

# **A Study on factors affecting the job satisfaction of employees in Hospitality Industry**

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## **Abstract**

In The Hospitality Business In Many Alpine Regions, Finding And Retaining Qualified Workers Is A Major Problem. As A Result, Job Satisfaction Is Becoming Increasingly Important In A Wide Range Of Outcomes And Objections, Including The Labor Market. A Better Understanding Of Job Satisfaction Can Be Gained By Looking At Elements That Influence It.

India's Hotel Business Is Growing At A Faster Rate Because Of The Positive Results Of The Travel Industry In Our Country. The Number Of People Employed In The Hotel Industry Is Rising Along With It. Many Factors Contribute To Representative Satisfaction, And In This Study, We Are Looking For Answers To Various Questions Related To Work Satisfaction Among Hospitality Industry Employees.

As A Critical Component Of The Overall Service Sector In The Country, The Hotel Industry Accounts For Around 41% Of All Connected Labor And Has A Monetary Value In The Trillions Of Dollars. The Current Employees Who Are Capable And Have A Positive Outlook On Life Should Be Retained By Organizations At This Time.

**Keywords:** Job Satisfaction, Hospitality Industry, Employees.

## **1. Introduction**

The History Of The Hospitality Business Predates The Dawn Of Recorded History. When People Travelled Long Distances In The Past, They Stayed In The ' Motels' That Popped Up Along The Road. These Motels Were Transformed Into Cutting-Edge Lodgings Before The Fourteenth Century, And Then Into Resorts And Sharing Inns Of Today. Inns, The Travel Industry's Complaints, Travel Modes, And, Odd As It May Seem, Clinical/Instructive Excursions Are All Part Of The Broader Hospitality Business. At This Stage, The Overall Sector Is Worth Several Trillion Dollars And Accounts For A Considerable Portion Of The Country's Overall Assistance Industry.

Employee Turnover In The Hotel Business Is On The Higher Side When Compared To Other Industries, And This Results In Significant Additional Expenses Over Time (O'Neill Et Al., 2011; Pronto, 2011). Because Of The Rapid Growth Of The Hospitality Business, A Lack Of Job Satisfaction Is Often Cited As The Reason For The High Rate Of Employee Turnover (O'Neill And Davis, 2011). Job Satisfaction Is Particularly Important For Preventing Staff Turnover And Expanding Employee Devotion In Order To Accomplish Improvements At The Organization Level (Strenitzerová And Achiest, 2019). When Employees Are Satisfied With Their Work Environment, They Are More Likely To Provide High-Quality Products And Services As Well As Excellent Customer Service (Mc Phial Et Al., 2015). Representative Satisfaction Is An Important Key Performance Indicator (KPI) When Carrying Out Practical Processes, According To Rostov And Chirico (2019).

There Is A Human Asset At The Heart Of Every Firm Or Industry Group. Any Remaining Assets Are Useless Without HR; Thus, HR Should Be Considered The Most Important Asset That Makes Any

Remaining Assets Valuable. A Company's Most Difficult Task Is Finding The Right People To Work There. When Chosen, The Administration Must Make A Concerted Effort To Both Meet And Exceed These Expectations. Customer Loyalty In The Hospitality Business Is Largely Dependent On The Quality Of The Human Resources Used. Treating Your Staff Like Inn Guests Can Help Reduce Attrition. As A Result, Hotel Guests Will Be Treated Better By Personnel, Resulting In A More Positive Experience That Encourages Repeat Visits And Boosts Revenue. Job Satisfaction Is A Measure Of How Happy Workers Are With Their Occupations, Whether They Like The Work Itself Or Certain Aspects Of It, Such As The Level Of Supervision Or The Type Of The Task. The Three Components of Job Satisfaction Are Mental (Evaluative), Emotional (Or Passionate), And Behavioral. Scientists Have Also Discovered That Different Measures Of Job Satisfaction Capture Different Aspects Of Job Satisfaction, Such As Attitudes Toward Or Understandings Of The Job. Some Claim That A Business That Provides Its Employees With A Ready System May Be Able To Assemble Its Delegate's Happiness With Their Vocation. Increased Levels Of Job Satisfaction Can Invigorate Enthusiasm And Positive Feelings Among Workers About Their Organizations, Making Them More Prepared To End Devour While Addressing Their Responsibilities And Commitments. Increased Levels Of Job Satisfaction This, In Turn, Has A Positive Effect On The Performance Of The Various Affiliations. To That End, We've compiled A List Of Frequently Asked Questions On "Job Happiness In The Hotel Business."

