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**International Journal of Multidisciplinary Research in
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A Study on Job Satisfaction of Employee Working at 5-Star Hotels at Coimbatore City

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ABSTRACT: Job satisfaction is critical for employee performance, retention, and overall organizational success, especially in the hospitality industry, where service quality directly influences customer experience. This study looks at the job satisfaction scores of employees at 5-star hotels in Coimbatore City. The study seeks to uncover major elements influencing job satisfaction, such as salary, work environment, career advancement chances, work-life balance, and managerial support. A standardized survey was administered to employees from various departments, and the results were examined using statistical tools to determine satisfaction trends and their impact on employee productivity. The findings highlight important elements influencing job satisfaction and offer suggestions for hotel managers to improve staff engagement and retention tactics.

I. INTRODUCTION

A study on 5-star hotel employees in Coimbatore city found challenges in long hours, overtime workload, job stress, and balancing personal life and work. Job satisfaction measures employee contentment with their job, influencing overall evaluation and happiness. Factors influencing job satisfaction include working environment, compensation, growth opportunities, stress levels, and personal characteristics. Job satisfaction is crucial for both organizations and employees, as it boosts motivation, engagement, and retention, improving mental health and self-esteem.

This research investigates job satisfaction among hotel employees in Cordoba, Spain, and its relationship with organizational aspects. Results show that job satisfaction increases with higher family dependence on employee wages, and working part-time does not increase satisfaction level with permanent contracts or longer service lengths. Employee dedication and commitment are crucial for customer satisfaction in the hotel industry.

Need for the study:

Coimbatore, known as the "Manchester of South India," has a growing hospitality sector with numerous hotels, resorts, and restaurants catering to business travellers, tourists, and locals. Ensuring job satisfaction in this industry is essential for employee well-being, service quality, and overall business success.

Statement of the problem:

The hospitality industry in **Coimbatore City** has been growing rapidly due to increasing business travel, tourism, and industrial development. However, one of the major challenges faced by hotels in the region is ensuring **high job satisfaction** among employees. The nature of the hotel industry often involves **long working hours, high work pressure, irregular shifts, and demanding customer interactions**, which can lead to employee dissatisfaction and high turnover rates.

Scope of the study:

The study of job satisfaction in the hotel business is critical due to its dynamic nature, customer-centric strategy, and frequent employee turnover. This study aims to uncover characteristics that determine job satisfaction, their impact on employee performance, and ways for improving working conditions in the hospitality industry.

Objective of the study:

- To identify the factor that influence job satisfaction of employees of hotel.



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II. RESEARCH DESIGN

This study will employ a descriptive research design, which aims to describe and analyse the current state of human relations and quality of work-life balance in 5star hotel industry. The descriptive design will provide a snapshot of the current situation, highlighting the strengths and weaknesses of human relations and quality of work-life balance. This design is suitable for this study as it allows for the collection of quantitative data, which can be analysed statistically. The research design will also incorporate a survey approach, where a questionnaire will be administered to a sample of employees. The survey approach is suitable for this study as it allows for the collection of data from a large sample size, which can provide a representative picture of the population. The survey approach also allows for the collection of data on a range of variables, including demographic characteristics, human relations, and quality of work-life balance.

Area of the study

This research is being done in customer awareness, preferences, satisfaction towards 5-star hotel industry with special reference to Coimbatore city.

III. REVIEW OF LITERATURE


1)ADITI MADHAV JOSHI (2022): “A Study on Work Life Balance of Middle Management Employees with Special Reference to Five Star Hotels in Pune City”. The hotel industry's irregular hours and shifts, especially during peak seasons, negatively impact employees' work-life balance and family life. Despite the need for a proper framework, many organizations are focusing on work-life balance practices to create a motivated work environment, enhancing efficiency and job satisfaction.

2)DR. JAIN ANKITA, MS. CHOUDHARY VARSHA (2016): “Service Quality: an effective tool to measure customer Satisfaction (a study of selected five-star hotels of Jaipur)”. The Indian hospitality industry is the largest among all the industries, accounting for over 10 per cent of the country's GDP and 8 per cent of the employment. Indian hoteliers need to take advantage of this growth by introducing new formats and must pay more attention to the brand building process. The success of organised hotel industry in India mainly depends on delivery of services thought quality improvements. This paper examines the quality of services provided by the selected and most popular hotels of Jaipur city to understand the growth of people in the city for this purpose servqual model has been used.

3)B. Tamilmani (2009)” Employees Perception Towards Service Climate - Hotel Industry in India: An Empirical Study” The study explores employees' perceptions of service climate in the Tamil Nādu hotel industry, suggesting improvements in employee morale and service quality development facilities to enhance employee value.

