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Research Journal

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MANAGEMENT

JOB SATISFACTION OF EMPLOYEE TOWARDS HOTEL INDUSTRY WITH SPECIAL REFERENCE TO LE POSHE SPARSA, KODAIKANAL

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ABSTRACT

This study attempts to evaluate job satisfaction of employees in hotel industry. It focuses on the relative importance of job satisfaction factors and their impacts on the overall job satisfaction of employees. Job satisfaction is considered to be the most important element in the organization. In order to succeed, organization must keep their employees satisfied. Hence this research was mainly undertaken to investigate the factors such as Job itself, working conditions, job security, fairness, relationship with co-workers and supervisors in affecting the job satisfaction. This study is conducted through quantitatively method where data is collected using a set of questionnaire. Samples of this research were the employees of Le Poshe Sparsa, Kodaikanal where a total of 102 respondents took part in the survey. The respondents were asked to evaluate their job satisfaction where they are working. Perceived satisfaction of each variable was measured through questions designed on a 5-point Likertscale.

Keywords: Hotel employees, Job satisfaction, Job, Work environment.

INTRODUCTION

Employees are the backbone of any organisation. They are the most precious and important asset among all the asset of any organisation. Job satisfaction is a part of employee life satisfaction. Job satisfaction is considered to be the most important element in the organization. In order to succeed, organization must keep their employees satisfied (**Wubuli, 2009**). "Job satisfaction refers to the degree of pleasure or positive affect that an employee has toward his or her job" (**Locke, 1976**). It is actually a mixture of job role, job responsibilities and work environment. Job satisfaction is a combination of extrinsic and intrinsic job satisfaction. Extrinsic job satisfaction includes all the external factors like communication style, supervisor co-operation, pay and working conditions while intrinsic job satisfaction includes type of work the worker's do and the duty considered by the employee. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Job satisfaction has a significant on employees organizational commitment, turnover, absenteeism, tardiness, accidents, and grievances (**Byars and Rue, 1997; Moorhead and Griffin, 1999**). When employee is satisfied he will perform well in workplace. To satisfy employees, organization provides different facilities to employees like to provide good working condition, fairness in job, give promotion and rewards to employees because these are the elements which contribute to employee satisfaction. Rain et al.,(**1991**) states that job satisfaction has a correlation with life satisfaction. It means that people who are satisfied with life will tend to be satisfied with the job and people who satisfied with job will tend to satisfied with their life. (**Parvin & Kabir, 2011**).

STATEMENT OF PROBLEM

The management of people in hotels and catering services has traditionally been regarded as poor, with considerable evidence of low employee discretion, autocratic management style with no consultation, long hours of work, poorly rewarded work, low social acceptance, high work load, poor management relation etc. and also high turnover. As a result of this the hotel are generally more frequent flows of human resources. And the possibility of a brain drain in hotels is more than for other enterprises. So the study undertakes to know whether the employees are satisfied with their job.

OBJECTIVE OF THE STUDY:

- To identify the employees relationship with their supervisors and co-workers.
- To assess the satisfaction level of the employee on working condition and environment.
- To know the security and the safety measure taken by the organization.
- To identify the level of grievance handling procedure in the organization.
- Examine the effectiveness of current HR policies and practices in promoting job satisfaction among hotel employees**.**
- Identify any gaps or areas for improvement in existing HR strategies related to enhancing job satisfaction among hotel employees.

NEED OF THE STUDY:

The study is conducted to assess the Employee satisfaction needs of the employees at Le Poshe, Kodaikanal. The study helps to know their preferences and problems of the employees. Employee commitment is essential to increase the productivity. If the Employee satisfaction increases it will increase the employee commitment, further it will lead to

increase in the productivity. It is very essential to study about the Employee satisfaction.

SCOPE OF THE STUDY:

The study is useful to find out the opinion of the workers about the Employee satisfaction. The study will predict the need of the guidance for Employee satisfaction. Through the guidance we can improve the breaks manufacturing industries. Research has given information about the Employee satisfaction prevailing in the organization.

HYPOTHESIS OF THE STUDY:

HYPOTHESIS

A hypothesis is an assumption that is made based on some evidence. This is the initial point of any investigation that translates the research questions into prediction. It includes components like variables, population and the relation between the variables. A research hypothesis that is used to test the relationship between two or more variables.

Characteristics Of Hypothesis

Following are the characteristics of hypothesis

- The hypothesis should be clear and precise to consider it to be reliable
- If the hypothesis is a relational hypothesis then it should be stating the relationship Between variables
- The hypothesis must be specific and should have scope for conducting more tests
- The way of explanation of the hypothesis must be very simple and it should be understood that the simplicity of the hypothesis is not related to its significance.

