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# ASSESSMENT OF QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRY

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## **Abstract**

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. QWL is the favorableness or unfavorableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment. According to Harrison (1985), QWL is the degree to which the working organization contributes to material and psychological well-being of its members. The QWL as "a process of joint decision making, collaboration and building mutual respect between management and employees"; it is concerned with increasing labour management co-operation to solve the problems, improving organizational performance and employee satisfaction.

**Keywords:** Quality of Work Life, Employees, Hotel Industry.

## **Introduction**

The hotel industry is the servicing business conducting another significant branch in the economic development of the country. The hotel industry associates many types of industry, such as the tourist industry, the transportation industry, and the food servicing industry. It is apparent that every country emphasizes on the significance of this kind of industry, with a belief that this is a source for employment, disseminating the income of the country, conducting the country's progression, especially the progressing country such as Thailand. It is accepted that the hotel industry brings a high income to the country. Therefore, the government sector and the public sector should cooperate in promoting this kind of business. Whereby, the public sector would make the investment, and the government sector would support. It is complacent that generally the hotel industry in Thailand is being internationally accepted, due to the modernization of the hotel and the optimum service. The Thai amiability to foreigners avails the progression of this kind of business. The Oriental

Hotel is an example of success for Thai Hotel, in receiving the world best hotel award for eight consecutive years. This enables the image for the Thai hotel business to become in one of the top levels in the eyes of foreigners.

## **Review of Literature**

**Shweta Pandey & M. S Khan (2016)** “A study of quality of work life and its impact on Performance appraisal” in their study high quality of work life is essential for organizations to continue to attract and retain employees. This is the reason QWL concept has gained momentum recently and researches are going on worldwide to find out inputs for framing effective QWL strategies. Moreover this study supports the relationship between QWL, employee performance and career growth aspects which leads to performance appraisal. Still many facets of QWL need to be unexplored through further studies. **M Aarthi, & Dr. M Nandhini (2016)** “Influence of the Demographic Factors on Quality of Work Life of the Engineering College Faculty Members in Coimbatore District” in their study The impact of the Quality of Work Life of the faculty members is highly notable and it influences not only the institutions but also the students who are the future building blocks of the nation. The present study concludes that there is a moderate level of Quality of Work Life is found among the faculty members. **V. Sumathi & Dr.R. Velmurugan (2017)** “Quality of work life of employees in private companies with reference to Coimbatore” in their study found that assured good quality of work life not only attracts young and new talent but also retain the existing experienced talent. In order to have a greater and effective quality of work life the private companies must fulfil and need to go extra mile in order that the employee can retained with least effort and can provide the best results to the company. The success of any organization depends on the efficiency of labour are increasing the efficiency. The organization promote of Quality of work life in the employees. **Nguwasen Kwahar, Akuraun Shadrach Iyortsuun (2018)** study identifies the latent variables that show QWL in the Nigerian hotel industry, which are labelled as remuneration and benefits, job security and career satisfaction, training and personal autonomy, home-life balance and safe and healthy environment. The managerial implication is that owners and operators of hotels in Nigeria can benefit by understanding what quality of work life entails and which indicators show the concept.

## **Objectives of the study**

To study the relationship among various dimensions of assessment of quality of work life of employees.

## **Methodology**

The study is basically an empirical one based on data gathered from the employees at Kodaikanal. A sample of 544 employees has been chosen for the purpose of the study. For this study, the researcher used a well-structured questionnaire to collect the data from the respondents. The questionnaire related to dimensions of assessment of quality of work life among employees in hotel industry. The researcher used Correlation analysis to identify the relationship among various dimensions of assessment of quality of work life. IBM SPSS 21 version was used for statistical purpose.

## Results and Discussions

### Relationship among various dimensions of assessment of quality of work life

In this study Assessment of Quality of Work Life consists of seven that measure General Well Being at Work, Work-Home Interface, Job and Career Satisfaction, Working Conditions, Stress at Work and Adequate Income and Fair Compensation.

H<sub>0</sub>: There is no relationship among various dimensions of Assessment of Quality of Work Life.

**Table 1**

#### Assessment of Quality of Work Life

Assessment of Quality of Work Life	General Well Being at Work	Work-Home Interface	Job and Career Satisfaction	Control at Work	Working Conditions	Stress at Work	Adequate Income and Fair Compensation
General Well Being at Work	1.000	0.590**	0.203**	0.323	0.170**	0.082**	0.277
Work-Home Interface		1.000	0.469**	0.323**	0.050	0.079**	0.231**
Job and Career Satisfaction			1.000	0.406**	0.028**	0.143	0.131**
Control at Work				1.000**	0.086**	0.211**	0.342**
Working Conditions					1.000	0.082	0.058**
Stress at Work						1.000**	0.305
Adequate Income and Fair Compensation							1.000**

\*\*Correlation is significant at the 0.01 level (2-tailed).

From the above table, it can be inferred that the correlation coefficient for the Assessment of Quality of Work Life is positive. Hence, it can be concluded that General Well Being at Work has a positive and strong relationship with Work-Home Interface (59%), Job and Career Satisfaction (20.3%), Control at Work (32.3%) and Working Conditions (17%), Stress at Work (8.2%) and Adequate Income and Fair Compensation (27.7%). Work-Home Interface has positive and strong relation with Job and Career Satisfaction (46.9%), Control at Work (32.3%) and Working Conditions (5.0%), Stress at Work (7.9%) and Adequate Income and Fair Compensation (23.1%). Job and Career Satisfaction has positive and strong relation with Control at Work (40.6%), Working Conditions (2.8%), Stress at Work (14.3%) and Adequate Income and Fair Compensation (13.1%). Control at Work has positive and strong relation with Working Conditions (8.6%), Stress at Work (21.1%) and Adequate Income and Fair Compensation (34.2%). Working Conditions has positive and strong relation with Stress at Work (8.2%) and Adequate Income and Fair Compensation (5.8%). Stress at Work has positive and strong relation with Adequate Income and Fair Compensation (30.5%).

### **Conclusion**

In today's world, Employees are considered as the most important assets of the organization. An assured good quality of work life not only attracts young and new talent but also retain the existing experienced talent. In order to have a greater and effective quality of work life the private companies must fulfill and need to go extra mile in order that the employee can be retained with least effort and can provide the best results to the company. The success of any organization depends on the efficiency of labour and increasing the efficiency. The organization promotes Quality of work life in the employees.

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