

IMPACT OF LONG WORKING HOURS ON HOTEL EMPLOYEES

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Abstract

This article focuses on today's scenario of working culture in the hospitality industry and the major steps taken care of by the human resource department for the well-being of hotel employees in the Indian hospitality sector. Guest will be happy when he finds all the services flawless, which he expected from the hotel but providing such overwhelming services to the guest is a task of the hotel employees who are working 24*7 in the hotel. Sometimes hotel employee has to work 12-15 hours or more than that in a single shift. Due to such long hours of shift timings employee surely face some physical and mental issues on his health. All these issues need to be taken care of by the human resource department of the hotel. They have to work on it strictly and minimize the time individual employees spend in the hotel.

Introduction

As we are all aware the hotel industry is considered a hard-working industry for the professionals who are working. Employees have to sometimes compromise their personal life and have to extend their working hours to fulfill the guest's needs which will lead to psychological and physical issues for the employee. "seghobane and Desere" employee retention remains a current challenge for the hospitality business, particularly given the character of the industry. The industry additionally fails to retain building workers which could be a serious concern. "Ali et al -2021" nowadays completing the guest requests would really need extra care to the most points before delivering them, so as to provide pretty good services. Fulfilling guests' requests remains the best challenge. within the hospitality industry, the guest is not solely part of the particular consumption method, however furthermore usually has predetermined service and quality views. Most guests are more demanding and particular about their services and the attendant or employee needs more time to serve them due to which sometimes they need to extend their shift hours without getting any extra monetary help which them to lose their morale and could not be satisfied by their profession. "Ghani – 2022" employee who is happy with his job or very much satisfied with his work, merely leaves his job, but in the Indian hotel industry, this merely happens. "Kazandjian – 2021" If there would be a perfect work-life balance the employee should be more productive and perform their duty with more honesty. Most employees are implementing the concept of work-life balance as well so as to sustain themselves in the hotel industry but not all other employees are so lucky enough. Few hotels are hiring minimum staff only and get the work done two by one individual employee only.

Need of the study

Keeping in mind the long duty hours and humiliation of employees by the management raise a concern about the work culture in the different departments in the hotel industry. Due to the long shift hours, demanding guests, and toxic culture in the field letting employees exit the job. Working for long hours in the hotel makes employees least comfortable with their job profile and also hamper their personal life. In India, very few hotels are holding good enough employees in each shift to execute their work efficiently, and the rest all other hotels are getting the work done from a limited number of employees because of which they have to work extra-long hours with the minimum wages. Due to the less salary and long shift hours employees are quitting the industry and joining other professions which leads to a shortage of professional and experienced employees in the hospitality sector. The government needs to intervene and has to take major steps to stop this kind of migration and helps the hotels to retain their employees. For this one should know about the consumption pattern of the guest, their demands, and the service level they are looking for. Hotels have to hire the maximum number of employees so that they should less burden on the individual employees and they can give their services in a good enough professional way and also maintain their work-life balance. “Piso – 2022” to make sure that hotel employees will save time, hotels are now hiring casual or outsourced staff so that staff should engage promptly with the inhouse guests and fulfill their demands and also get time to spend with their family, but most of the properties still missing this concept.

Review of Literature

The Indian hospitality industry is having lots of issues either this is related to the low salary structure, improper management techniques, extended shift hours, or poor work-life balance which leads employees to depression or stressful life. Apparently, this needs to be stopped and certain major steps to be taken to stop this kind of work culture in the Indian hotel industry. Mostly inter students choose their profession as a hotelier so as to live and enjoy glamorous life. Still, on the other hand, the reality is the toxic culture and long duty hours in the Indian industry vanish their dreams and ultimately, they have to work in this culture or left the job in between before chasing their dreams. Every employee deserves proper work-life balance and this needs to be taken care of by the management.” Balaji – 2022” Extended shift hours lead employees to stressful life and bad sleep because they don’t have enough time to rest their body which actually an adult body need. Employees need proper guidance, and supervision while they are performing their tasks so as to do their tasks efficiently and leave the shift on time, also if in case they are extending their shift because of any reason overtime should be paid to them, so that they do not feel cheated or underpaid by the hotel. If hotels start paying extra time wages that also helps employees somehow to maintain their dignity and job. “White -2022” Employees do not feel psychologically safe when they are under pressure and also will not be able to perform their tasks properly and efficiently. Psychological pressure also leads the employee to job insecurity and due to which they opt out of the job. Now in the 21st century, the old concepts need not be followed and hotel employees need to be given some time to spend with their family shift hours should be reduced especially in the Indian hospitality sector where most hoteliers are struggling with their professional and personal life. Also, the remuneration of the employee should be hiked now, so the employee feels proud of the work which he is performing during his/her shift. Management needs to understand the priorities