Sources of Hypothesis:

Following are the sources of hypothesis:

- The resemblance between the phenomenon
- Observation from past studies present day experience and from the competitors
- Scientific theories
- General patterns that influences that thinking process of people.

NULL HYPOTHESIS

A null hypothesis purposes no relationship between two variables denoted by H0 it is a negative statement like “attending physiotheraphy sessions have no effect oh on field performance”. Here the an other claims physiotheraphy sessions have no effect on on-field performance even if there is its only coincidence

ALTERNATE HYPOTHESIS

Considered to be the opposite of a null hypothesis is an alternative hypothesis is denoted asH1 or Ha. It explicitly sates that the dependent variables affects the independent variable. A8good alternative hypothesis example is “attending physiotheraphy session improve athletes on field performance ” or “water evaporation at 100c”.

Directional hypothesis a hypothesis that states the result would be either positive or negative is called directional hypothesis. It accompanies H1 with either <’ or >’ sign.

Non directional hypothesis nano directional hypothesis only claims an effect on the dependent variable it does not clarify whether the result would be positive or negative.

RESEARCH DESIGN:

The research design constitutes the blueprint for the collection, measurement and analysis of data. There are types of research design; they are exploratory research design, experimental research design and describe and diagnostic research design. The research had adopted descriptive research design for the study

RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve research problem. Research methodology is understood as a source of the

study how to research is done scientifically. The various steps adopted by a researcher in studying the research problem along with the logic.

METHODS OF DATA COLLECTION:

Primary Data

The primary data was collected through distribution of questionnaires to the employees at Le Poshe by Sparsa, Kodaikanal.

Secondary Data

The secondary data was collected from text books, organizational record, brochures, and website of the company.

Sampling Method:

Sampling method utilized was convenience sampling was adopted.

Sample Design:

Sampling is a unique technique used to collect data about a pertinent problem under the study. In deciding the sampling units, sampling frame, sampling size, sampling area and the sampling technique have been considered. Population of the study covers the employees of Hotel Le Poshe, Kodaikanal. The method of sampling adopted was convenience sampling. The total number of sample taken for this study is 102.

Tool taken for data collection:

The main tool used for data collection is structured questionnaire, which has been distributed among the employees.

Representation of data:

Representations of data are tables, charts, diagrams & graphs.

ANALYTICAL TOOLS FOR THE STUDY:

Descriptive research was undertaken to the study of the problem. The study is descriptive in nature. Descriptive research is those which are concerned with describingthe characteristics of a particular individual of a group.

The descriptive research describes the demographic the characteristic of therespondents and is typical concern with determining frequency with something occurshow the variables vary together.

Statistical Tools

- Simple percentage method
- Correlation
- Chi – square

PERIOD OF THE STUDY:

The study was done in the period of 3 months from 18.03.2024 to 30.06.2024

AREA OF THE STUDY:

The project work entitled "A study on job satisfaction of employee towards hotel industry with special reference to le poshe, kodaikanal

LIMITATIONS OF THE STUDY:

Any research study would be facing certain limitations technical (or) procedure (or) otherwise. The present study has not been and exception to this rule and had come across certain limitations. The following are few of such limitations:

- The study is based on the opinion of the workers about the Employee satisfaction. So there may be changes due to personal bias.
- The study focuses on Le Poshe by Sparsa, a single hotel in Kodaikanal. This limits the generalizability of the findings to other hotels in different locations or with varying business models.

COMPANY PROFILE:

Le Poshe by Sparsa is Four Star Premium resort located in Princess of Hills owned by Kaleesuwari Refineries Pvt Ltd & managed by Auromatrix Hotels PvtLtd.It was formerly called as "Nest Hotels &resorts "The resort is spread over 2.6 acres. Pavers separate the resorts into two acres Upper cottage & Lower cottage, each of which is having nine cottages.

Services:

Various Food & beverage outlets

F&B Service outlets are the area in a Hotel where food and beverage are sold to both in-house Guest and outside Guest. There are different types if F&B Outlet which are as under-

Specialty restaurants

These restaurants serve or deal in a particular type of cuisine like Italian, Mexican and Chinese etc. The décor, atmosphere, theme are all typical of the cuisine and the country from where it originates. These restaurants may be attached to hotels or may be of stand-alone. The service is usually exclusive silver service and the average cost of dishes is high.The hours of operations are specific and usually such restaurants are open only for lunch and dinner.