## **2. Literature Review**

### **2.1. Theoretical Underpinning:**

When It Comes To Job Satisfaction, Locke (1969) Is A Great Starting Point For This Investigation. According To Locke (1969), "The Joyful Ecstatic Mood That Occurs When One Examines One's Employment As Attaining Or Working With The Fulfillment Of One's Job Ideals" (P. 316) There Appears To Be A Correlation Between What A Person Needs From Their Employment And What They Perceive It To Be Offering Or Involving, According To Locke (1969). (P. 316). This Illustrates The Idea Of Job Happiness As A Result Of A Person's Relationship With Their Current Circumstances Even More. These Ideas Are Critical For This Research Because Of The Hospitality Industry's Administrative Nature And The Fact That Its Value Is Derived From The Efforts Of Its Employees In Collaboration With Customers And Other Stakeholders (Peters Et Al., 2019). As Kanungo (1982) Points Out, An Individual's Level Of Mental Well-Being Should Be Reflected In His Or Her Ability To Make A Meaningful Contribution To The Work Environment (I.E., A More Worldwide Reaction To An Association; Modway Et Al., 1982). The Connections Between These Concepts, However, Have Been Observed (E.G., Feinstein Et Al., 2006; Jaworski Et Al., 2018). People's Job Happiness Can Be Defined As The Extent To Which They Engage In Their Work.

### **2.2. Drivers Of Job Satisfaction In The Hospitality Industry**

This Type Of Research Has Become Increasingly Important In Hospitality And Board Research, As Satisfied Personnel Report Fewer Absences, Lower Change, And Lower Affliction Records; They Also Convey Higher Levels Of Administration Quality (Heifer Et Al., 2020). According To Rostov And Chirico (2019; Strenitzzerová And Achimskis) Job Happiness Is Crucial For A Practical Working Environment And The Association As A Whole. With The Use Of An Account Writing Survey, We Discovered That Job Satisfaction Is Influenced By Factors Such As Working Hours And Salary As Well As A Positive Working Environment As Well As A Framework For Doing One's Work.

**Rengamani Et Al. (2015)**, Add To This List Of Elements That Contribute To Worker Unhappiness The Factors Of Professional Achievement And Job Satisfaction, Both Of Which Have A Positive Effect On Employee Commitment And Assist Reduce The Worker's Loss Rate.

**Chowdhury And Hasan (2017)**, Coin That Job Discontent Was The Greatest Factor Of Representative Turnover In The Examination Paper. The Primary Goal Of This Investigation Was To Identify The Elements And Provide A Description Of Each In The Event That It Becomes Necessary To Deal With The Substantial Issue Of Representative Turnover In The Future.

**Kavidayal Et Al., (2013)** The Importance Of A Satisfied Workforce To An Organization's Ability To Maintain A Strong Link Between Its Representatives And Its Business Partners Is Emphasized In This Section As Well. They've Also Included When A Person Is Under Stress Due To Their Job, It Shows In Their Authoritative Presentation.

**Saleem And Affandi (2014)** Maintaining Representativeness In Drug Organizations Is Also Supported By These Additional Criteria. These Factors Influence The Decision Of An Employee To Leave An Organization.

### **3. Job Satisfaction**

Occupation Satisfaction Is Directly Linked To The Employee's Reaction To The Equivalent And The Individual's Interest In The Work. Using This Information, Management May Determine Whether Or Not The Results Achieved Are On Par With Expectations. However, A Large Number Of HR Experts Agree That The Employee's Attitude About Their Work Is Influenced By A Variety Of External Factors, And The Worker's Performance Is Also Impacted. Depending On The Situation, This Might Have A Beneficial Or Negative Effect. An Employee's Willingness To Accept A Certain Task Can Be Expressed As His Or Her Level Of Job Satisfaction.

Rim Et Al. 2006 And Ikhifa Et. 2014 Have Stated That Satisfying A Company's Business Needs Is A Huge Accomplishment, And If The Bulk Of The Job Isn't Completed, Then The Company Could Lose Money As A Result. In Light Of The Total Number Of Employees And The Rate At Which Work Is Being Completed, Diaz 2005 And Cabral 2015 Stated That A Given Association Can Agree On Numerous Variables Relating To Efficiency, Weakening, And Even The Maintenance Of Staff.

#### **3.1. Dimensions Of Job Satisfaction:**

A Huge Number Of The HR Specialists And Very High Quality Experts Indicated That The Job Contentment May Be Perceived By The Roads Of Job Satisfaction, Hole Between The Achieved And Designated Task And, Shockingly, The Psychological Condition Of A Representative.

- A Representative's Attitude Toward Their Work And The Company As A Whole Is A True Indicator Of Job Satisfaction.
- It Is Possible To State A Representative Is Satisfied With Their Job If They Have A Smaller Gap Between Their Assigned Work And Their Completed Work, But If The Gap Is Greater, It May Be Necessary For A Separate Organization To Conduct An Audit Of That Specific Segment.
- The Estimation Of Work Disenchantment Is Directly Linked To The Degree Of Job Satisfaction, Which Can Be Evaluated By The Good Or Negative Impact Of External Components On The Individual Employees.