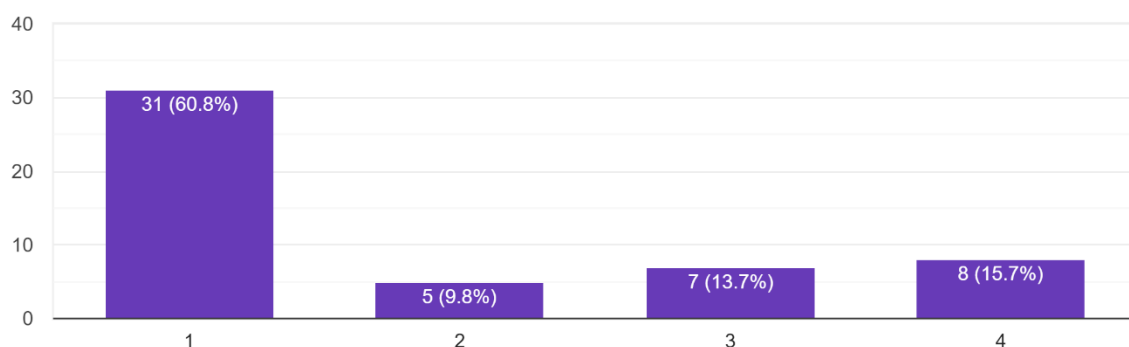
of the staff and has to acknowledge the same to make them happy and comfortable with their work culture. If employees start quitting their jobs so early before getting good enough experience, the hotel industry will surely lose its charm and the interest of the students in the hotel management courses. If there will be a shortage of experienced professionals in this industry guests will never feel the luxury or the comfort that they come to experience in hotels. As a manager, one could understand the concerns and problems of the employee and should take proper action so as to avoid the employee quitting the job. “Tapfuma et al – 2021” most hotel management graduates after completing their degree and industrial training in hotels opt out of the industry and choose some other master courses. This happens because of the treatment which they get from the senior staff, holding them for long hours without any remuneration and seeing the toxic culture within the hotel which let their morale down also sometimes they feel helpless because no one is there who listens to their concerns and this break their faith on the hospitality industry and if few join the hotel as well after bearing this could not sustain for long in this industry. “Ramgoolam et al - 2022” Working employees under pressure lead them to a stressful life which ultimately lets the employee leave the job. If we provide a positive and comfortable space to the employee then only he will be able to deliver his best and manage his work-life balance.

Research Methodology

This study has been done on the basis of personal experience while working with different hotel chains and on the basis of feedback received from colleagues who left the hotel or still working but going through high work pressure and toxic nature of their managers towards their employees. Also, the questionnaire has been filled from the employees of different hotels and other firms. Data has been analysed on the basis of answers received from the various employees. While analysing the data, it was observed that mostly people left the industry because of frustration, poor work life balance and low salary structure.