Multicuisine restaurants

These restaurants serve or deal with more than one cuisine and in smaller hotels they often act as the coffee shop also. They are not as exclusive as specialityrestaurants, hence they are not as highly priced than the speciality restaurant. Most often they open for breakfast and remain open till dinner.

Room service

Room service is the food and beverage service outlet in hotels, which provides the facility of serving the guest food and beverage in his room. Service is done on trays or trolleys. In a large hotel, room service is usually extensive and found round the clock. The cost of food in room service is higher and time for service is longer. However it is very useful for long stay, elderly and sick guests who do not wish to go down to the restaurant for having their meal.

Banquets

Another food and beverage area mostly attached to hotels, these are large halls or spaces suited to cater to large gathering of guests for social or official purposes. Conferences, meeting, seminars, birthday party, marriages etc are all taken up in banqueting area. A banquet usually caters to large gathering of people within a limited period of time. A banquet is one of the largest revenue earning section among the food and beverage outlets.

Cafeteria

These are food and beverage service outlets found in hotels, hospitals and industrial houses where the staff of the organization are provided food and beverage. They open for limited time during each mealtime. Cafeteria's usually have counter service. The employees buy coupons/token in advance and are provided wholesome, simple food at subsidised rates in the cafeteria. Most often they have comfortable seating bright light and channel music. The guests are dispensed food from counters where it is displayed. The menu is usually cyclic in nature.

Spa &Fitness center

In a hotel, the spa and wellness facilities are where people go to exercise and have special treatments in order to improve their health.The spa and wellness facilities include a sauna and treatment rooms.The spa and wellness facilities include a sauna and gym.We offer a range of treatments and massages in our spa and wellness facilities.

Laundering facility

A laundry service is a service in a hotel that washes and irons clothes for guests. Almost all hotels have a laundry service. If you hand in clothes one day you should get them back a day or two later. The laundry service will wash, dry, and iron your clothes.

Valet Services

- Foreign Currency Exchange
- Doctor on call
- Travel Desk
- Credit card Facility
- Indoor & Outdoor Kids Play area

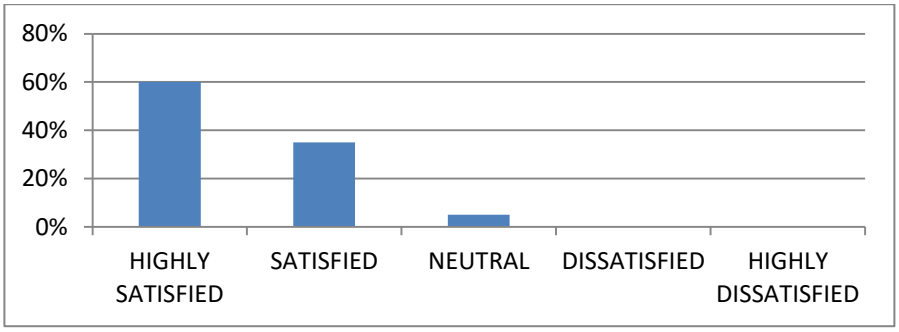
Different Departments in Le Poshe:

Hotel departments are specific sections and work areas within a hotel that serve various different purposes. Departments are necessary to ensure all the tasks that keep the hotel business running, and guests taken care of, are done.

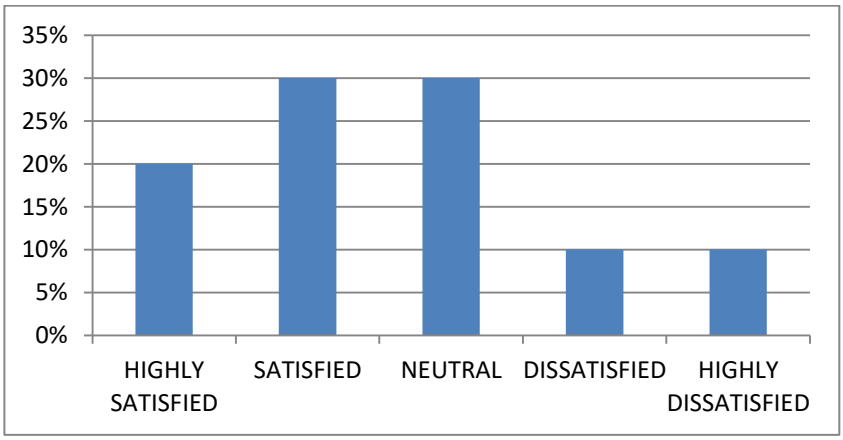
Examples of hotel departments might include the sales department, food and beverage department, or housekeeping department, among others. A hotel is very much like a swan swimming on a lake. Even when all is seemingly calm on the surface (or, rather, at reception), there is a flurry of activity going on behind the scenes to make sure that things run smoothly.

