

AIMING TO IDENTIFY THE JOB SATISFACTION LEVEL OF HOUSEKEEPING WORKERS

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ABSTRACT

Organizational success is directly linked to employee happiness. Supervisory roles might come with a lot of duties and hard hours, but they can also come with more freedom, a better salary, and other perks not available to those who don't hold them. Conditions in the hospitality industry, in particular, lead to work-life conflicts. This research examines the work satisfaction of supervisors and non-supervisors in the hospitality sector as well as all vocations. Planners go from a broad picture of a problem scenario in nursing practice to a more detailed analysis via the process of planning. The process of gathering data is a necessary first step in bringing a research to fruition. Employees at Hotel ABC's Housekeeping department were asked to fill out a questionnaire as part of this study. Random sampling was utilized as the technique of choice. MLRA was used to decipher the information in the data set. The findings demonstrate that work relationships, work overload, job security, and job characteristics fail the validity and reliability test. All of the independent variables passed the validity and reliability tests, although they had no significant influence on work stress either combined or separately.

KEYWORD Job satisfaction, Housekeeping, Hospitality Industry, Perception

INTRODUCTION

Housekeeping is one of the hotel industry's most varied divisions, and its work at the rear of the house has a significant impact on guest interactions. Cleaning, making beds, washing, floristry, and the upkeep of the public spaces are all part of the housekeeping department's scope of duties. There are many people who believe that housekeeping is a tough and low-paying profession. The department is making a significant contribution to the property's environmentally friendly operations in this capacity. This division has the industry's highest rate of staff departures. In order to get the cleaning staff to work better, executives are always attempting to stimulate them. Employees are rewarded financially and non-financially in the form of raises, bonuses, educational opportunities (such as paid internships), and more. A variety of ethnicities and cultural backgrounds are encouraged to participate. As a result, a wide range of perspectives will be brought to bear on the company. People's lives revolve around their jobs. Jobs dictate their lifestyles and social circles. As a result, a contented staff is a must for any business. Today,

Pakistan's economy is being boosted by the private sector. A vast number of individuals are benefiting from their services and employment prospects. The purpose of this research is to examine the link between work happiness and employee performance, taking into account the importance of the private sector's role in society and the importance of job satisfaction in order to enhance the performance of employees.

LITERATURE REVIEW

Mahadeo Shinde et.al (2017)A tertiary care hospital's cleaning staff was the subject of a satisfaction survey. In order to determine the current degree of work satisfaction, the following questions were asked: A tertiary care hospital's cleaning staff will be studied to see whether demographic characteristics and job satisfaction are linked. Using a non-experimental survey methodology, a descriptive survey was conducted. The research was done in a tertiary hospital setting. Those who worked in the hospital's tertiary care unit were included in the research. 100 housekeeping staff were used in the current investigation. Purposive sampling was the method of choice. Results- Eighty-three percent of employees are over the age of 30, while 17 percent are under the age of 30. Sixty-seven percent of employees are men, while 33 percent are women. Workers with fewer than two years of experience make up the majority of the workforce. There are 23 percent of employees with between 2 and 5 years of experience; 8 percent have 5 to 10 years of experience; and 12 percent have over 10 years of experience. There are one hundred samples in all. Almost 60 percent of employees are extremely content with their employment, 43 percent are satisfied, and only 1 percent are dissatisfied. There was a correlation between housekeeping staff' age and their degree of job satisfaction. It shows that as the housekeeper's age grows, so does their degree of pleasure. Sex and job happiness were not statistically linked among housekeepers. There was a correlation between housekeeping personnel' degree of job satisfaction and their amount of experience. Conclusion The process of assessing customer satisfaction is not a one-time event; rather, it requires regular examination and monitoring. Even though housekeeping staff at a chosen hospital were found to be extremely happy with their jobs, they are often subjected to stress that has the potential to have a detrimental influence on the overall organizational environment.

