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### **A Study on The Job Satisfaction of Hotel Trainees - Special Reference To Hotels In Trivandrum District**

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#### **ABSTRACT**

Hotel Industry in India has witnessed incredible growth in recent years. Hotel Industry is indistinguishably associated to the tourism business and the advancement of tourism industry has helped the growth of Indian hotel industry. The flourishing economy and improved business opportunities in India have gone about as an aid for Indian hotel industry. Training has specific goals of improving one's capability, capacity, and performance level. A performance evaluation, trainee appraisal, performance audit, improvement discussion are the techniques by which the job performance of a trainee is assessed normally by the corresponding manager or supervisor.

The highly competitive condition in which businesses operate today requires a skillful workforce in each organization in order to remain a productive player in the aggressive session of the business. One of the main issues which happens in the working environment is the absence of trained employees. Having at the top of the priority list is the character of the activities in hospitality industry where there is an immediate contact between employees and visitors. Satisfied workforce can only deliver better service to the guests which will ultimately lead to the tourist satisfaction. Job satisfaction is a very significant attribute which is frequently considered by organizations.

**KEYWORDS:** staff training, hospitality sector, service quality, training programs

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## **INTRODUCTION**

In the present scenario there is a huge rush of foreigners to India for business. It paved ways for increased business openings and elevated room rates and occupancy levels in India. Hospitality as tertiary factor not quite the same as primary and secondary sectors, the quality of delivered service depends mostly on the commitment of workers and their experience renovation in the process which resulted in hospitality sector. For that purpose, as an initial step that is to be done during the time spent is to convey proper administration quality to recognize needs.

Hotel interns, as an uncommon segment of hotel staff, exert important influence on the internship hotels and hotel industry for their high or low job satisfaction. There are both similarities and differences among interns and general hotel personnel in terms of job satisfaction. Through factor investigation it can be found out three fundamental factors that particularly impact the fulfillment of lodging assistants: compensation for their work, and training opportunities. And "interpersonal relationship" for which most researchers prove to be significant to influence interns does not actually have distinct influence on their job satisfaction. Training is a fundamental process which should be carefully designed and implemented within all firms.

Staff training matters actualizing the effective behavioral interventions, which requires individuals that are equipped, thoroughly knowledgeable about and capable in the use of specific impedance systems. Staff training is about executing rules and measures, to which staff has to be well aware with, before they start working in any organization. For a long time human capital has been viewed as vital for the competent performance of an organization because of its contribution in improving efficiency, business performance and monetary development. Consequently it is essential to put resources into HR through preparing to enhance the focused position of the firm and on account of the upgraded quality, development, and in turn improved profitability that can be achieved through this.

Job satisfaction portrays how content an individual is with his or her job. The happier individuals are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation or inspiration, , in spite of the fact that it is obviously connected. Job design aims to improve job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Different effects on satisfaction include the management style and culture, employee involvement, empowerment and self-governing work position. The most popular method for estimation is the utilization of rating scales where representatives report their responses to their jobs. To fulfill customers, employees should keep a positive way to deal with administrations, to have the

essential aptitudes, to learn and appropriately play out their assignments and be adaptable keeping in mind the end goal to meet the distinctive needs and desires. Therefore, they require appropriate education and training to meet the principles and approaches of activities, coming about with high caliber and fulfillment on the two sides: the customers and the representatives/directors. Since staff training in hospitality sector is with the aim to improve service quality by organizing expert training seminars, workshops and other forms and techniques, the main objective of the training is to improve management, employee and organization execution by motivating individuals to give their best at work.

It is normally difficult to get everything that he or she needs to know at a location away from the work environment. Thus on-the-job training frequently supplements other kinds of training, example, classroom or off-site training; but on-the-job training is frequently the only form of training. It is ordinarily easygoing, which implies, unfortunately, that the trainer does not focus on the training as much as he/she should, and the trainer might not have a good idea of what the novice needs to learn.

### ***Significance of the Study***

The supportability of any service industry is highly depends on the quality of service deliverables, which in turn is depend on the skills and behaviors of service providers. Training is the heart of this process. So a study on performance of trainees and the evaluation of abilities of the trainees will provide a better understanding about the performance of the hotel and level of satisfaction that is given from the hotel.

