

## IMPACT OF JOB SATISFACTION AND DISSATISFACTION OF EMPLOYEES ON THE WORKPLACE OF HOSPITALITY INDUSTRY: A REVIEW

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### ABSTRACT

*In this study you will learn about job satisfaction and how satisfied and dissatisfied employees give impact on workplace. It defines the importance of satisfied employees for any organization and how it plays an important role in company growth. It is a secondary study based on previous researches. It helps you to find the difference between satisfied and dissatisfied employees. Many studies have shown an unusually large effect of job satisfaction on motivation on employees, while the level of motivation affects productivity and also on performance of organization. This study examined the factors that influence job satisfaction, and also assessed the level of job satisfaction of employees in the hotel industry. The managerial implications are that hotel managers can reduce employee dissatisfaction by rewarding employees competitively and by training supervisors to use effective communication skills, among other techniques.*

**Keywords:** Job satisfaction, Workplace, Satisfied and dissatisfied employees, productivity, Hospitality Industry.

### INTRODUCTION

Job satisfaction Recognition, income, promotion and achieving other goals creates a sense of accomplishment (Kliske, 2007). Job satisfaction can also be defined as the employee's satisfaction with the rewards received outside of your job, especially in terms of personal motivation (Statt, 2004). The term job satisfaction refers to people's attitudes and feelings towards their jobs. Good and Positive job attitudes indicate job satisfaction. Negative attitude and hatred Jobs that show job satisfaction (Armstrong, 2006).

Job satisfaction is the term used to describe how people feel and think about their current jobs. Job satisfaction on a human level might range from very satisfied to extremely satisfied. However, the majority of them have their own perspectives on their work. People may have various opinions. According to George et al. (2008), wages are based on the kind of work that coworkers, superiors, or subordinates conduct. Employee unhappiness lowers their commitment to their jobs and promotes turnover in the physical and/or mental workplace (Patek, 2012). Employee discontent with the workplace has been linked to higher employee turnover rates, according to Tracey and Hinkin (2008) (Luke and Crawford, 2004).

### Categories of employees in Hospitality industries

#### Concierge

Direct interaction with the guests and a variety of services are provided by the host. They can respond to inquiries (such, "Can you make a restaurant reservation?") or make educated guesses about what clients may be looking for. These services can include buying concert tickets, catering, and babysitting. Casino host, cruise ship attendant, gaming dealer, front desk associate, front desk supervisor, front office attendant, front-of-house manager, hotel clerk, hotel receptionist, reservationist, and reservations agent are examples of concierges.

#### Event Organizer

For events ranging from meetings to weddings, many hotels feature conference rooms or meeting rooms that may be rented. An event planner collaborates with a team or a single person to organize and oversee an event. Event planners like a meeting coordinator, executive conference manager, executive meeting manager, meeting manager, meeting planner, meeting specialist, special events manager, or wedding coordinator.

#### Executive Chef

A chef is a managerial role that requires behind-the-scenes work in the hospitality industry. In restaurants, hotels, casinos, and other establishments that provide food, chefs undertake food service tasks. This position involves supervising cooks, kitchen helpers, and other kitchen personnel. Typically, they plan, organize,

and prepare all of their meals in the kitchen. Chef, cook, food and beverage manager, kitchen manager, pastry chef, restaurant manager, sous chef, etc. are all examples of executive chefs.

### **Hotel General Manager**

A Hotel general manager or manager oversees the efficient operation of a hotel (or another type of lodging, such as a bed and breakfast). This covers dealing with visitors, supervising employees, controlling labor expenditures, and more. While some hotel managers have a high school diploma and several years of hotel experience, others have a diploma or certificate in hospitality. Senior hotel managers need to be well-versed in management, business, and interpersonal skills. Support the back, Grocery store manager, Hotel sales manager, Sales and marketing manager, Group manager, Divisional Sales Manager, Hotel manager, Receptionist, Sales and marketing manager, Shift commander, Shift commander, Spa manager, and Wedding sales manager are additional positions in hotel management and/or administration.

### **Housekeeping**

Housekeepers are responsible for maintaining standards of cleanliness in hotels or other accommodations. They maintain the communal areas and hotel rooms. In the hospitality sector, domestic helpers prepare meals, clean bathrooms, make beds, and more. Being a homemaker takes considerable physical stamina because you're on your feet all day and frequently lift big objects. Directors of Housekeeping, Directors of Maintenance, Directors of Operations, Executive Housekeepers, Housekeepers, Housekeeping Aides, Housekeeping Supervisors, Lead Housekeepers, Maids, Maintenance Supervisors, and Maintenance Workers are some of the titles associated with it.

### **Porter**

Porters are hired to carry luggage for guests. They can take the luggage to the premises or leave the luggage at the premises. A porter is one of the support staff in the hospitality industry. Another famous place is Naker (also known as Naker). Camry stops guests' cars when they arrive at a hotel, restaurant or other destination.

