



A DETAIED STUDY ON LIFE OF HOTEL EMPLOYEES IN INDIA

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Abstract

Hotel Industry is one of the largest growing industries in the world economy. The hospitality industry is dependent upon the human resources and it is considered one of the important assets for the industry. During the holidays, festivals hotel employees are even busiest which may affect the quality of work life for these employees adversely. Hotel employees usually are not present with their families during ceremonies, festivals and important occasions and sometime in case of urgencies at home. The long working hours and absence of social life adversely affect the mental peace of hotel employees. The major challenge in front of hotel industry is to retain trained and experienced workforce. Many researchers have been conducted to raise this issue but still hotel industry is lacking in providing the quality of work life to its employees in India. The application of these work practices in hotel industry is still in progress and requires more efforts. That is why this issue needs constant longitudinal research to understand the present scenario of hotel industry in India.

Keyword: Economy, Human Resources, Employees

Introduction

Travel and tourism enterprise has been outpacing the world economy for the past six years, which is mirrored within the growth figures for individual countries also. Many countries have shown particularly dramatic growth in traveler exports over now amount. They need seen considerably raised flow of business enterprise disbursal, due to prioritization of business enterprise, gap borders, infrastructure investment, and promotional efforts, among different factors. At country level, the quickest growing larger Travel and tourism business enterprise countries are expected to be China, India, Thailand, and state. By 2027, China is anticipated to possess overtaken the USA in terms of total Travel and tourism enterprise GDP, domestic Travel and tourism business enterprise disbursal and investment. However, the USA is anticipated to stay on prime in terms of direct Travel and tourism enterprise GDP, traveler exports and business travel disbursal. the globe of travel and welcome has entered a replacement era of growth and transformation. International business travel disbursal hit a best \$1.2 trillion in two015, up 5 % from the previous year. Within the US,

revived client confidence, beside a shift in home disbursement from merchandise to services and experiences helped leisure travel gross bookings sustain a rate well prior gross domestic product (GDP).

Review of literature

Momeni et. al, (2016) Stress has adverse effects on the quality of sleep and professional life in nurses engaged in intensive care units (ICUs). This study aimed to evaluate the relationship between the qualities of work life and sleep in nurses employed in the ICUs of Mazandaran province in Iran. This cross-sectional, descriptive-correlational study was conducted on 180 nurses employed in the ICUs of teaching hospitals affiliated to Mazandaran University of Medical Sciences, Iran in 2015. Participants were selected via stratified random sampling. Data collection tools included demographic questionnaire, Walton's Quality of Work Life (QWL), and Pittsburgh Sleep Quality Index (PSQI). Data analysis was performed in SPSS V.18 using descriptive and inferential statistics (independent T-test, one-way ANOVA, Pearson's correlation-coefficient, and logistic regression analysis. According to the results of this study, quality of work life and sleep quality were moderate and unfavorable in the majority of ICU nurses, respectively. Moreover, sleep quality had a significant correlation with the quality of work life.

Sheela (2017) enumerated QWL is a comprehensive construct that includes an individual's job related well-being and the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences. study attempts to find out the effectiveness of quality of work life among women's by taking into consideration of various related factors and also to have proper work life balance, working environment provide by organisation, career development opportunity provide by the organisation. QWL can be assessed by combining the amount and the degree of stress and the degree of satisfaction experienced by the individual within his/her occupational role. The most common assessment of QWL is the individual attitudes. This is because individual work attitudes are important indicators of QWL.

Research Methodology

Research methodology is a total sum of techniques/ steps being carried out by researchers in order to find out the real dynamics operating for any problem or behavioral outcomes.

Objectives of Study

The present research is planned to explore the followings objectives:

1. To analyse the association between factors of quality of work life (QWL) practices and demographic characteristics of selected hotels of India.
2. To examine the differences in presence of QWL factors in Indian hotel industry with relation to the organisational profile of hotels.

Hypothesis

In the above mentioned objectives and critical examination existing review of literature, below are the hypothesis which are developed and tested in the present study.

H:1 Association between factors of QWL and demographic characteristics of selected hotels of India

Data analysis

The study used both primary and secondary data to extort meaningful influences. The questionnaire consisted of quality of work life practices based on review of literature. Questionnaire was addressed to the employees working at three levels i.e. operational, supervisory and managerial in Indian hotel industry.

Rho's Correlation between Factors of QWL and demographic characteristics of selected hotel of India

	Types of Hotel	Age of Hotel	Category of Hotel	No. of employees in Hotel
Overall OWL Mean	-.135*	-.109	.330**	.293**
Factor 1 (Equal Opportunities and growth prospects)	-.127*	-.125*	.310**	.280**
Factor 2 (Adequate and Fair compensation)	-.060	-.077	.149**	.232**
Factor 3 (Welfare Facilities)	-.195**	-.081	.155**	.074
Factor 4 (Social security measures)	-.159**	-.038	.188**	.124*
Factor 5 (Safe and Healthy Environment)	-.164**	-.040	.366**	.351**
Factor 6 (Basic facility related with employee well-being)	-.184**	-.043	.386**	.333**
Factor 7 (Stress management)	-.198**	-.074	.367**	.305**

The correlation between overall (QWL) Quality of Work Life and demographic characteristics was identified using Spearman's correlation technique. The results indicated that overall QWL had negative significant relationship with type of hotel ($r_s = -.135^*$, $p < .05$), and positive significant relationship with category of hotel ($r_s = .330^{**}$, $p < .01$), and

number of employees in hotel ($r_s = 293^{**}$, $p < .01$). No correlation was found between overall QWL and age of hotel.