IV. OVERVIEW OF THE COMPANY


COMPANY PROFILE

Brand	
Founded	1972
Headquarters	Den Bosch, Denmark



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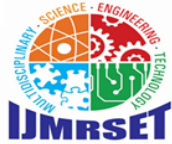
Number of Stores	119 locations worldwide (As of 2023)
CEO	Tarun Thakral
Net worth	Rs 595 crore (As of 2023)
Type of company	Private company.
Le Méridien raised over time	\$435M.
investors	Abbey National, Alchemy Partners, Compass Group (UK), and Royal Bank Private Equity .
Website	http://le-meridien.marriott.com/
Brand	
Founder	Jamsetji Tata
Headquarters	Express Towers, Nariman Point, Mumbai, Maharashtra, India
CEO	Natarajan Chandrasekaran (chairman) Puneet Chhatwal (MD & CEO)
Number Of Location	200+ hotels



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Services	Hotels and resorts
Website	www.tajhotels.com
Parent company	Indian Hotels Company Limited
Brand	
Founder	Navaneetha Krishnan
Headquarters	London, England.
CEO	Greg Hegarty
Number Of Location	39 hotels across Europe
Services	upper upscale, contemporary hotel brand
Ownership	Radisson Hotel Group (formerly Carlson Hotels)
Website	https://www.radissonhotels.com/en-us/hotels/park-plaza-chennai-omr



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1. SIMPLE PERCENTAGE ANALYSIS:

Interrogations	Response	Frequency	Percent
Age	Below 20 years	13	11.5
	21-30 years	43	38.1
	31-40 years	28	24.8
	41-50 years	29	25.7
	Total	113	100.0
Gender	Male	57	50.4
	Female	56	49.6
	Total	113	100.0
Occupation	Manager	21	18.6
	Chefs	25	22.1
	Waitstaff	33	29.2
	Accountant	17	15.0
	Product Manager	17	15.0
	Total	113	100.0
Type of family	Nuclear Family	61	54.0
	Joint Family	52	46.0
	Total	113	100.0
Marital Status	Married	63	55.8
	Unmarried	50	44.2
	Total	113	100.0
Educational Qualification	SSLC	11	9.7
	High School	19	16.8
	Diploma	23	20.4
	Bachelor's Degree	31	27.4
	Master's Degree	25	22.1
	Ph.D	4	3.5
	Total	113	100.0

Source: Computed from Primary data

2. CHI-SQUARE ANALYSIS

Hypothesis:

Null Hypothesis (H₀): There is no significant relationship between age group and food and beverage quality rating

Alternative Hypothesis (H_a): There is a significant relationship between age group and food and beverage quality rating

Age group and food and beverage quality rating



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Crosstab							
Count							
		Food and Beverage Quality Rating					Total
		Excellent	Good	Neutral	Poor	Very Poor	
Age Group	Below 20 years	2	2	3	2	4	13
	21-30 years	14	17	4	3	5	43
	31-40 years	6	9	7	6	0	28
	41-50 years	9	9	7	4	0	29
Total		31	37	21	15	9	113

Chi-Square Tests				
	Value	Df	Asymptotic (2-sided)	Significance
Pearson Chi-Square	23.161 ^a	12	.026	
Likelihood Ratio	24.782	12	.016	
Linear-by-Linear Association	2.940	1	.086	
N of Valid Cases	113			

a. 10 cells (50.0%) have expected count less than 5. The minimum expected count is 1.04.

Source: Computed from Primary data

V. INFERENCE

Table No. 4.3.1 reveals that the Pearson Chi-Square value is 23.161, with a significance value (p-value) of 0.026, which is less than the standard significance level of 0.05. Since the p-value (0.026) < 0.05, it indicates a statistically significant relationship between age group and food and beverage quality rating. Therefore, the null hypothesis (H_0) is rejected, and the alternative hypothesis (H_a) is accepted, confirming that age group significantly influences the food and beverage quality rating among the respondents.

VI. FINDINGS

- Most (38.1%) of the respondents are in the 21-30 years age group.
- Majority (50.4%) of the respondents are Male.
- Most (29.2%) of the respondents are Waitstaff.
- Majority (54.0%) of the respondents are from Nuclear Families.
- Majority (55.8%) of the respondents are Married.
- Most (27.4%) of the respondents have a Bachelor's Degree.
- Most (32.7%) of the respondents rated the Food and Beverage Quality as Good.

VIII. SUGGESTIONS

1. Hotels should ensure optimal workload distribution to improve employee satisfaction.
2. Management should address task overload issues by implementing workload balancing strategies.
3. Continuous improvements in food and beverage quality should be prioritized to enhance guest satisfaction.
4. Expanding food variety can further enhance guest dining experiences.
5. Pricing strategies should be optimized to ensure that guests perceive the hotel as providing good value for money.
6. Regular room cleanliness audits should be conducted to maintain high standards.

VIII. CONCLUSION

A study on job satisfaction in five-star hotels in Coimbatore City reveals that employees believe their workload is manageable, but sometimes experience task overload. Food and beverage quality is crucial for guest satisfaction, and



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pricing strategies are effective. Room cleanliness and comfort also contribute to overall hotel experience. Work-life balance is important, with over half of respondents agreeing that the hotel supports a healthy balance.

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