### ***Scope of the Study***

Tourism is broadly considered as the world's largest economic industry. Today, tourism has developed as a dominant economic force everywhere in the world. Kerala has emerged as one of the prime tourism destinations on the national and international maps. Kerala is considered as 'God's Own Country' and the tourists are much more concerned to the destinations of Kerala. So there are a lot of chances in development of tourism sector in Kerala. A greater part of the tourists are highly educated and professionally engaged, their expectation from the hotel service providers are high. This necessitates consideration of satisfactory level of trainees. Trainees are also providing the hotel services to the customers, so an evaluative study of trainees' job satisfaction will project the basic abilities and the attitude of the trainees towards the tourists and the work. From the result of this study, management can make modification in training which can result in the satisfaction level of the existing and upcoming trainees.

### ***Limitation of the Study***

Any investigation cannot be 100% accurate at all time. This is because of the inherent limitation that could be present in such a study. The present analysis consists of certain limitation due to following factors.

- Perception of respondents.
- Busy schedule of the respondents
- Biased information

### **RESEARCH OBJECTIVE**

- To determine the level of job satisfaction of trainees of various hotels.
- To determine the level of occupational stress of Hotel trainees.
- To study the relation between job satisfaction and the facilities provided by the hotels to its trainees.
- To study the major factors which directly affect the satisfaction of trainees.

### **METHODOLOGY**

To unravel the above stated objective the road map for methodology was adopted. The population is the trainees of hotels at Trivandrum. The study is descriptive in nature. The perceptions of the hotel trainees were determined and analyzed using statistical techniques.

#### **(a) Sample Size**

Trivandrum District of Kerala state considered while selecting the sample. The sample consisted of 70 hotel trainees in various hotels in Trivandrum.

#### **(b) Tools for Data Collection**

The tool employed for data collection was a questionnaire having three parts: the first part designed to determine the demographic profile of the trainees in relation to the various demographic factors, the second to assess the perception of trainees and the third, statements to evaluate the satisfactory level of trainees during the work.

#### **(1) Primary Data**

The primary data were collected through questionnaire from 70 respondents. Questionnaires and interview schedules were used for this.

#### **(2) Secondary Data**

The study also made use of various types of secondary data including studies, reports and data collected by government and non-governmental organizations.

### C. Data Analysis - Tools

Statistical tools such as percentage, Mean score and Garrett ranking Test were used for analyzing the data.

## ANALYSIS AND INFERENCE

**Table: 1 Demographic Profile of the Hotel Trainees**

Demographic distribution		Number of Respondents	Percentage
<b>Gender</b>	Male	42	60.00%
	Female	28	40.00%
Total		70	100.00%
<b>Age</b>	Less than 25 years	39	55.71%
	26 – 35 years	21	30.00%
	36 – 45 years	5	7.14%
	45 – 60 years	3	4.29%
	Above 60 years	2	2.86%
Total		70	100.00%
<b>Marital status</b>	Single	49	70.00%
	Married	21	30.00%
Total		70	100.00%
<b>Educational qualification</b>	School	10	14.29%
	Intermediate	18	25.71%
	Higher secondary	26	37.14%
	Graduation	8	11.43%
	Post-graduation	2	2.86%
	Technically qualified	6	8.57%
Total		70	100.00%

Source – Primary Data

### Inference

Out of the 70 respondents about 60 percent of the hotel trainees are men and rest belongs to female, 55 percent of the trainees are coming under the age group of 25 and below, 70 percent patients are married, 25 percent of patients are with educational qualifications of Intermediate.

**Table: 2 Category of Trainees**

Category of the Trainees	Number	Percentage
IET	33	47.14
OJT	19	27.15
HOT	11	15.71
Others	7	10.00
Total	70	100.00

IET - Industrial Exposure Trainees, OJT - On the Job Trainees, HOT - Hotel Operation Trainees

Source – Primary Data

### Inference

From the above table it can be seen that out of the 70 respondents 47 percent of trainees are belongs to Industrial Exposure Trainees, 27 percent of the trainees are belongs to On the Job Trainees.

