

# **FACTORS AFFECTING THE QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRIES: WITH SPECIAL REFERENCE TO TRIDENT**

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## **Abstract:**

Quality of work life is said to be a critical concept which is having a lot of importance in an employee's life. It is said to indicate that a proper balance will be there both in work and personal life which also ensures organizational productivity and employee's job satisfaction. This research study attempted to find out the factors that have an impact and significant influence on the quality of work life of employees in Trident, Chennai. To begin with, the factors were identified through literature review and the current context of Trident, Chennai. Seven factors were found and quantitative research was done. After developing a questionnaire, a survey was conducted among 120 employees. The outcome of the research is that six out of seven factors (workload, family life, transportation, compensation policy and benefits, working environment, working condition, and career growth) have a significant influence on the quality of work life. The study concluded that an appropriate organizational culture, compensation policy, career growth, and relative facilities can lead to a satisfied employee mindset which ensures overall organizational productivity.

**Keywords:** Employee, Work life, Motivation, Performance, Organization.

## **I Introduction**

In the current scenario every organization expects their employees to perform at their peak potential. Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study. In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the workplace. It is very important for an organization to create a very conducive working environment for employees. This study is needed to ensure that all employees are performing at their peak potential, free from stress and strain, and to ensure all their needs are fully satisfied. This study will be used as feedback from employees to know their current perspective of workplace and also to identify the areas of improvement for the organization. Thus the researcher conducted a study on quality of work life in Trident Chennai.

## II Review of Literature

**Bagtasos, Maynard Rival (2008)** Topic: The Relationship between Quality of Work Life and Job Satisfaction Source: DLSU Business & Economics Review. Vol. 20 Issue 2, p1-8. 8p. The Quality of Work Life (QWL) is a multi- faced concept, having multi dimensional constructs brought about by the variation of interest of the researchers and for its users. The issue of QWL has become critical due to the increasing demands of today's business environment and of the family structure. This gave rise to an increased interest in QWL not only in business but also for many professions and fields. Determining QWL always involves the interplay between and among the worker, job content, and job context. Furthermore, the determination of the extent of QWL in an organization is a perceptual undertaking. As such, QWL is greatly influenced by the personal characteristics of those who determine it. Measuring the extent by which QWL in an organization is usually done through the level of satisfaction employees experience using a given set of variables that are appropriate and useful in their situation.

**Quality of Work Life and Organizational Performance (2013):** Date: Accepted 18 April 2013 Good Quality of work life is necessary for an organization to attract and to retain skilled and talented employees. In order to survive in the competitive market because of Liberalization, Privatization and Globalization and to minimize the attrition rate of employees the QWL initiatives are very important. QWL involves wide variety of components that are influenced on the performance of employees. This paper focuses and analyzes the literature findings which involve QWL.

**Huang, Tung-Chun; Lawler, John; Lei, Ching-Yi** Topic: (2007): The effects of Quality of work life on commitment and turnover intention. Source: Social Behavior and Personality: an international journal, Volume 35, Number 6. Although previous studies have demonstrated the importance of balance between family and work life, few have included quality of work life (QWL) and job-related attitudes The aim of this study was to examine the impact of quality of work life on auditors' career and organizational commitment in Taiwanese public accounting firms, and how those commitments, in turn, affect turnover intention. Our findings indicate that different dimensions of QWL result in distinctive effects on organizational and career commitments and turnover intentions. Managerial implications for both researchers and practitioners are discussed.

**Simon Chak-keung Wong, Annie Ko** Topic (2009): Exploratory study of understanding hotel employees' perception on work–life balance Source: Volume 28, Issue 2, Pages 195-203 This paper explores hotel employees' perception on work–life balance issues. In-depth interviews and self-administered questionnaires were used to collect the data. Factor analysis discovered seven factors: (1) enough time-off from work; (2) workplace support on work–life balance; (3) allegiance to work; (4) flexibility on work schedule; (5) life orientation; (6) voluntary reduction of contracted hours to cater for personal needs; and (7) upkeep the work and career—the determinants perceived by employees to attain “better” work life balance in the dynamic hotel environment .Adopting an employee-centric and integrative approach are the critical success factors for implementation of a work–life balance program.

**Indira Kandasamy, Sreekumar Ancheri (2009)** Topic: Hotel employees' expectations of QWL: A qualitative study, The hospitality industry needs to provide a good quality of work life (QWL) in order to attract and retain employees. There is yet to be a study that defines the 'expected dimensions of QWL by the potential and present hotel employees. QWL being multifaceted and context-based, this researcher conducted a qualitative study in an attempt to identify QWL dimensions expected in the working environment of a hotel. 84 students and 64 employees from three hotel management institute and three hotel organizations from Mangalore city in India participated through a purposeful sampling frame. Data were collected using interviews, focus group discussions and open-ended questionnaires, and analyzed in line with grounded theory method. The content analysis of the data yielded eight dimensions of QWL.

