

# A Study on Impacts on Working Environment of Employees in the Hotel Industry

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To Link this Article: <http://dx.doi.org/10.6007/IJARBSS/v14-i9/22234>

DOI:10.6007/IJARBSS/v14-i9/22234

**Published Date:** 29 September 2024

## Abstract

One of the many challenges in hotel industry is to satisfy its employees in order to cope up with the environment and to achieve success. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the organization must satisfy the needs of its employees by providing good working conditions. The study aimed to examine the impact on working environment of employees in the Hotel Industry. This research aims to identify the relationship between employee job stress, employee burnout and employee job satisfaction towards working environment. To select the respondents for the sample, a simple non-random sampling technique was used. For this report, fifty (50) respondents were selected. For data collecting, quantitative research questionnaires were used. Frequency analysis, descriptive analysis and correlation analysis were used in this research. The study was conducted in Malaysia.

**Keywords:** Hotel Industry, Working Environment, Satisfaction, Stress, Burnout.

## Introduction

The working environment plays an important role in the productivity of employees. The working environment is believed to have a significant impact on employee productivity, either in terms of negative or positive outcomes. Among these industries directly or indirectly related with tourism, the hospitality industry plays a great role and without it the tourism industry is paralyzed. In the question of work-environment characteristics and principles that are practiced in and around the hotel sector, this service industry is directly or indirectly correlated with employment and job quality (UNWTO, 2010). Employee satisfaction depends on a number of variables, such as the style of the boss, the attitude of the employee, and the real stressors of each workplace. Therefore, requesting the input of employees regarding their workplaces is an important aspect of measuring their happiness and their willingness to stay.

The working environment is as a composite of three major sub-environments: technological, human, and organizational. The physical working environment refers to the kind of environmental variables that can make a person fit for the workplace or unfit for it. The human environment refers to peers, others with whom employees relate, team and work

groups, interaction issues, the leadership and management; whereas organizational environment includes systems, procedures, practices, values and philosophies. Management has jurisdiction over the organizational setting. Hence, the objective of this paper is to identify the impacts on working environment in hotel industry.

### **Research Issues**

Globally, hoteliers face some problems in developing operating surroundings and also the price factors at the work place area unit a essential issue within the cordial reception business within the world. Work issues area unit common in cordial reception and area unit characteristic a mode of management involved additional with meeting profit targets than with worker satisfaction. The study conducted by Ondieki and Kung'u (2013), in African nation discovered that fifty six of the workers within the building business weren't glad with the operating condition because of unconducive operating surroundings, a similar to employees' feel nerve-racking. In capital of Ethiopia, Alelign (2013), indicated and located that the employees operating condition, safety and security at the work and alternative work connected problems area unit nice challenges for the event of cordial reception business. On prime of that, the leader ought to shrewdness to resolve the structure factors will influence the employees with impacts on operating surroundings. As a result, it's timely to debate and assess the amount and standing of the work-environment at work factors within the hotels. Therefore, this study was conducted with the key aim of assessing working environment at organization factors in Asian nation towns' hotels for the employees. The organizations that had taken steps to take care of correct staffing ratios had resulted in lower worker satisfaction levels, and lower overall performance levels.

### **Specific Objectives**

There were three (3) specific objectives of this study, and they were:

- To identify the personal factors of impacts on working environment in the hotels in Malaysia.
- To explore the workplace factors of impacts on working environment in the hotels in Malaysia.
- To assess the organizational factors of impacts on working environment in the hotels in Malaysia.

### **Significance of the Research**

It could be seen that there was still space for more research in this field, based on the discussion of the research issue. The significance of this study was to extend the current awareness of the hotel industry's effect on the working environment. It is safer, however to start with the overall work environment and then emphasize the physical work environment as in the report. It will analyze the physical work environment as well as the expertise of employees. The results from this research will be create a list of impacts that can affect hotel workers while allowing their organization to develop and expand. Research-based data will enable hotel managers to understand the major effect on the working environment and ensure the retention of long-term professional employees.

### **Research Gap**

Various studies had investigated the impacts that had contributed to working environment, but there is lack of information especially for the hotel sector. Therefore, the findings of the study might be useful to hotel managers in managing employees' working environment. A further understanding of the relationships between personal, organizational and workplace factors could help managers or organizations to ensure that they would be satisfied, committed, as well as able to reduce their stress levels. From the rational perspective, the findings of this study also relevant for the development between managers and employees in the hotel industry. There are insufficient research had been carried out on the topic that used hotels in the Asia region as samples. The main reason for choosing hotel industry as the research content was the rotating shift with different responsibilities and opportunity to meet and socialize with people representing a wide range of nationalities.