Factor-1 (Equal Opportunities and growth prospects)

The Spearman's correlation was applied to identify the relationship between Factor-1 (Equal Opportunities and growth prospects) and selected demographic characteristics variables such as type of hotel, category of hotel, age of hotel and number of employees in hotel. The results indicated that factor one had negative significant relationship with type of hotel ($r_s = -.127^*$, $p < .05$), and with age of hotel ($r_s = -.125^*$, $p < .05$) and positive significant relationship with category of hotel ($r_s = 310^{**}$, $p < .01$), and number of employees in hotel ($r_s = 280^{**}$, $p < .01$ s).

Factor-2 (Adequate and Fair compensation)

Further Factor 2 was observed to see the relationship with demographic characteristics variables and the result indicated that this factor (adequate and fair compensation) had positive significant relationship with category of hotel ($r_s = 149^{**}$, $p < .01$), and number of employees in hotel ($r_s = 232^{**}$, $p < .01$). But no relationship was observed with type of hotel and age of hotel.

Factor-3 (Welfare Facilities)

The Spearman's correlation was run on Factor-3 (Welfare Facilities) and selected demographic characteristics. The results indicated that factor 3 had negative significant relationship with type of hotel ($r_s = -.195^{**}$, $p < .01$), and positive significant relationship with category of hotel ($r_s = 155^{**}$, $p < .01$), with the age of hotel and number of employees no relationship had been observed.

Factor-4 (Social Security Measures)

The Spearman's correlation results indicated that factor 4 (Social Security Measures) had negative significant relationship with type of hotel ($r_s = -.159^{**}$, $p < .01$), and number of employees in hotel ($r_s = .124^*$, $p < .05$) and positive significant relationship with category of hotel ($r_s = .188^{**}$, $p < .01$). Further no relationship is found with age of hotel.

Factor-5 (Safe and Healthy Environment)

Factor-5 (Safe and Healthy Environment) had negative significant relationship with type of hotel ($r_s = -.164^{**}$, $p < .01$), and positive significant relationship with category of hotel ($r_s = .366^{**}$, $p < .01$), and number of employees in hotel ($r_s = .351^{**}$, $p < .01$). Results of factor 5 indicated no relationship with age of hotel.

Factor-6 (Basic facility related with employee well-being)

Relationship between selected demographic characteristics and Factor-6 (Basic facility related with employee well-being) was observed. The results indicated that factor 6 had

negative significant relationship with type of hotel ($r_s = -.184^{**}$, $p < .01$), and positive significant relationship with category of hotel ($r_s = .386^{**}$, $p < .01$), and number of employees in hotel ($r_s = .333^{**}$, $p < .01$). Further no relationship is found with age of hotel.

Factor-7 (Stress management)

The Spearman's correlation technique revealed the relationship between Factor-7 (Stress management) and selected demographic characteristics variables. The results indicated that factor 7 had negative significant relationship with type of hotel ($r_s = -.198^{**}$, $p < .01$), and positive significant relationship with category of hotel ($r_s = .367^{**}$, $p < .01$), and number of employees in hotel ($r_s = .305^{**}$, $p < .01$). Factor seven observed no relationship with age of hotel.

Result of Hypothesis (H2) -Association between Factors of QWL and Demographic characteristics of selected hotels of India.

Table displays the bivariate correlation coefficient between factors of QWL and selected demographic characteristics of hotels. The results indicated that factors of QWL were positively and negatively associated with demographic characteristics variables viz. type of hotel, category of hotel and number of employees but for age of the company only factor 1 of QWL established relationship, no association was observed for other six factors with age of company. Hence for type of hotel, category of hotel and number of employees H_02 was not accepted i.e. there is no association between factors of QWL and demographic characteristics of selected hotels of India and accepted H_a2 i.e. there is association between factors of QWL and demographic characteristics of selected hotels of India. Whereas, for the age of company H_02 was accepted i.e. there is no association between factor of QWL and demographic characteristics of selected hotels of India and H_a2 was not accepted i.e. there is association between factors of QWL and demographic characteristic (age) of selected hotels of India.

Conclusion

On the basis of above analysis it can be inferred that factors of QWL were positively and negatively associated with demographic characteristics variables viz. type of hotel, category of hotel and number of employees but for age of the company only factor 1 of QWL established relationship, no association was observed for other six factors with age of company. **Hence for type of hotel, category of hotel and number of employees H_02 was not accepted i.e. there is no association between factors of QWL and demographic characteristics of selected hotels of India Whereas, for the age of company H_02 was accepted i.e. there is no association** between factor of QWL and demographic characteristics of selected hotels of India.

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