

## A Study on Employee Job Satisfaction in The Hotel Industry (With Special Refrence to Jaipur City)

**Dr. Garima Saxena<sup>1</sup>, Nikita Singh<sup>2</sup>**

Associate professor, University of Rajasthan, [garimasaxena@gmail.com](mailto:garimasaxena@gmail.com)

Research Scholar, University of Rajasthan, [singhniks1992@gmail.com](mailto:singhniks1992@gmail.com)

### Abstract

*Human resources are considered to be the most important and valuable asset of the organization, as they are necessary for the proper operation of all of the organization's other resources. When the workforce and personnel involved are able to derive job satisfaction from job performance and other related factors, an organization is able to succeed. human resources will contribute to the organization's success to the best of their abilities and increase productivity only when they feel satisfied with their jobs and workplace environment. Job satisfaction refers to how happy a person is with his or her job; this idea benefits not only the employees but also the organization's structure to a considerable extent. The primary goal of this study is to find out more about job satisfaction in employees working in different levels. This paper explores the various factors affecting job satisfaction and their impact on employees performance.*

**Keywords :** Job Satisfaction, Hotel Industry, Compensation & Rewards, Job security.

### Introduction

**A**n effective organization is one that is able to establish an environment in which each employee's talent is acknowledged and actively used to the achievement of the organization's goals. In today's environment, employee involvement and job quality are directly proportionate to an organization's success and contribute to its advancement. It is the responsibility of managers to continually be looking for ways to boost morale, productivity, and achieve a competitive advantage. Only if an employee is satisfied with both his work and the organization will he be motivated to contribute to the organization's growth and success. It is critical to determine the factors of job satisfaction among employees in order to estimate employee satisfaction.

Job satisfaction is determined by the presence of job pleasure and the absence of job unhappiness among employees. Job discontent and pleasure are both considered key components of job satisfaction. An employee's attitude and ideals have an impact on his or her behaviour. Employees that are happy and cheerful at work are more satisfied with their work, which increases the quality of their work. Job satisfaction benefits the company in a

variety of ways. It reduces complaints and grievances, absenteeism, turnover, and termination, while also increasing punctuality and employee morale. It's also an indicator of longevity; people who are happy in their occupations stay in the same area for a long time.

According to Armstrong (2006) the term job satisfaction refers to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. A negative and unfavorable attitude towards the job indicates job dissatisfaction.

Hotel Industry – As today there is stiff competition and to cope up with the external environment, they have to mould their employees everytime according to the need of the external environment. Employees need to interact with the guests so to satisfy the need of the employees are as important as the customer satisfaction. This is the only way to achieve customer satisfaction after satisfying the employee need and the employee will only be satisfied when there is work life balance, time to socialize, burst up the stress, fair and equitable treatment from management.

Compensation/Pay - Compensation is defined as a monetary incentive provided by a corporation to its employees in exchange for services rendered to the company. Employees perceive

monetary compensation and perks to be the most important areas for which they work; when they believe their salary and benefits are sufficient to support their lifestyle, they are content with their employment. Employees felt enormous delight and satisfaction towards their jobs when they received promotions and increased salary. When compared to other significant drivers, compensation is at the top of the list for determining work satisfaction. (Neog, & Barua, 2014).

**Job Security** - It is critical for an employee to feel safe and secure in their workplace. Vulnerability, sensitivity, fragility, and helplessness are not conducive to job happiness. Job security is influenced by factors such as effective communication and favourable terms and conditions with superiors and subordinates, safe working conditions, safe condition of machines, equipment, and other devices used for production and manufacturing, availability of incentives and benefits, and a good salary commensurate with job responsibilities. Job security is only tangentially related to overall job happiness (Hong, Hamid, & Salleh, 2013).

**Workplace environment**- This is used to describe the physical settings, surroundings, conditions in which and employee has to work. Work environment is the sum of interrelationships that exists among the employers and employees and the environment in which employees operates, that environment also includes technical, human and organizational factors. **Work life Balance** – Work life balance is an ability to manage the resources to meet family and work demands so that individuals can show effective participation in both domains of life. (Voydanoff, 2005)

### Review of Literature

**Heimerl et al,(2020), in their study “ Drivers of Job Satisfaction in the Alpine Hospitality Industry”** stated that job satisfaction is a major determinant for a favorable working environment and organization. They conducted the research to define the significance of salary, compensation, leadership & management, working environment , job itself, career development, personality development, infrastructure as the agenda of job satisfaction in Alpine Hospitality Industry.