1.) Working culture in organization is satisfactory (1. Agree, 2. Strongly Agree, 3. Disagree, 4. Strongly Disagree)

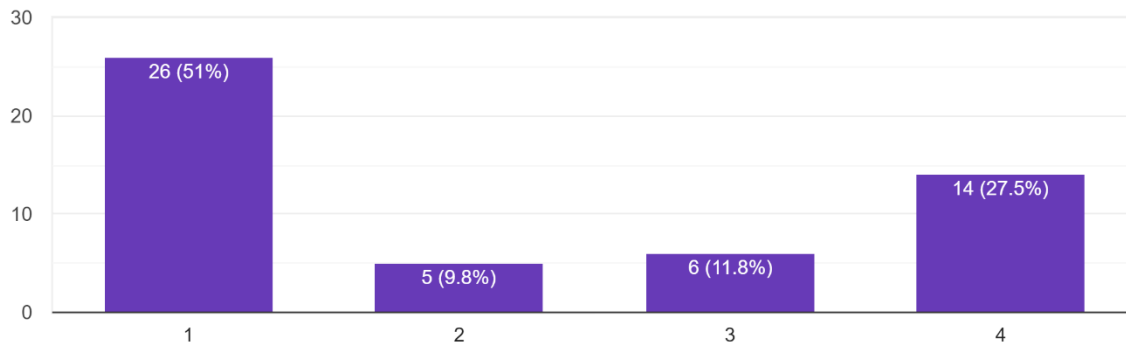
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Although most of the employees are satisfied with the working culture of the organization but few people are not satisfied with the management of the hotel in which they are working. They mostly prefer stress free culture and atmosphere which should be without any bias.

2.) Work Life balance is satisfactory (1. Agree, 2. Strongly Agree, 3. Disagree, 4. Strongly Disagree))

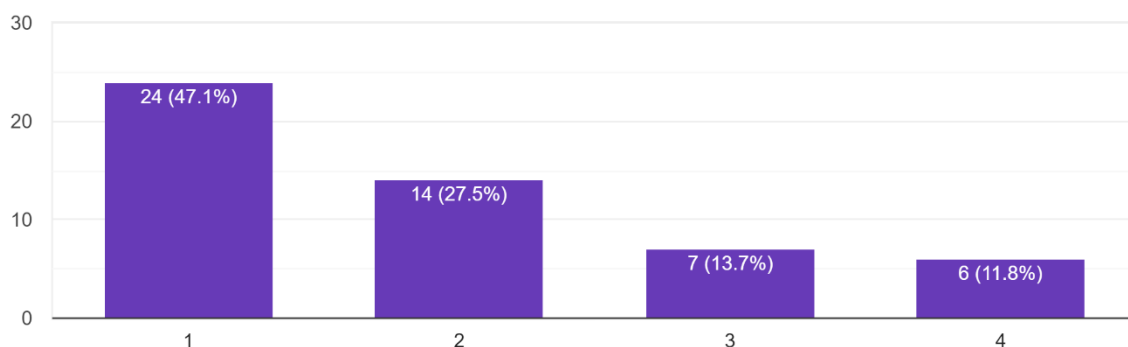
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If we talk about the work life balance, people are not satisfied with their personal life and working hours as well. They have to work sometimes more than their duty hours which leads to them to the peak stage of frustration and anger. Hotels should have fixed duty hours to their employees, so that they should spent quality time with their colleagues.

3.) Working area is neat and clean (1. Agree, 2. Strongly Agree, 3. Disagree, 4. Strongly Disagree))

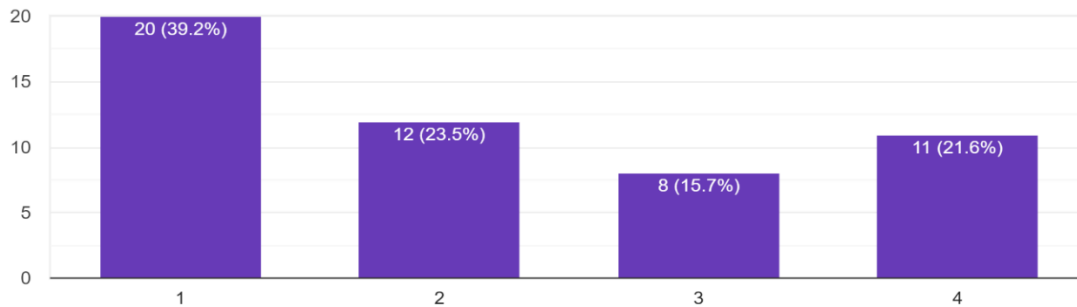
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Very few employees complain about the hygiene of the hotel. Hoteliers are very particular about their workplace to be clean and germ free.

