

Voices from the Hotel Industry: Employee Opinions on Motivation, Job Satisfaction, Performance and Job Stress

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Abstract

The study assessed employee opinions of motivation, work satisfaction, performance, and job stress in the hotel business. Demographic data found a diverse workforce by gender, age, and education level, with the majority aged 18 to 27. Result display Challenging and meaningful work emerged as the most important motivation for employees, followed by financial remuneration and supportive managers. Organizations generally compensate their staff through

open acknowledgement. The majority of respondents indicated job satisfaction, with money being the most relevant element, followed by social interactions and working circumstances. External elements that added value to the employment included physical work, promotion opportunities, relationships with superiors and coworkers, inventiveness, and organizational structure and culture. Internal factors influencing performance identified education level as the most important. The participants assessed their overall job performance as outstanding. Despite high job satisfaction, a significant share experienced workplace stress, largely from workload. Taking breaks was one of the coping mechanisms used, emphasizing the need of stress management in the hospitality business. The study provides insights for hotel management on how to improve employee well-being and organizational performance in a rapidly changing business.

Keywords: hotel, motivation, opinions, performance stress, satisfaction

Introduction

In the fast-paced and service-oriented hotel sector, understanding employee perspectives on motivation, job satisfaction, performance, and job stress is critical for creating a healthy work environment and maintaining organizational success (Khadka & Khadka, 2023). The hotel industry, with its unique difficulties and high consumer expectations, relies significantly on the involvement and efficacy of its personnel to provide excellent guest experiences (Chalise, 2021).

In the shifting landscape of the hotel business, the relationship between employee perceptions of motivation, job satisfaction, performance, and job stress is critical for both individual well-being and organizational success (Rimal, 2022; Ale, Aryal, & Pudasaini, 2023). Motivated hotel staff, fuelled by variables such as recognition, career advancement chances, and a feeling of purpose in serving guests, are more likely to report higher job satisfaction (Heimerl, Haid, Benedikt, & Scholl-Grissemann, 2020). This positive association between motivation and job satisfaction frequently results in improved job performance, as engaged staff are motivated to deliver excellent service and contribute to the hotel's overall success (Varma, 2018; Pandey, Shrestha, & Manandhar, 2023). However, the hotel industry's demanding nature, which includes long hours, high visitor expectations, and the need for ongoing adaptability, can lead to increased job stress among employees (W.Goonetilleke, G.Priyashantha, & Munasinghe, 2018). The interaction of job stress and the favourable relationships between motivation, job happiness, and performance demonstrates the delicate balance required in hotel management (Akgunduz, Bardakoglu, & Kizilcalioglu, 2022). Addressing stress factors through supportive measures, training programmes, and cultivating a positive workplace culture are critical to creating an environment in which motivated and satisfied employees can consistently deliver high-performance levels, ensuring both employee well-being and the hotel's long-term success (Bhui, Dinos, Galant-Miecznikowska, Jongh, & Stansfeld, 2016).

The opinions of staff members of motivation, work satisfaction, performance, and job stress in the hotel business are critical for various reasons (Jin, Cheng, Li, & Wang, 2021). First, the

hospitality industry is significantly reliant on the level of service given by its employees. Understanding the motivators that drive hotel employees can lead to more effective talent retention, recruitment, and overall employee engagement. Furthermore, job happiness has a direct impact on staff engagement, productivity, and organisational loyalty, all of which are critical to maintaining good service standards in the competitive hotel sector (Tran & Vinh, 2020).

Second, understanding the relationship between employee motivation, work satisfaction, and job performance is critical (Parajuli, Mahat, & Lingden, 2022). Motivated and satisfied personnel are more likely to be committed and dedicated to their roles, which improves the entire guest experience (Bucăța, Virca, & Popescu, 2022). A thorough examination of these interactions allows hotel managers to discover significant drivers and areas for development, ultimately improving the performance and efficiency of their staff (Kandampully, Zhang, & Jaakkola, 2017).

Furthermore, the hotel industry is infamous for its demanding and stressful working conditions. Investigating employees' perceptions of job stress is critical for identifying stressors and implementing effective stress management measures. Managing job stress not only improves employee well-being, but it also helps to reduce turnover and boost general workplace morale.

Objectives of Research

To assess the employee Opinions on Motivation, Job Satisfaction, Performance and Job Stress job stress in hotel industry

Research Methodology

The research design for that study was descriptive, with the aim of revealing the facts and features relevant to the research problem (Mahat & Mathema, Gender Perspective on Compensation of Health Institution in Ramechhap District of Nepal, 2018). The method used for collecting data employed a predetermined sample size of 40 people from the population, utilizing convenience sampling. The chosen research approach was quantitative (Mahat, Neupane, & Shrestha, 2024). Both primary and secondary data were used to ensure an accurate understanding of the subject. The mix of primary data collected personally and secondary data obtained from existing sources improved the study approach, allowing for a deeper examination and interpretation of the findings. Statistical and mathematical methods were used to analyze the collected data, with frequency and percentage being important metrics in determining findings. The research instrument for that study was a structured questionnaire. Consent was strongly gained from individuals, emphasising the ethical value of voluntary involvement (Mahat & Agrawal, 2019). This method ensured that participants actively contributed to the study while preserving their individuality and rights.