**.As per Ariza- Montes et al,(2019),in their study “Factors influencing Job Satisfaction in Hospitality Industry”** examined that hospitality industry sometimes fails to provide favorable working environment and psychological satisfaction to employees and thus loses motivated workers which results in high turnover.

**Marina Laskarin Azic(2017) , in their study entitled, “The impact of hotel employee satisfaction on hospitality performance”** explored that there is a direct relationship between employee satisfaction and co- worker relationship but found an indirect relationship with employee hospitality mediated by employee satisfaction. Also revealed the importance of satisfaction with co-worker behavior as a strong indicator of overall job satisfaction.

**Anu C, (2017) in the study of “Employee Perception on HRM Practices in Indian Overseas Bank” (a public sector bank),** explained that there is a positive relationship between HRM practices and perception of employees in the IOB Bank indicated level of satisfaction of employees towards HRM practices with varying degree of correlation. The findings of this study is somewhat similar to other studies conducted on this topic. The main challenge is to adjust the beliefs and values of employees in favour of HRM policy and system so as to have the best performance and results from employees.

**Dr. Neerja kumari (2016) , “A study of employee satisfaction in hotel industry”** stated that employee satisfaction is a multi dimensional in nature because various factors are operating all together but there are also other factors which have strong influence on employee satisfaction which cannot be ignored. The employees of Taj hotel feel extremely satisfied when they were exposed to 8 selected parameters such as work relation, work environment, work culture, communication, rewards & recognition, training and performance appraisal.

**Hans- Jurgen Franz Brenninger (2015), “Employee satisfaction and its impact on company value”** evaluates the relationship between employee satisfaction and company value in a threefold manner. Employee satisfaction is total a set of elements like credibility, respect, pride and fairness. It has proved that employee satisfaction has a major role for company’s success. There is an empirical proof that the set of employee satisfaction elements

which are marketing efficiency, product portfolio, quality, innovation, technology, relation with suppliers, overall market and industry situation and financial authorities, they all have an impact on company value in a sense that high employee satisfaction tendentially increases the company value.

**Jecinta Sathiyavathi K (2012), “Job satisfaction of women employees of southern railway (a study with reference to Madurai division)”** reported that Madurai division is the biggest of all division of southern railways and it consists of good number of female employees. The success of the organization depends upon active participation and involvement in respective jobs. It is as much important to look into grievance and their redressal to make them content at the work. It is the responsibility of an organization to make women employees feel comfortable and cheerful at the same time.

**Research methodology**

To conduct this study Primary data have been collected by using questionnaire method from the respondents. For this study simple random sampling technique has been used to collect the responses from employees of various hotels.

**Objectives of the study-**

1. To study the level of job satisfaction in hotel industry.
2. To find out the factors that affect job satisfaction.
3. To give suggestions for improving the level of job satisfaction.

**Hypothesis of the study-**

- H1** There is significant relationship between demographics and job satisfaction.
- H0** There is no significant relationship between demographics and job satisfaction.
- H1** There is significant relationship between factors affecting job satisfaction.
- H0** There is no significant relationship between factors affecting job satisfaction.

**Scope of the study-**

In this study we have prepared questionnaire and have collected responses from the Jaipur city. There are so many factors which affects the job satisfaction but we have taken few factors that have

direct influence on the job satisfaction in hotel industry.

**Sample-**

This study is completely based on primary data and sample is collected on the basis of random sampling method. We have prepared questionnaire and circulated the questionnaire to 75 respondents from which only 71 respondents are interested to give feedback. Data is been collected and analyzed according to the purpose of the research. Graphical representation has also been made for this research paper.

**Limitations of the study-**

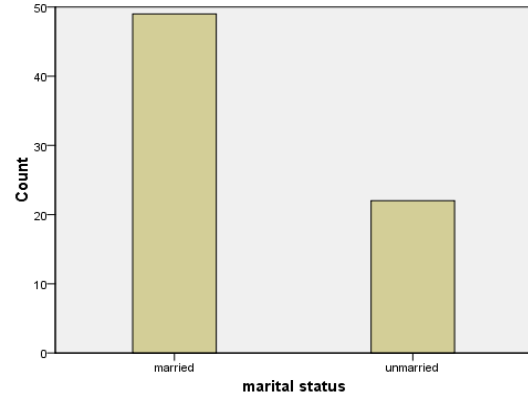
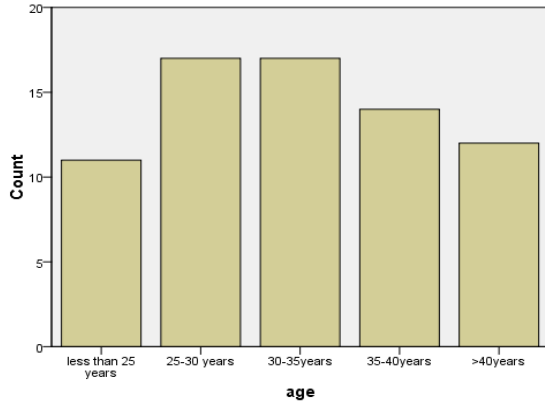
This study is based on the data which has been collected from the Jaipur city only with sample size of 71. There are so many factors that affects the job satisfaction from which we have taken only four factors that have direct influence on job satisfaction.