### III Objective

#### Primary Objective

- To study on the Factors Affecting the quality of work life in Trident Chennai

#### Secondary Objective:

- To know whether reward and recognition leads to Quality of work life.
- To know whether good working environment leads to Quality of work life.
- To know whether good career prospects in the Hotel leads and to Quality of work life and to know whether good pay package leads to Quality of work life.

### IV. METHODOLOGY

#### Research design:

Research design is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem research. Research design is the framework that has been created to find answers to research questions. The researcher has used descriptive research design as Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of Minnesota state population or situation being studied?). The characteristics used to describe the situation or population is usually some kind of categorical scheme also known as descriptive categories.

#### Measures:

The standard population length taken within the assignment is one hundred fifty above. The standard pattern length within side the assignment is 1120 respondents of employees. The statistical evaluation gear used are spss for checking out the hypothesis, correlation, Chi square check within side the spss device and ANOVA in spss device.

## Procedure

The number one information are the ones, which might be accrued clean for the primary time and consequently show up to be unique in character. Here the cluster sampling approach is used to acquire the information-the usage of questionnaire. We acquire number one information for the duration of the path of doing experiments in experimental studies. In our studies, information changed into accrued thru the questionnaire approach. Secondary information are the ones are already been accrued with the aid of using a person else. The secondary information are accrued with the aid of using reading numerous substances like agency profiles, magazines, journals, beyond records, reviews and websites.

## V. RESULTS AND DISCUSSION

From the analysis of the data collected, the following results were obtained: There is significant positive relationship between Quality of work life Factors of motivation to work.

| Correlations                          |                     |                                       |                               |
|---------------------------------------|---------------------|---------------------------------------|-------------------------------|
|                                       |                     | Quality of work life according to you | Factors of motivation to work |
| Quality of work life according to you | Pearson Correlation | 1                                     | .208*                         |
|                                       | Sig. (2-tailed)     |                                       | 0.023                         |
|                                       | N                   | 120                                   | 120                           |
| Factors of motivation to work         | Pearson Correlation | .208*                                 | 1                             |
|                                       | Sig. (2-tailed)     | 0.023                                 |                               |
|                                       | N                   | 120                                   | 120                           |

From the analysis of the data collected, the following results were obtained: There is significant positive relationship between Frequent incentive and Increment benefits.

| ANOVA                   |                |                |     |             |       |       |
|-------------------------|----------------|----------------|-----|-------------|-------|-------|
|                         |                | Sum of Squares | Df  | Mean Square | F     | Sig.  |
| Frequent incentive      | Between Groups | 0.760          | 4   | 0.190       | 0.180 | 0.948 |
|                         | Within Groups  | 121.231        | 115 | 1.054       |       |       |
|                         | Total          | 121.992        | 119 |             |       |       |
| Increment benefits      | Between Groups | 8.740          | 4   | 2.185       | 2.203 | 0.073 |
|                         | Within Groups  | 114.060        | 115 | 0.992       |       |       |
|                         | Total          | 122.800        | 119 |             |       |       |
| Performance reappraisal | Between Groups | 17.387         | 4   | 4.347       | 2.459 | 0.049 |
|                         | Within Groups  | 203.280        | 115 | 1.768       |       |       |
|                         | Total          | 220.667        | 119 |             |       |       |

### Hypothesis: 1

Since Pearson correlation is between -1 and +1, we accept H1 and reject H0. Therefore, there is a significance difference between the factors of good working environment which leads to quality of work life.

### Hypothesis: 2

H0: There is no significance difference between the factors affecting the quality of work life

H1: There is a significance difference between the factors affecting the quality of work life

## VI. Suggestions

- There should be better reward and recognition that includes both material as well as psychological rewards. Reward gets commitment and the bottom-line for any employee to work is to earn proper reward and recognition.

- Another powerful measure which can cause commitment among employees in Trident is fast growth in career; this should be provided by the company.
- The hotel can improve in personal recognition. A pat on the back, a personal note from a peer or a supervisor does wonders. Small, informal celebrations are many times more effective than a once a quarter or once a year formal event.
- The employees may be given due participation while framing policies in the Hotel they serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievement of the company's goals.
- There shall be chances of open forums for employees to have better exchange of their matters and discuss their problems to improve their service quality and to make them satisfied in their job. The employees shall meet at short intervals in their work place to discuss their official matters which will help them to make radical changes in their work situation and may also help to find remedies in the crisis they confront in their day today professional life. This may improve the quality of work life of the individuals.

## VII. CONCLUSION

From review of the literature and from above analysis, it can be seen that work life programs are definitely a key component of an organization's strategy for ensuring employee satisfaction and providing them a value creating engagement with the hotel. However Hotels should do the necessary due diligence and groundwork to ensure that proposed work life programs should add value to the project at the company, and align with meeting larger organizational objectives. This should be achieved by means of having more motivated employee resulting in their increased efficiency. The implementation of elective work life programs depended on the economy, value engineering analysis guidelines, and the decisions of key project personnel. Work life programs policies that were to be implemented and are necessary to meet the primary project objectives, regulatory or legal requirements, or safety, a good pay package, career, good environment, rewarded recognition, job and its components and engineering standards.

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