#### **3.2. Need Of Studying Job Satisfaction:**

There Are Parallels Between India's Hospitality Business And That Of Other Countries Throughout The World. For Example, The Industry Is Still In Its Formative Stages. In Light Of Present Facts, The Industry's Growth Rate Was Approximately 5% From 2001 To 2007, And It Increased To 8% Percent In The Next Decade, From 2008 To 2018, And The Equivalent Is Expected To Reach A Degree Of 13% In The Not-

Too-Distant Future. Many Tourist Destinations Are Well-Known For The Variety And Quality Of Their Inns, Which Is In Fact An Important Part Of The Broader Hospitality Business.

Over 300 Lodge Meanders Have Been Embraced By The Government, With Nearly A Third Of Them Falling Into The Luxury Category. The Number Of People Required To Work In The Hotel Business Is Expected To Rise From 7 Million In 2012 To 15 Million By 2017, According To Industry Sources. As A Result Of The Delegates' Mistakes, Low Salary, And Long Working Hours, Indian Hospitality Agents Tend To Be Inconsistent. In The Hospitality Industry In India, Things Can Change At Any Moment.

#### **4. Factors Affecting Job Satisfaction**

Workers' Overall Job Happiness Is The Result Of A Combination Of Factors, And Monetary Compensation Is Just One Of Them. It Is The Board's Responsibility To Make Sure That The Workplace Is Happy, The Spirit Is High, And The Employees Have The Resources They Need To Complete Their Assigned Tasks

##### **4.1. Optimal Working Conditions:**

Organizations Must Strive To Enhance Working Conditions Since Employees Put So Much Time And Effort Into Their Jobs Each Week. Open Workspaces Instead Of Cramped Ones, Enough Lighting, And Comfortable Workstations All Contribute To Productive Workplaces. Providing Employees With Tools Such As Improved Data Innovation To Help Them Complete Their Tasks More Quickly And Efficiently Also Improves Their Job Happiness.

##### **4.2. Workload And Stress Level**

It's Not Uncommon For Even The Most Dedicated Employee To Lose Job Happiness Due To Heavy Responsibilities And Tight Deadlines. Employees And Managers Get Into A Squabble When Cutoff Periods Are Missed, And This Boosts The Level Of Stress In The Workplace. Ineffective Government And A Lack Of Planning Are Frequently To Blame For Creating This Atmosphere. Because Management Don't Provide Employees Enough Time To Complete Their Assigned Tasks Or Because Of A Lack Of Staff, The Workplace Operates In Emergency Mode.

##### **4.3. Respect From Co-Workers**

Employees Strive To Be Respected By Their Coworkers. Employees Who Work In An Unfriendly Environment With Rude Or Uncaring Coworkers Tend To Be Dissatisfied With Their Jobs. Directors Must Intervene In Conflicts Before They Become More Serious Issues That Require Disciplinary Action. When Working With Colleagues, Employees Should Be Reminded Of The Proper Conduct Expected Of Them.

##### **4.4. Relationship With Supervisors**

Successful Bosses Understand That Their Staff Needs Recognition And Praise For Their Hard Work And Accomplishments. Employees Should Also Be Aware That Their Boss's Door Is Always Open For Them To Discuss Any Concerns They Have, Which May Be Interfering With Their Ability To Do Their Duties Effectively And Preventing Them From Feeling Satisfied At Work.

##### **4.5. Financial Rewards**

It Is Important For A Representative's Job Satisfaction To Include Her Views On The Fairness Of The Organization's Wage Scale And The Continuous Compensation She May Get. Having A Method For

Evaluating Employee Performance And Awarding Raises To The Best Entertainers Is Critical To The Success Of An Organization. Unique Incentives, Such As Rewards, Extra Cared For Time, Or Outings, Also Bring Vigor And Greater Job Satisfaction To The Workplace.

## **5. Conclusion**

According To Numerous Projections, The Hotel Business In The Country Is Expected To Grow At A Rate Of Over 12 Percent Over The Next Few Years, Making It One Of The Fastest-Growing Industries On The Planet. Workplace Contentment Is A Subjective Concept That Can Vary From Person To Person And Organization To Organization. As An Example, Firms Must Do Everything They Can To Keep A Well-Trained And Experienced Employee On The Grounds That 'Industry Poachers' Exist In The Hotel Industry And Have The Ability To Make A Person Move Jobs.

Employees Are Especially Concerned About Bosses' Influence In Firms That Are More Likely To Be Arranged By Workers. Writing Confirms The Existence Of The Discoveries Found In It. So, It Follows That In These Firms, A More Board-Centric Style Prevails. If There Are More Opportunities For Training And Progress, The Overall Level Of Satisfaction May Rise. As A Result, Previous Findings From The Literature Are Confirmed.

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