

Job Satisfaction among Employees in Hospitality Industry with Special Reference to Hotels in Thekkady

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Abstract: The hotel and hospitality industry in India are growing at a faster pace due to the constructive outcomes of tourism in our country. As the hospitality industry grows, the number of employees working in this industry also grows. Hotels always aim at customer satisfaction, but employee satisfaction in the hotel industry comes down day by day. There are different factors that contribute towards employee satisfaction, in this study we try to find out answers to different questions related to job satisfaction among employees in the hotel or hospitality industry. Data required for this study was collected from 100 employees who worked in the hospitality industry in and around Thekkady. Data was collected using a self-prepared questionnaire.

Keywords: Hotel Management, Hospitality, Employees and Employer, Job Satisfaction

Introduction

Human resource is the core of every organization, whatever is the business or industry. All other resources become ideal without human resources; therefore, Human resources should be considered as the most valuable resource which makes all other resources productive. Recruiting the appropriate manpower for an organization is one of the most difficult jobs. Once selected the management to have to make a continuous effort to satisfy them and to maintain them. Especially Human resource in hospitality industry plays a vital role in customer satisfaction. "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]. Job satisfaction is a measure of workers' contentedness with their job, whether or not they like the job, or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job

or cognitions about the job. It is said that an industry that 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 more ready to strive while doing their assignments and obligations. This eventually advantages and expands the associations' execution [3]. So here we try to find out solutions to different questions related to “Job satisfaction of employees in the hospitality industry”.

Statement of the Problem

Job satisfaction refers to a person’s feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction or happiness or self-contentment but the satisfaction on the job. It relates to the total relationship between an individual and the employer for which they are paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work. Employers benefit from satisfied employees as they are more likely to profit from lower staff turnover and higher productivity if their employees experience a high level of job satisfaction. However, employees should also be satisfied with their work, given the amount of time they have to devote to it throughout their working lives. So there arise different questions related to job satisfaction, especially in the field of the hospitality industry which always focuses on customer satisfaction, which can be only attained through motivated and loyal employees. So here we try to address such problems related to employee satisfaction in the hospitality industry.

Objectives

- 1) To find out the job satisfaction level of employees in the Hospitality industry
- 2) To identify the factors that lead to job satisfaction
- 3) To find out reasons behind dissatisfaction among employees
- 4) Relationship between work environment and job satisfaction of employees
- 5) To provide suggestions and recommendation to improve job satisfaction of employees

Methodology

This study was quantitative in nature with a sample size of 100. This study followed convenience sampling and the samples were selected from the employees working in various hotels in and around Thekkady. Self- the made questionnaire was used for taking the socio-demographic profile of the respondents. Tables, graphs, and percentage analysis were used for the analysis of collected data.

Analyses and Interpretations

Table. 1

Reward System	No of Respondents	Percentage
Highly satisfied	60	60%
Satisfied	40	40%
Poor	0	0%

Very poor	0	0%
Total	100	100%

Classification on The Basis of Appreciation or Reward System

Majority of the respondents (60 percent) of respondents are highly satisfied with the appreciation or reward system provided by the management and the remaining 40% of respondents are satisfied with the appreciation or reward system provided by the management.

Table. 2

Whether work area is neat and clean	No. of Respondents	Percentage
Yes	90	90%
No	10	10%
Total	50	100%

Classification based on Cleanliness of Work Area

Majority (90 percent) of the respondents agreed that their company's work area is neat and tidy and 10% of respondents disagreed with it.

Table. 3

Welfare Scheme	No. of Respondents	Percentage
Highly satisfied	25	50%
Satisfied	25	50%
Dissatisfied	0	0%
No opinion	0	0%
Total	50	100%

Classification on The Basis of Welfare Scheme of Their Company

50% of respondents are highly satisfied with the welfare scheme about their company and the remaining 50% of respondents are satisfied with it.

Table. 4

Factors	No. of Respondents	Percentage
Working hours	6	12%
Motivational techniques	22	44%

Monetary benefits	5	10%
Responsibilities	17	34%
Total	50	100%

Classification on The Basis of Factors Which Provide More Job Satisfaction

From the above figure it is clear that 44% of respondents are of the view that motivational techniques lead them to job satisfaction, followed by 34% of respondents that they are satisfied because of the responsibilities assigned to them, 12% of respondents are satisfied with their working hours, and 10% of respondents are satisfied because of their monetary benefits.

Findings of the Study

- Majority of the respondents have rated the working environment as excellent
- 50% of respondents have been working for less than 3 years
- Majority of the respondents feel highly secure about the security of their job
- Majority of the respondents are highly satisfied with the appreciation or reward system
- Majority of the respondents rated their participation in decision-making as good
- Majority of the respondents are satisfied with the overall compensation package
- Most of the respondents have a very good relationship with employers and co-workers
- Most of the respondents are satisfied with the grievances handling procedures of the hotel
- Majority of respondents agreed that their company's work area is neat and tidy
- Most of the respondents are satisfied with their current salary
- Half of the respondents are highly satisfied with the welfare scheme of their company
- 30% of respondents are in the opinion that their peer group is cooperative towards them
- Most of the respondents have got promotions during their period of service
- 40% of respondents strongly agree that training increases their morale in doing their respective jobs
- 40% of respondents are highly satisfied with the training and development programs
- Conducted by the company
- Majority of the respondents are satisfied with the delegation of authority and responsibility is given to them
- Half of the respondents agreed that the supervisor or manager provides continuous feedback to improve
- Majority of the respondents are in the opinion that the job security provided by the company is excellent
- 40% of respondents are in the opinion that co-worker's cooperation is very good
- Half of the respondents are highly satisfied with their working hours

- Majority of the respondents are satisfied with their restroom
- 44% of respondents are satisfied with motivational techniques
- Leading part of respondents rated the bonus system as excellent
- Majority of the respondents are satisfied that the management considers their personal

Problems

Suggestions

- To improve the job satisfaction of workers, the management has to provide more health
- Safety and welfare measures to them
- The grievances handling system may be improved to the satisfactory level of employees
- Avoid communication gap between supervisors and workers
- The company has to restructure the employee's welfare measures
- Training program should act as a window for personal development
- To improve the total industrial relation in the organization, the management must ensure employees' participation in decision making

Conclusion

The study helped in revealing the level of job satisfaction of employees with reference to the various factors provided in the organization. This study clearly shows that employees are more or less satisfied with the job. The organization should consider the relationship of employees and supervisors, grievances handling and the management has to provide more health, wealth, and safety measures to them. Training programs should be provided to employees and the management must ensure employees' participation in decision making. This study helped to get a better hold on what employees are lagging, to plan better solutions for problems, and to assess training needs. This study proves that the employees are satisfied with the salary, appreciation or reward system, overall compensation package, working environment, job security, bonus system, and the delegation of authority and responsibility. Certain recommendations are given which may be considered by management to satisfy their employees. Thus, the priceless value of human resources is revealed, and there lies the need to satisfy them.

CONFLICTS OF INTEREST

There are no financial issues or interest of conflicts to declare.

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