**Table: 3 Major Factors Considered at the Time of Training**

SI No.	Particulars	SA	A	N	D	SDA	Total Score	Mean Score
1	Ability to present the ideas in a better way	127	136	23	6	3	295	4.21
2	Communicate with tourist effectively	76	220	11	7	2	316	4.51
3	Fair Performance Appraisal	106	142	15	13	1	277	3.96
4	Basic skill development is effective	159	147	19	6	2	333	4.76
5	Able to handle different languages	99	108	55	6	4	272	3.89
6	Getting Feedback of tourists about the service provided	88	106	66	20	1	281	4.01
7	Ability to handle challenging situations	120	89	38	12	3	262	3.74
8	Continue in this hotel after the training period	133	149	18	12	4	316	4.51
9	Better Coordination between trainees	126	105	29	14	3	277	3.96
10	Managerial Level Support	111	124	44	16	2	297	4.24

Source: Primary Data

### Inference

From the above table it can be seen that the factors which are considered at the time of training, ‘Basic skill development is effective’ is on higher side with 4.76 mean score, followed by ‘Continue in this hotel after the training period’ and ‘Communicate with tourist effectively’ with the mean score of 4.51.

**Table: 4 Analysis on Satisfaction Level of Trainees**

SI No.	Main factors	Total Score	Average	Rank
1	Accommodation	4140	59.14	I
2	Food	3855	55.07	IV
3	Stipend	3630	51.86	V
4	Duty Hours	4130	59.00	II
5	Working Condition	3870	55.29	III

Source: Primary Data

### Inference

The scores provided by the trainees in hotel are summed using the Garrett method and the average scores for each factor is obtained. The average scores are converted into rank and it is evident from the above table ‘Accommodation’ (Rank I) was the major satisfactory factor with the average score of 59.14 followed by ‘Duty Hours’ (Rank II) with the average score of 59.00. Working Condition (Rank III) which had an average score of 55.29 is the other satisfying factor concerning to the trainees in hotels. The analysis infers that Accommodation is the major satisfying factor of the trainees followed by the Duty hours.

### FINDINGS

- As per the study it is found out that majority of the trainees are male.
- Majority of the trainees are coming under the category of Industrial Exposure Training.
- According the analysis of the data which is collected from the respondents the prime factor considered at the time of training are basic skill development and the retaining of the trainees at the same hotel.
- After the satisfaction analysis it has been found that Accommodation and Duty hours are the main satisfying factors at the time of training.

## **SUGGESTIONS**

1. As per the increasing trend in the hospitality more females should come in this hotel industry.
2. Hotel managements should consider the measures to attract other trainee category like On the Job training, Hotel Operation Trainees for the training purpose in Trivandrum.
3. On the basis of analysis of the indicators of training, Hotel management should give priority in selecting people with multiple language handling and has the capability to face the challenging situations.
4. As per the findings it has been suggested that the satisfaction factors such as Food and Stipend to be taken seriously by the management for a better trainee/employee satisfaction.

## **CONCLUSION**

Hotel industry is mainly concerned with delivering quality services moreover it is about providing satisfied services to the customers that will be on-time delivered, fulfilling with appropriate employee attitude, knowledge, skills and content. Such service can be delivered only if employees' or trainees' job satisfaction level is upto the mark and management is purely responsible for this. Job satisfaction can also be seen within the broader framework of the issues which influence an individual's understanding of work, or their nature of working life. Job satisfaction can be comprehended by regarding its associations with other key elements, for example, general welfare, stress at work, control at work, and working conditions. A noticeable thing to refer is the relationship that found between the hotel trainees' job satisfaction and their resultant performance in achieving distinctive assignments. It was found that hotel management directly influences the job satisfaction of the trainees. It is recommended that the prevailing problems related to delivery of different services to targeted customers in the hoteling business can be overcome by conducting a training need assessment for employees and trainees of the hotels. Then delivery of training programmes to targeted employees or trainees and in the end evaluation of the training comes out in such way that the performance is evaluated in accordance to the training activities that is already been delivered. Furthermore the employee participation can improve the process of training programmes design and

deployment, and this participation will also motivate the employees to show better performance after the training programmes that are delivered. In addition to all these employee satisfaction along with training needs to be considered more seriously. As satisfied customers only can deliver better service so that it will ultimately affect the satisfaction of the hotel customers.

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