4.) Receive appreciation for task

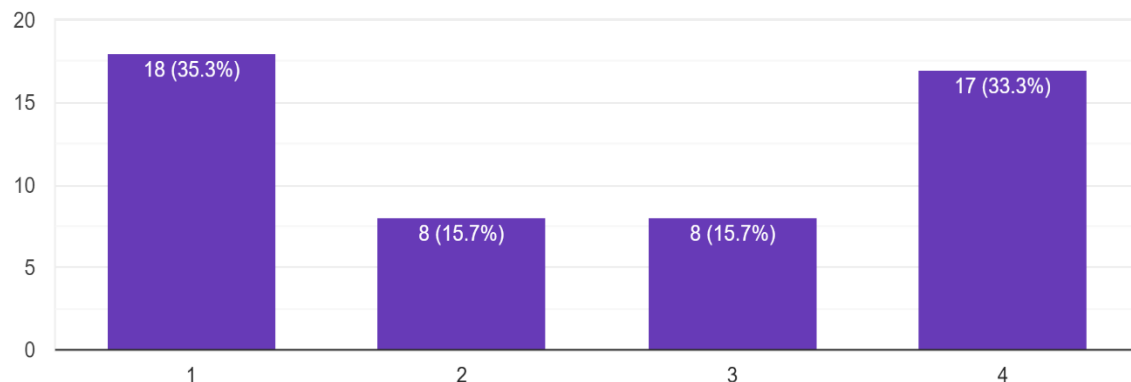
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If we talk about the appreciation of the staff then again, they didn't get which they deserve. It has been seen that sometimes the person who pays more efforts towards his work sometimes didn't receive anything which he deserves i.e incentives, promotion, appreciation etc. This is all because of the corrupted or non-interested management. Hotels need to focus on all these issues to create a healthy atmosphere in the organization.

5.) Salary structure is satisfactory (1. Agree, 2. Strongly Agree, 3. Disagree, 4. Strongly Disagree))

51 responses



Salary is the most important component of person to survive, but in hotels salary structure is not enough and this is the reason for people to quit the industry. Hotel union need to be united and raise their voice for this. If Indian hotels will start paying good amount of money to their employees, work culture will automatically get improve and productivity of the employee will also boost. There should be no need of employees to search another job after every year.

Findings

It has been noticed that the hotel industry is having peer pressure on the employees due to less staffing and mismanagement which leads to most of the employees quitting the industry. Also, the pay structure is also not good to compare to their working hours due to which employees are forced to take such decisions. The basic salary of most of the employees is very which is against labour laws but still, hotels are hiring employees on the same slab and people are forced to join because of their poor financial background. Lack of confidence among the employees due to the negligence of the management towards their hard work and appreciation is not up to the level which they deserve. Working hours should be equal for every employee working in the department to avoid unnecessary work load of the employees.

Conclusion

Government should indulge in this and make some strict labour laws to stop such type of nuisance happening around the Indian hotels. Basic salary structure of the employees should be improved so that they should not quit their profession. Hotel manager also must look after the work life balance of their employee and help them with all basic requirements. Toxicity should evade from the work place to avoid any kind of over burden or grudges among the employees and employee should not feel biased. Hotels should provide employees with some additional benefits like extra incentives for excellent performance, over time should be paid, proper weekly offs should be provided etc. Even if trainees who are doing experiential trainings from hotels should be treated equally as the staff. Timings of the staff should be limited and if anyone extend his working hours overtime must be paid so that they will not feel bad about the task which they have done for the management. Staff must be entitled to take leaves on various national holidays or festivals, so that they will get chance to spent with their families and friends. Every hotel India should focus on the social well being and personal life of the employee which will bring positivity into the person towards his work and in his life.

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