work, *Harvard Business Review*, 72 (2), 1994, 164-174.
- [3] Kandasamy, I and Ancheri, S, Hotel employees' expectations of QWL - A qualitative study, *International Journal of Hospitality Management*, 28, 2009, 328-337.
- [4] Behzad Janmohammadi, Elham Shahmandi, Mehdi Khoravesh and Peyman Ali Ghanizadeh, Study of the dimensions of quality of work life and organizational productivity of the staff of tax organization of Alborz Province, *Indian Journal of Fundamental and Applied Life Sciences*, 5(1), 2015, 297-308.
- [5] Shefali Srivastava and Rooma Kanpur, A Study on Quality of Work Life: Key Elements & Its Implications, *Journal of Business and Management*, 16(3), 2014, 54-59.

- [6] Irene Kerstin Hunker, *Quality of Work Life in the Hospitality Industry – The contingent workers' perspective*, Copenhagen Business School, 2014.
- [7] Preethivijaimadhavan and D. Venkatarama Raju, An Empirical Study on relationship among Quality of work life and its factors, *Journal of Business and Management*, 12 (3), 2013, 20-28.
- [8] J.Vignesh Shankar, A Study on Employee Morale and Quality of Work Life, *International Journal of scientific research and management*, 2(9), 2014, 1383-1389.
- [9] T S Nanjundeswaraswamy & Swamy D R, Quality of Work Life of employees in private technical institution, *International Journal for Quality Research*, 7 (3), 2013, 3–14.