

Impact of Hybrid Work Mode on Job Satisfaction and Work–Life Balance in the Hospitality Industry

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Abstract

Hybrid work models have emerged in a number of industries as a result of the post-pandemic evolution of working norms. Due to its service-oriented orientation, the hospitality industry has always relied on physical presence; nonetheless, several departments have progressively embraced hybrid work arrangements. The effect of hybrid work modes on work-life balance and job satisfaction in the hospitality sector is investigated empirically in this study.

The research design used was both descriptive and analytical. Using Google Forms, a structured questionnaire was used to gather primary data from 31 respondents who worked in various hotel departments. Employee views of productivity, stress levels, communication effectiveness, and general contentment under hybrid work arrangements were assessed using percentage analysis and interpretative techniques.

The results show that, especially for administrative and revenue-related positions, hybrid work has a beneficial impact on worker productivity, job satisfaction, and work-life balance. Its use in operational departments that need to interface directly with guests is still restricted, though. The study comes to the conclusion that in order to improve employee well-being without sacrificing service quality, hybrid work should be deliberately introduced based on role fit.

Keywords: hospitality sector, job satisfaction, work-life balance, employee productivity, organizational support, and hybrid work

1. Introduction

The COVID-19 pandemic and technology advancements have significantly changed the worldwide workplace. Flexible and hybrid work methods have replaced traditional office-based approaches in a variety of industries. A work arrangement known as "hybrid work" gives employees flexibility in carrying out their duties by combining remote and on-site labor. Because of the direct guest service needs, work in the hospitality business has historically been location-dependent. Nonetheless, hybrid arrangements are becoming more and more common in the areas of human resources, marketing, finance, and administration. Concerns have been expressed about this change's effects on work-life balance, stress levels, productivity, and employee happiness. The degree of contentment that workers have with their employment tasks, responsibilities, and work environment is known as job satisfaction. Conversely, work-life balance shows how well a worker can balance their personal and professional obligations. Long shifts and erratic schedules make it difficult to achieve work-life balance in high-pressure service sectors like hospitality. Even while hybrid work is becoming more and more popular, there isn't much empirical study that really examines how it affects the hospitality sector. Thus, the purpose of this study is to investigate how work-life balance and job satisfaction are affected by hybrid work modes among hospitality workers.

2. Literature Review

According to existing research, flexible work schedules have a favorable impact on both organizational performance and employee well-being. Remote and hybrid work can increase productivity and lessen the stress associated with commuting, according to studies by Allen et al. (2015) and Bloom et al. (2015).

Gajendran and Harrison (2007) discovered that when organizational support and communication mechanisms are strong, telecommuting is positively correlated with job satisfaction. In a similar vein, Greenhaus and Allen (2011)

highlighted how flexible work schedules greatly improve work-life balance by lowering work-family conflict. Deery and Jago (2015) emphasized the significance of work-life balance and retention tactics in lowering employee turnover in the hospitality industry. However, the widespread adoption of remote labor models is limited by the operational nature of hospitality services. While previous studies have demonstrated a connection between flexible work arrangements and employee satisfaction, there aren't many studies that particularly examine the efficacy of hybrid work in hospitality settings. By investigating employee views and empirical data from hotel staff, this study fills this knowledge vacuum.

3. Research Methodology

3.1 Design of Research

The study uses a descriptive and analytical research design to investigate the connection between work-life balance, job satisfaction, and hybrid work modes.

3.2 Information Gathering

A structured questionnaire disseminated via Google Forms was used to gather primary data. Multiple-choice and Likert-scale items about work arrangements, productivity, stress levels, communication effectiveness, technology support, and general satisfaction were all included in the survey.

Academic journals, industrial reports, and literature on organizational behavior were the sources of secondary data.

3.3 Sample Size and Sampling Method

Because of respondent availability and accessibility, convenience sampling was employed. Thirty-one workers from various hotel departments, including front desk, food and beverage, sales and marketing, human resources, and finance, made up the final sample.

3.4 Equipment Used

1. The information was examined using:
2. Analysis of percentages
3. Tabular depiction
4. Analysis that is interpretive

4. Data Analysis and Results

4.1 Present Workplace Structure

About 29% of respondents reported working remotely or in a hybrid environment, compared to the majority (71%) who reported working entirely on-site. This illustrates how operationally reliant on physical presence hospitality professions are.

4.2 Effect on Output

Over half (54.8%) of those surveyed said that hybrid arrangements increased productivity. The fact that so few people reported being less productive suggests that flexible scheduling improves work efficiency.

4.3 Levels of Job Satisfaction

In hybrid work environments, the majority of respondents expressed moderate to high levels of job satisfaction. The overall perception of hybrid work was usually good, as seen by the greater levels of satisfaction than discontent.

4.4 Work-Life Harmony

The majority of respondents (almost half) concurred that hybrid employment allowed them to spend more time with their families and enhanced their work-life balance. More than half said their physical and emotional health had improved.

4.5 Support for Technology and Communication

The majority of those surveyed gave communication efficacy a moderate to high rating.

Furthermore, most people said that technology support was sufficient, demonstrating preparedness for digital work systems.

4.6 Applicability in Different Departments

Administrative and revenue-generating departments were found to benefit more from hybrid work. Because they had to provide direct guest service, operational departments were not very flexible.

5. Discussion

The results demonstrate that, when implemented in appropriate roles, hybrid work has a beneficial impact on work-life balance, job satisfaction, and productivity in the hospitality sector. Flexibility, less stress from commuting, and improved time management are advantages for workers in administrative and support departments.

However, full-scale hybrid adoption is constrained by the operational nature of hospitality services. The study backs up the claim that hybrid work ought to be undertaken strategically as opposed to broadly. The enhancement of work-life balance and mental health is consistent with well-established theories of organizational behavior that highlight autonomy and flexibility as factors that influence employee happiness. Effective communication and technology assistance enhance the results of hybrid work.

6. Conclusion

This study offers factual proof that work-life balance and job satisfaction in the hospitality sector are positively impacted by mixed work modes. Although hybrid arrangements improve worker well-being and productivity, their suitability varies according to departmental needs and job roles. The results indicate that companies in the hotel industry should implement role-based, structured hybrid policies that are backed by robust technology and effective communication channels. Instead of completely replacing traditional hospitality operations, hybrid work should be seen as a complementing approach.

In order to investigate long-term organizational performance and employee retention results, future study may increase the sample size and use statistical testing techniques.

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