**Analysis and Interpretation**

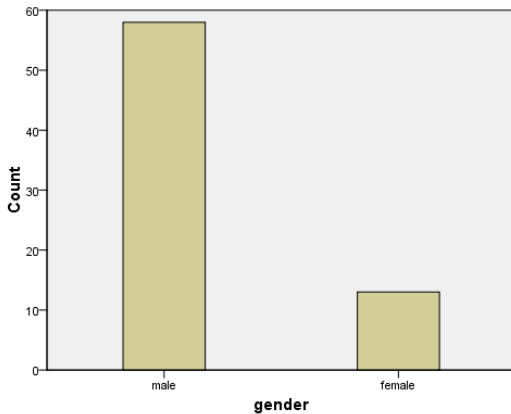
**Table 1:-**

		Age			
		Freque ncy	Perce nt	Valid Perce nt	Cumulat ive Percent
Val id	less than 25 years	11	15.5	15.5	15.5
	25-30 years	17	23.9	23.9	39.4
	30- 35year s	17	23.9	23.9	63.4
	35- 40year s	14	19.7	19.7	83.1
	>40ye ars	12	16.9	16.9	100.0
	Total	71	100.0	100.0	





Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	58	81.7	81.7	81.7
	female	13	18.3	18.3	100.0
	Total	71	100.0	100.0	



marital status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	married	49	69.0	69.0	69.0
	unmarried	22	31.0	31.0	100.0
	Total	71	100.0	100.0	

		Age	Gender	marital status	satisfaction with salary	satisfaction with job security	satisfaction with workplace environment	satisfaction with worklife balance
Age	Pearson Correlation	1	-.548**	-.756**	.031	-.057	-.132	.069
	Sig. (2-tailed)		.000	.000	.802	.636	.274	.567
	N	71	71	71	70	71	71	71
Gender	Pearson Correlation	-.548**	1	.707**	.079	.122	.163	.024
	Sig. (2-tailed)	.000		.000	.518	.309	.176	.841
	N	71	71	71	70	71	71	71
marital status	Pearson Correlation	-.756**	.707**	1	.159	.079	.144	-.012
	Sig. (2-tailed)	.000	.000		.190	.513	.231	.922
	N	71	71	71	70	71	71	71
satisfaction with salary	Pearson Correlation	.031	.079	.159	1	.222	.084	-.011
	Sig. (2-tailed)	.802	.518	.190		.064	.487	.926
	N	70	70	70	70	70	70	70

satisfaction with job security	Pearson Correlation	-.057	.122	.079	.222	1	.012	.094	.025
	Sig. (2-tailed)	.636	.309	.513	.064		.923	.435	.839
	N	71	71	71	70	71	71	71	70
satisfaction with workplace environment	Pearson Correlation	-.132	.163	.144	.084	.012	1	-.211	.122
	Sig. (2-tailed)	.274	.176	.231	.487	.923		.078	.316
	N	71	71	71	70	71	71	71	70
satisfaction with worklife balance	Pearson Correlation	.069	.024	-.012	-.011	.094	-.211	1	-.283*
	Sig. (2-tailed)	.567	.841	.922	.926	.435	.078		.018
	N	71	71	71	70	71	71	71	70
overall satisfaction with the job	Pearson Correlation	-.062	.393**	.259*	.096	.025	.122	-.283*	1
	Sig. (2-tailed)	.612	.001	.030	.432	.839	.316	.018	
	N	70	70	70	69	70	70	70	70

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

**Conclusion**

Employee Satisfaction is generally affected by many factors simultaneously but we have taken only 5 factors affecting employee satisfaction. According to this research it can be said that number of male employees are more in number as compared to females. Satisfaction with salary is more as compared to other factors. It has been said by the employees that in the Hotel Industry politics is high, no promotions for higher positions for females so there is seen the glass ceiling among women and employee feedback should be taken timely and appropriately.

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