Results and Discussion

The following table shows the demographic information of respondents.

Demographic Information

Table 1 Demographic

Gender					
1		Frequency	Percent	Valid Percent	Cumulative Percent
	Male	21	52.5	52.5	52.5
	Female	19	47.5	47.5	100.0
	Total	40	100.0	100.0	
Age					
2		Frequency	Percent	Valid Percent	Cumulative Percent
	18-27 years	31	77.5	77.5	77.5
	28-37 years	6	15.0	15.0	92.5
	38-47 years	2	5.0	5.0	97.5
	48-above	1	2.5	2.5	100.0
	Total	40	100.0	100.0	
Education					
3		Frequency	Percent	Valid Percent	Cumulative Percent
	Primary level	1	2.5	2.5	2.5
	Secondary level	24	60.0	60.0	62.5
	Graduation Level	11	27.5	27.5	90.0
	Master level	4	10.0	10.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

The data presented shows the demographic distribution of respondents based on gender, age, and education in a sample of 40 people. In terms of gender, 52.5% are men and 47.5% are women. In terms of age, the majority (77.5%) are between the ages of 28 and 37, with lesser percentages in the 38-47 (5.0%) and 48-plus (2.5%) groups. The respondents' educational backgrounds are diverse, with 2.5% having completed primary education, 60.0% having completed secondary education, 27.5% having graduated, and 10.0% holding a master's degree.

Opinion on Motivation

Table 2: Motivate most

What motivate you most at work?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monetary compensation	16	40.0	40.0	40.0
	Challenging and meaningful work	18	45.0	45.0	85.0
	Good bosses	6	15.0	15.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

In this table above, the researcher wanted to find out the factor that motivates employees the most at work. About 16 of the 40 selected participants stated that financial compensation is the most motivating factor at work. People are usually financially compensated for their roles and responsibilities. However, 18 participants also stated that challenging and meaningful work motivates them at work as well. Therefore, 6 participants estimate that good bosses are the most important factor that motivates them at work. Therefore, it was estimated from the answers of the selected participants that challenging and meaningful work is the most dominant work motivation factor.

Table 3: Reward

How does your organization reward employees?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Giving prizes	29	72.5	72.5	72.5
	Receiving incentives	6	15.0	15.0	87.5
	Open recognition	5	12.5	12.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

The table above illustrates the participant's responses when asked to indicate the method by which their organization rewards its employees. From the responses, the researcher found that about 29 participants stated that their organization rewards its employees through open recognition. However, 6 participants stated that their organization usually rewards employees with incentives. It is very motivating 40 to influence and improve people's performance. In addition, 5 participants stated that rewarding selected employees is the reward system followed

by their organization. Therefore, it is clear from the responses of the selected participants that in the four hotels most employees are rewarded by giving prizes.

Opinion on Satisfaction

Table 4: Satisfaction

Are you satisfied with your present job?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	95.0	95.0	95.0
	No	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

The table above illustrates the responses of the participants when the researcher asked them about their current job satisfaction. In the survey, about 38 participants admitted that they are satisfied with their current job. In addition, 2 participants disagreed with the mentioned meaning. Therefore, based on the answers of the selected participants, it can be assumed that the majority of hotel employees are satisfied with their work.

Table 5: Factors affect job satisfaction

Which of these factors affect your level of job satisfaction?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Salary	31	77.5	77.5	77.5
	Job security	1	2.5	2.5	80.0
	Working conditions	2	5.0	5.0	85.0
	Social relationship	6	15.0	15.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

In addition, the researcher examined the factors that influence the level of job satisfaction of the selected participants in these above-mentioned tables. In the survey, about 40 participants stated that benefits are the most important factor affecting employee job satisfaction. In addition, 1 participant also agreed that job security is also a very important factor affecting job satisfaction. However, 31 participants also indicated that salary is another very important factor. 2 participants also reflected the working conditions in some way 40 affects employee satisfaction. 6 participants stated that social relationships also affect job satisfaction. Therefore, based on the responses of the selected participants, it was estimated that salary influence the majority of participants' job satisfaction.

Table 6: Factors add value at job

Which of these external factors add value to your job?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Physical Work	19	47.5	47.5	47.5
	Promotion conditions	5	12.5	12.5	60.0
	Relationship with superiors and co-workers	9	22.5	22.5	82.5
	Creativity	5	12.5	12.5	95.0
	Organizational structure and culture	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

The table above illustrates the responses of selected participants when asked about the external factors that add value to their work. Of the 40 selected participants, approximately 5 participants stated that advertising conditions increase the value of their work and are therefore the most important external factor. In addition, 19 participants indicated that physical work is also an important external factor that adds value to a given job. 9 out of 40 participants also believe that the relationship with superiors and colleagues also brings added value to work. Similarly, 5 participants noted that creativity also adds value to their work. Only 2 participants stated that organizational structure and culture also bring added value. Thus, according to the responses of the participants, it is believed that the physical work provides significant added value to their work.