CINZIA RIENZO ET.AL (2018)Sub-Saharan Africa's policymakers have a big difficulty in creating jobs for the area's increasingly educated young population, even while little is known about how content young employees in the region are with their existing employment. There's a need here, and we want to fill it by looking at how young people in Madagascar, Malawi, Uganda, and Zambia, all in Eastern and Southern Africa between the ages of 15 and 29, feel about their jobs. Utilizing data from the School-to-Work Transition Survey, we predict the degree of happiness in a respondent's primary job (SWTS). Despite the fact that the vast majority of employees are content with their jobs, a significant number are not. In all four nations, we found a high and negative correlation between work satisfaction and having too much or too little education for one's present position. Those who report being self-employed are much more pleased than those who work in the official sector, even after adjusting for several other criteria,

in all four nations. Formal wage workers are happier than their informal counterparts in just two out of the four nations studied. According to Fields (2014), self-employment should not be considered a "last alternative" in all cases. They also raise concerns about the quality of wage employment offered to young people.

CHEA SIEW MUN ET.AL (2017) The purpose of this study is to investigate the connection between work surroundings and job satisfaction for Malaysian hotel workers. Safety, relationships with coworkers, work-life balance, and motivation are some of the aspects of the work environment that might impact job satisfaction. [page needed] Work environment and job satisfaction among hotel employees were examined in this study. The study focuses on hotel workers in KL's Wilayah Persekutuan, as well as Penang and Johor. There were 430 questionnaires distributed in this study, and 389 of them were collected back. An SAS Enterprise Guide (SAS) Version 7.1 was used by the researcher to examine the data. Multiple regression and Pearson Correlation Coefficient Analysis are used to assess the association between independent factors (safety, relationship with co-workers, work-life balance, and motivation) and dependent variable (work-life balance) (job satisfaction). Finally, it can be concluded that the dependent variable (work-life balance) has a substantial positive association with all of the independent factors (safety, relationship with coworkers, and motivation) (job satisfaction). A summary of the results, consequences, limitations, and suggestions of this investigation are provided at the conclusion of the paper.

Yueng-HsiangHuang et.al (2015) When it comes to encouraging workers to engage in injury-reducing behaviors and creating safe working conditions, a company's safety climate — or how seriously they take safety — is often cited as a major influencer. As a result of this study's use of social exchange theory, it was expected that safety atmosphere would have a positive impact on workers' job satisfaction, engagement, and turnover. Six thousand seven hundred and twenty-one truck drivers from two U.S. trucking firms completed a survey. One year had passed after the survey had been conducted when the objective turnover rate was calculated. To support social exchange theory, results demonstrated that workers' safety climate perceptions were connected to their degree of involvement in the workplace as well as their objective turnover rate. Safety climate and the two human resource outcomes were also linked by job satisfaction (i.e., employee engagement and turnover rate). This is one of the first studies to examine the influence of the safety atmosphere on lone workers beyond the safety results (using truck drivers as an exemplar).

ANURADHA KARMARKAR (2015)When it comes to providing services that may only be performed by women in hotels, they have a significant role to play. Housekeeping, front desk, guest service, sales and marketing, and other specialized services are included in this category of services. Kitchen and F & B positions have been shown to have a lower percentage of female workers than those in GRE, Front Office, and other areas. None of the hotels can have an all-male staff, and female workers must be an essential component of the staff at all times. There has been an increase in female workers moving away from the service industry and into management

positions. As a result, the article concentrates on this element of women's career shifts and the reasons for their departure from the business. Also included are several additional indicators related with a woman's job transition, such as the length of stay in a hotel. Growth of female workers, as well as the reasons for their departure from the hotel sector. To gather primary data, a questionnaire was sent to women who had formerly worked in the hotel sector but now work in retail, academia, or as housewives. It was gathered through books, research papers, and journals for the secondary data. It is the goal of this article to figure out why women leave the hotel industry and go into other professions.

METHODOLOGY

Planners go from a broad picture of a problem scenario in nursing practice to a more detailed analysis via the process of planning. The process of gathering data is a necessary first step in bringing a research to fruition. Using a systematic approach to solving the research issue is called research methodology

In order to provide a complete picture of how the Hong Kong service perception affects workers' job happiness and productivity, the researcher used a quantitative technique to conduct the study. When it comes to measuring correlations between variables, quantitative methods are best since they can be used to a wide range of situations. When it comes to the technique, descriptive-analytical research in hospitality studies is the most productive approach.