DATA ANALYSIS AND INTERPRETATION

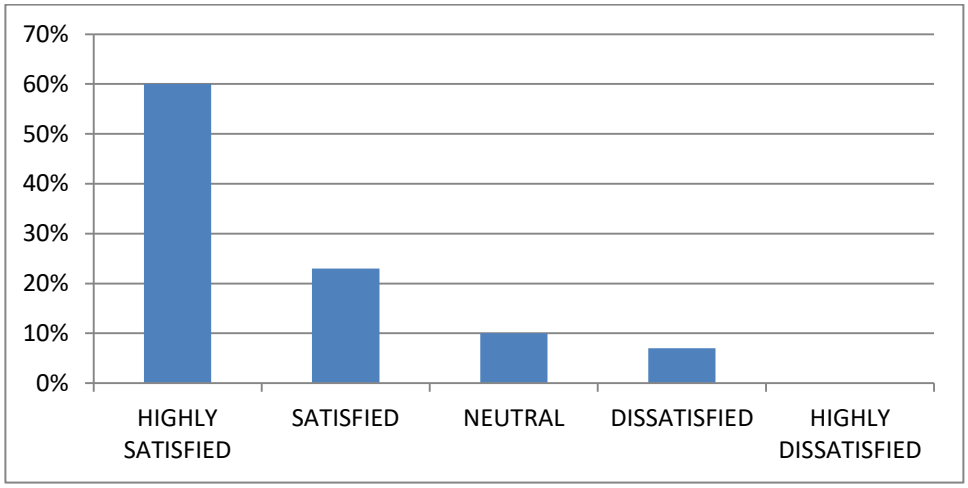
PERSONAL AND PROFESSIONAL SKILL GROWTH OF THE RESPONDENTS



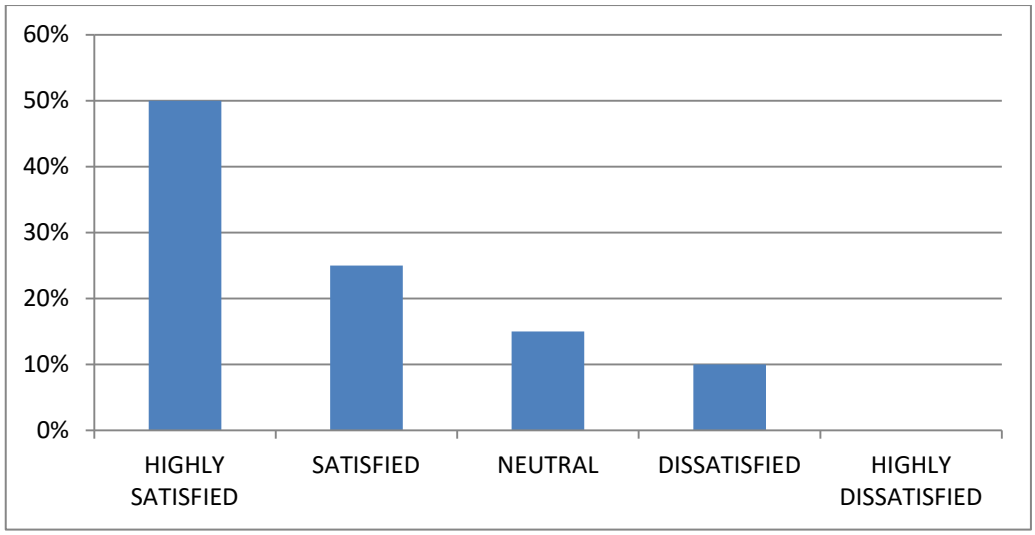
MANAGEMENT FLEXIBILITY FOR THE IMPORTANCE OF BALANCING WORK



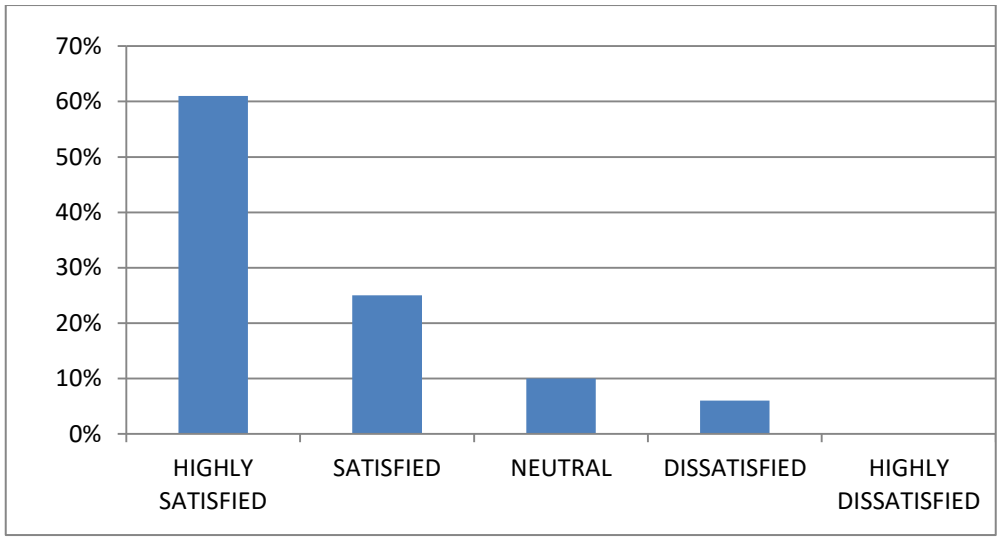
JOB UTILITY OF SKILL AND ABILITIES OF RESPONDENTS



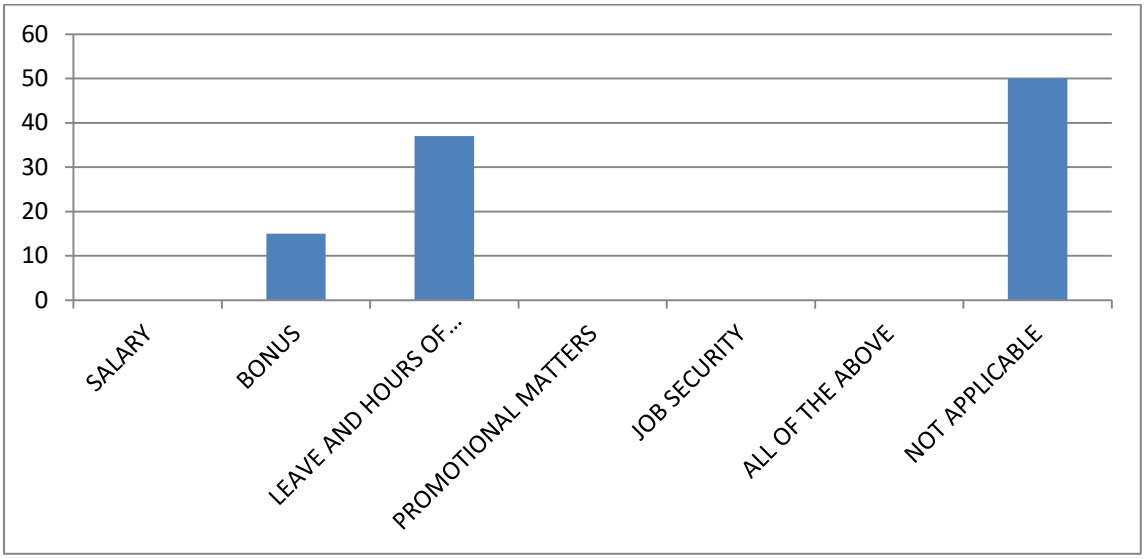
ADEQUACY OF TRAINING AND DEVELOPMENT OPPORTUNITIES



SATISFACTION OF PHYSICAL WORKING CONDITION OF THE RESPONDENTS



NATURE OF GRIEVANCE USUALLY PERTAINS OF THE RESPONDENTS



SUGGESTIONS

- Ensure a comfortable and well-equipped workspace. Foster positive employee-management relationships and encourage open communication among the team.
- Provide clear career advancement paths and offer training/mentorship programs. Recognize and reward employees for their contributions.
- Offer competitive compensation packages. Implement a performance-based reward system and recognize employee efforts through both monetary and non-monetary means.
- Provide stable employment and transparent job security policies. Ensure employees feel valued and secure in their positions.
- Design meaningful, challenging jobs that allow for employee autonomy and align with their skills and interests.

CONCLUSION:

The study concludes that employee job satisfaction in the hotel industry is substantially influenced by the quality of relationships with supervisors and co-workers, favorable working conditions, effective safety and security measures, and efficient grievance handling procedures. Moreover, well-implemented HR policies and practices are crucial in enhancing overall job satisfaction. Identifying and addressing any gaps in these areas can significantly improve employee morale and retention, thereby contributing to the overall success and sustainability of the hotel industry

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