Opinion on Performance

Table 7: Factors affect performance

Which of these internal factors affect your performance at work?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Length of service	2	5.0	5.0	5.0
	Education level	30	75.0	75.0	80.0
	Personality traits and incentive	3	7.5	7.5	87.5
	Knowledge and skill	5	12.5	12.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey, 2023

The table above shows the internal factors that affect employee performance at work. The responses of the selected participants revealed that 5 participants believed that knowledge and

skills are the most important factors affecting employee performance. However, 3 participants also believed that personality traits and motivations also affect an employee's performance at work. 30 participants also believed that education level motivates to improve the performance and only 2 participants believe that length of service affects the employee performance. Therefore, it was predicted from the responses that education level are the most important internal factor that affects the employee's performance at work.

Table 8: Overall job performance

How will you analyze you overall job performance?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	21	51.2	52.5	52.5
	Good	15	36.6	37.5	90.0
	Satisfactory	4	9.8	10.0	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

The table above illustrates the responses of the participants to the question about how they analyzed their work performance. The answers revealed that 4 participants think that their work results are satisfactory. However, 15 participants reported that their work performance was good. 21 participants reported their performance is excellent. Therefore, based on the answers, it was estimated that most of the participants have excellent work performance.

Table 9: Contribution towards organization

How will you rate your contribution to the overall goal of the organization in terms of efficiency?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High	17	41.5	42.5	42.5
	Average	22	53.7	55.0	97.5
	Low	1	2.4	2.5	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

From the above table mentioned the number of participants giving average performance is high in the number i.e. 22. Only one participant contribution is low for achieving the goal of the organization. Similarly 17 participant's performance is highly contributed to achieve the organization goal. So from the above table it is clear that more number of participant's contribution to the organization is average.

Table 10: Complaints regarding performance

Has there been previous complaints regarding performance?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	22.0	22.5	22.5
	No	31	75.6	77.5	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

From the above table mentioned it is clear that among the 40 participants, only 9 participants has received complain regarding their performances and 31 participants has not received any complaints regarding their performance. It is quiet good that they have not received any complaints. In other way we can say that complain is a way that helps in making the performance best.

Opinion on Job stress

Table 11: Stress at work

Do you feel stress when you are at work?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	53.7	55.0	55.0
	Not always	18	43.9	45.0	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

The above table illustrates regarding the stress while working at the hotel. The table clearly shows 22 participants feels stressed while working and remaining 18 participants sometimes feels stressed while working. From the above mentioned table and study it is clear that more number of people feel stressed while at work.

Table 12: Causes of stress at work

Which of these causes stress for you while at work?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Job training	7	17.1	17.5	17.5
	Workload	29	70.7	72.5	90.0
	Number of employees versus work load	4	9.8	10.0	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

The above tables show the reason why the employees feel stressed while they are at work. The research shows most of the people feels stressed while at work and the reason for the stress is different. Out of 40 participants, 29 participants believe that they feel stressed due to work overload. 7 participants believe that job stress is due to lack of job training and only 4 participants believe that stress is due to the number of employee versus work load. So it is clearly said that work overload is the main reason for stress.

Table 13: Action during stressed at work

What action do you take when you are stressed at work?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Take a break	28	68.3	70.0	70.0
	Reduce the hour worked	7	17.1	17.5	87.5
	Go for a walk (leisure)	5	12.2	12.5	100.0
	Total	40	97.6	100.0	
Missing	System	1	2.4		
Total		41	100.0		

Source: Field Survey, 2023

The above mentioned table illustrates the ways to reduce the stress that has risen due to the work overload. Out of 40 participants 28 participants feels they should take a break while feeling stressed. 7 participants believe the working hour should be reduced and only 5 participants believe that they should go for a walk. The table clearly shows that most of the participants are in the favor of taking a break to reduce the stress.

Conclusion

The study aims to assess employees' viewpoints on motivation, work satisfaction, performance, and job stress in the hotel business. The demographic analysis found that the workforce is diversified in terms of gender, age, and education. Employee motivation was generally motivated by difficult and meaningful work, and organizations primarily rewarded people by open recognition. Participants reported high levels of job satisfaction, which was influenced by factors such as compensation, working environment, and social interactions. External variables, like as physical labor and ties with superiors, were thought to add worth to their occupations. Education level was found as a significant internal factor influencing performance, and the majority of participants rated their overall job performance as outstanding or satisfactory. Even though the majority of respondents expressed job satisfaction, a significant proportion reported workplace stress, primarily due to workload. Participants handled stress by taking breaks, indicating the need for effective stress management measures in the hospitality business. Overall, the findings offer useful insights for hotel management in improving employee well-being and optimizing organizational performance.

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