Other support staff positions similar to that of porter and valet include: Baggage Porter, Bell Attendant, Bellhop, Bellman, Driver, Parking Lot Attendant, Valet, Valet Attendant, Valet Parking Attendant.

### **Waiter or Waitress**

Waiters and waitresses work in restaurants, bars, hotels, casinos and other establishments. They handle customers directly and take orders, serve food and drinks and collect payments from customers. Other job titles similar to waiter and waitress in the hospitality industry include: Back Waiter, Banquet Server, Barback, Barista, Bartender, Busser, Cafe Manager, Catering Assistant, Food Runner, Food Server, Head Waiter, Host, Hostess, Server, Sommelier

### **ROLE OF LEADERSHIP IN JOB SATISFACTION**

Job satisfaction is the employee's feelings about his current job. When employees are working as a team, they need someone who understands or supports them more than their leader. One should convey personal messages or ideas to higher authorities. In this case, "Leader" understands the perspective of the employees and their specific problems/skills and acts as a mediator between the organization and the employees and helps them to find a solution. The leader will understand the problems/obstacles of his colleague or employees while working in this organization. A correct solution will lead to employee satisfaction and will discuss more about what the employees are willing to do in its leadership and environment. The main goal of every leader is to understand his subordinates, guide them in all situations, guide them and motivate them in the workplace. Ethical Leadership and Employees Performance are interrelated with each other.

### **How Servant leadership Style effect on Employee Performance**

Leadership style has a huge impact on employee performance. Employee performance includes knowledge, skills, work attitude, job completion, and other parameters. Every organization has a specific leadership style that improves employee performance. The various problems faced by an organization can be strategically solved with the right leadership style. Given this fact, studies have been conducted to examine the impact of the servant leadership style on employee performance.

### **Significance of Study**

- It helps to understand impact of job satisfaction and dissatisfaction of employees on the workplace.

- This study examines the causes of satisfaction and dissatisfaction of employees.
- This study also focuses on how employees can be satisfied in Hospitality Industry.

### A Review

Public sector management in sub-Saharan Africa faces countless logic problems in the face of employee discontent and deteriorating labor standards. This study tested the Minnesota Satisfaction Questionnaire (MSQ) in a typical public sector organization in sub-Saharan Africa. A total of 100 instrumental investigations were analyzed using SPSS. Job satisfaction was very low, with over 83% of respondents reporting dissatisfaction with pay and workload. Significant differences in job satisfaction scores were found between employee education and gender. The results of the study reveal the role and organizational weaknesses of human resource management (HRM) practices in sub-Saharan Africa and offer an alternative approach to employee satisfaction and performance (Abugre J. 2014).

Job satisfaction affects future performance through job performance, but more the results also make people feel satisfied and engaged. A cycle of events is clear according to the development perspective. Attitudes like satisfaction and commitment. It is important that employees achieve high levels of productivity. This was reflected in the results of the study attitudes, especially satisfaction and commitment, and outcomes are strongly correlated Velnampy (2008). Employers want to prevent employees from working for other companies. Where are you going? This is due to the high costs associated with recruiting and retraining new employees (Eskildesen 2000, Hammer 2000).

Job satisfaction is a positive feeling of employees about their jobs resulting from an evaluation of its characteristics. Focus on each employee's role in the organization to achieve great results. The individual performance of employees is an important factor in determining the effectiveness of an organization. When an employee feels satisfied with their job, they feel motivated to put in more effort. Increased effort leads to increased overall productivity of the organization. In other words, a satisfied person, plus their motivation and commitment, are essential to the success of an organization. In fact, no employee will truly

commit to the organization they work for until they are satisfied with it (Buchanan, 2011).

Today, business owners in all industries are trying to attract, select, train and motivate talented employees who want to provide excellent service. However, in general, many industries, including the hospitality industry, face many challenges with their employees. The main issue for businesses here is the satisfaction of their employees in various positions. When employees are happy, they will actually do a good job helping customers. In this regard, the article examines the job satisfaction of hotel employees in different ways Gupta, Karnika and Garg, Ishu (2017).

### OBJECTIVES OF STUDY

- To understand the causes of job satisfaction and dissatisfaction of employees on the workplace.
- To know types of employees in Hospitality Industry.
- To understand the relationship between Hospitality & Tourism industries.

### DEFINITION OF THE TERMS

**Job satisfaction:** Job satisfaction, employee satisfaction, or job satisfaction is a measure of employees' satisfaction with their job, whether they like the job or something or aspects of the job, such as the nature or direction of the job.

**Workplace:** A workplace is a place where someone works for their employer or for themselves, the workplace. These locations can range from home offices to large office buildings or factories.