Research Approach

For this project, a descriptive survey is the most acceptable method of data collection.

Research Design

Non-experimental survey methods were used in this investigation.

Sample

The employees of the Krishna Hospital's cleaning staff served as the study's subjects.

Data Collection

Questionnaires are employed to gather data in this study's survey approach. Observations based on demographic data Age, gender, and previous work experience are all taken into account in this research.

DATA ANALYSIS

83 percent of employees are over the age of 30 and 17 percent are under the age of 30. 67 percent of the workforce is male, while 33 percent of the workforce is female. Workers with fewer than two years of experience make up the majority of the workforce. Workers with two to five years of experience make up 23%; those with five to ten years of experience make up 8%; and those with more than ten years of experience make up 13%.

Table 1: Job satisfaction level among housekeeping

| | Frequency | % |
|---------------------|-----------|----|
| Very unsatisfactory | 0 | 0 |
| Unsatisfactory | 0 | 0 |
| Uncertain | 1 | 1 |
| satisfactory | 43 | 43 |
| Very Satisfactory | 56 | 56 |

Our findings from this survey show us that among 100 samples, 56 percent of employees are extremely pleased with their employment; 43 percent are content; just 1 percent of workers are dissatisfied.

According to the data shown above, 56% of housekeeping workers rate their job happiness as "very acceptable," while 43% of those polled say their job satisfaction is "satisfactory." Only 1% of those surveyed were dissatisfied.

Employees' perception of housekeeping service

Perceived attitude of "agree" is shown by the mean score (3.88). Rankings of perceptual aspects are shown in Table 2. In terms of employee perspective, "reliability" is the most important factor, as housekeepers maintain their promises, show genuine care in satisfying workers' requirements, and the HK service is reliable. Housekeepers also complete their chores correctly and accurately the first time around. Although it records an attitude of "agree," 'empathy' is the final thing recorded, making it the bottom of the list.

Table 2 Employees' perception of housekeeping service

| | Mean score | Attitude | Ranking |
|---------------------------|------------|----------|---------|
| Reliability | 4.03 | Agree | 1 |
| Assurance | 3.97 | Agree | 2 |
| Responsiveness | 3.87 | Agree | 3 |
| Tangibility | 3.81 | Agree | 4 |
| Empathy | 3.74 | Agree | 5 |
| Overall Perception | 3.88 | | |

JOB SATISFACTION

The total mean of work satisfaction is (3.87), which implies an attitude of "agree." Rankings of work satisfaction aspects are shown on Table 3. For PMS Company employees, "nature of work" is the most important determinant of job contentment, as they are content with their work schedules onboard vessels and OSVs, with their working environments, with their workload, and with the company's commitment to quality. PMS Company also values employee input and suggestions for improving productivity.

Table 3 Job satisfaction

| | Mean score | Attitude | Ranking |
|---------------------------------|------------|----------|---------|
| Nature of work | 4.00 | Agree | 1 |
| Teamwork | 3.96 | Agree | 2 |
| Remuneration | 3.91 | Agree | 3 |
| Promotion | 3.59 | Agree | 4 |
| Overall Jon satisfaction | 3.87 | | |

CONCLUSION

Housekeeping services aboard OSVs were examined as well as the influence of workers' impression of service on their job happiness and productivity in this study. One of the most important aspects of hospitality and lodging, housekeeping, was the focus of this study. Further research may be dedicated to any of the various hospitality sectors found aboard OSVs. These areas include anything from food and beverage service to excursion planning to guest services like catering. Research focused on employee happiness and productivity, but other organisational outcomes may also be examined. Five main conclusions are taken from the data in regard to the study's objectives: health risks, working circumstances, impact of hazards on working conditions, moderating influence of socio-demographic characteristics and the predictor variables influencing the management of hazards for housekeepers.

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