**Satisfied and Dissatisfied Employees:** Disgruntled employees may engage in mental withdrawal, physical withdrawal, or aggressive retaliation due to a perceived injustice. Satisfied employees are more likely to provide customer service beyond their responsibilities, maintain good performance and actively pursue excellence in all areas of their work

**Productivity:** Productivity is a measure of economic activity that compares the quantity (output) of goods and services with the inputs used to produce those goods and services.

**Hospitality Industry:** The hospitality and tourism industry is a broad industry that includes all industries directly or indirectly related to travel and tourism. This industry includes: hotels and resorts, Restaurant and food, Night clubs and Bars.

### **What are the factors of job satisfaction in the workplace?**

Money is not always the main reason for job satisfaction. When employees spend most of their waking hours working, they need more than a paycheck to keep them satisfied. Utilizing their talents, involving them in challenging projects, encouraging and creating a friendly, respectful and stress-free environment are just some of the reasons your team has the pleasure of working every day to contribute to the company's ultimate success.

#### **Good organization culture**

When employees like their colleagues and find similarities between their colleagues and supervisors, they are satisfied at work. When employees connect with colleagues and develop personal relationships, they are satisfied at work. Overall job satisfaction is related to how well employees get along with their immediate supervisors.

#### **Nice and pleasant work**

Employees are more satisfied when they feel that they enjoy their work. Being able to maintain more autonomy allows employees to solve their own problems and find solutions to problems, and to gain better knowledge.

#### **Rewards and Incentives**

The salary may not always be enough for employees' job satisfaction, but there is nothing wrong with that. Incentives such as bonuses and salary increases can help employees overcome negative attitudes from other, less exciting sources. When employees are rewarded for their good work, they feel more satisfied.

### **What are the causes of job dissatisfaction in the workplace?**

Job dissatisfaction occurs when an employee is not satisfied with his job. This can be due to various professional and personal reasons such as lack of awareness, lack of leadership, limited work-life balance and others.

Work takes up a certain percentage of a person's life, and people have expectations about what their careers will look like. Failure to meet these expectations leads to feelings of frustration, anger, and apathy, leading to job dissatisfaction.

#### **Job dissatisfaction can increase for many reasons, e.g.**

1. Less earning, more work
2. Having a useless or unreliable boss
3. Limited career growth within an organization
4. Lack of work-life balance
5. Poor Management

### **Relationship between Hospitality and Tourism industry**

Today, the Hospitality and Tourism Industry is one of the largest industries in the world. Many people need a place to escape from their routines or simply to spend the night because they are traveling on business to other places. We call these people customers or visitors. The migration of people from all over the world, in Israel and abroad, is very high. Say if they are satisfied with the place they saw. Customer loyalty is created when customers have a great experience that leads to many benefits: loyal customers return for future business, refer friends and family to the business and spread good word about the company. in the enjoyment of social media and the value of their members.

The relationship between hospitality and tourism, tourism and hospitality support each other, the hospitality industry provides services such as accommodation, transportation, food and beverages, recreation and entertainment. Marketing is the idea of attracting, entertaining, and entertaining groups or tourists for leisure or business purposes. For example, hotels, restaurants and tour guides. The tourism industry has five components, namely services, food and beverage, entertainment and recreation, transportation and services.

### **FINDINGS /DISCUSSION**

This paper focuses on employees' job satisfaction and dissatisfaction in the workplace of hospitality industry and we find it gives huge impact on workplace. Employers have to focus on their employees as well as organizational culture. We prove our objectives i.e.

- Firstly, good organization culture, nice and pleasant work, rewards & incentives are the causes of employees' job satisfaction and less earning, more work, having a useless or unreliable boss, limited career growth, lack of work life balance & poor management are the major causes of employees' job dissatisfaction. Job satisfaction affects future performance through job performance, but more the results also make people feel satisfied and engaged.

- In Hospitality Industry we have concierge, event manager, executive chef profiles and many others who handle everything in hospitality industry and many others like Housekeeper, Waiter, Hotel General Manager, Porter etc.
- Yes, there is a relationship between Hospitality & tourism industries because Hospitality and tourism industries are related, but not the same. While both are related to travel and entertainment. The relationship between hospitality and tourism, tourism and hospitality support each other, the hospitality industry provides services such as accommodation, transportation, food and beverages, recreation and entertainment.

### CONCLUSION

This paper concludes that employee's satisfaction and dissatisfaction not only give impact on employee's behavior but it also gives negative

impact on the workplace of any organization. So, it is important that the company should focus on whether their employees are happy with the facilities provided by you or not. You have to provide such work environment to your employees where they feel comfortable to take better results. The relationship between hospitality and tourism, tourism and hospitality support each other, the hospitality industry provides services such as accommodation, transportation, food and beverages, recreation and entertainment. Customer loyalty is created when customers have a great experience that leads to many benefits. This study examined the factors that influence job satisfaction, and also assessed the level of job satisfaction of employees in the hotel industry. The managerial implications are that hotel managers can reduce employee dissatisfaction by rewarding employees competitively and helps in getting better quality employees

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