### **Research Questions**

The research issues marked in this study were:

- How does employee personal factors involve with impacts on working environment?
- How does workplace factors can give the employees' impacts on working environment?
- iii. How does organizational factors can influence the employees' impacts on working environment?

### **Problem Statement**

The research problem marked in this study were:

- Identifying and dealing employee personal factors with impacts on working environment.
- Explore the employee workplace factors with impacts on working environment.
- Employer get to solve how organizational factors influence the employees with impacts on working environment.

### **Research Focus**

The study will focus on employees in the hotel industry. This is the accommodation which provides guests with a place to stay overnight and operates in all countries. This study will find out how working environment gives an impact on employee performance and productivity.

### **Literature Review**

#### *Independent Variable*

The independent variable that had been chosen is the variable measured on the impact on working environment of employee in hotel industry and is believed to have a direct relationship with dependent variable.

### **Employee Stress**

It was one of the interactions between the situation and the individual. It is the psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation. Stressed employees are also more likely to be unhealthy, poorly motivated, less productive, and less safe at work, and their organizations are less likely to succeed in a competitive market. Employee job stress has

across three key dimensions: (a) overwhelming exhaustion that comes from feeling too much pressure at work, (b) feelings of cynicism and detachment from the job that come from the workers feeling less and less emotionally and cognitively attached to their work and their workplace, and (c) there is stress associated with the changing nature of interpersonal relationships, including those with managers, supervisors, and coworkers. Stress at workplaces is on rise which in its own turn results higher rate of absenteeism among employees, reduced productivity and overall, having negative impact on the efficiency of organizational performance. In other words, stress is a main factor that causes organizational inefficiency, absenteeism because of sickness, increased costs of health care and decreased job satisfaction.

### **Employee Burnout**

Employee burnout defined it as when a person becomes psychologically worn out and exhausted because of excessive work demands. Burnout occurs when employees experience the gradual loss of caring about the people they work with. Employee burnout could be a psychological downside, having three main dimensions: exhaustion and ineffectiveness. Distancing is such a direct response to fatigue that in burnout analysis, through a good range of structure and environments, a comprehensive relationship from exhaustion to skepticism is routinely found. Inefficacy in feeling exhausted or less motivated meant a decreased personal achievement. Employees were less involved with the organization, their enthusiasm turned into exhaustion, their involvement turned into acrimony, and their productivity became ineffective.

### **Employee Job Satisfaction**

Job satisfaction is an interaction between employees and their working environment by gauging the congruence between what employees want from their jobs and what employees feel they receive. Attitudes towards work are, in general, more influential than the objective characteristics of employees in explaining job satisfaction. Since work is an important factor of the lives of people and most people spend a large part of their working lives at work, it is necessary to understand the factors involved in job satisfaction to improve performance and efficiency for workers.

### **Dependent Variable**

The dependent variable is the impact on working environment of employee variable which is being evaluated and measured, and it reflects on the independent variable.

### **Working Environment**

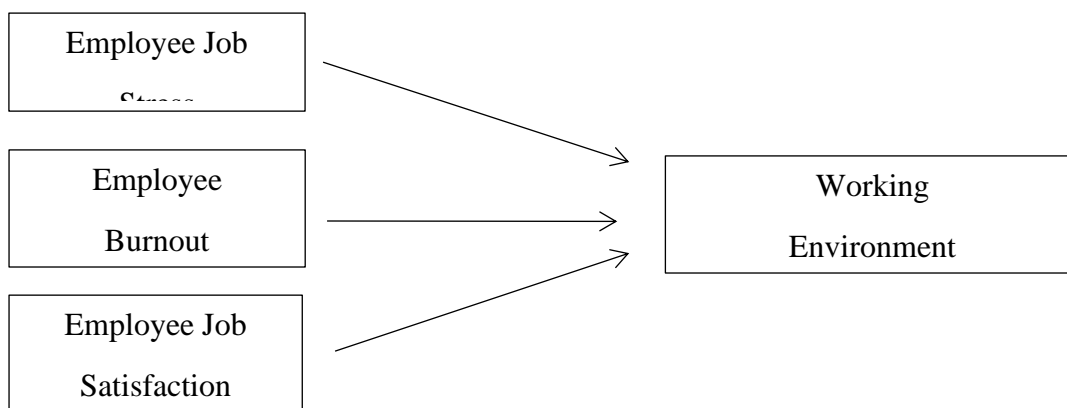
A good work environment is very important for the continued success in the hotel. In their work environment, the employees should feel comfortable, effective and safe. Providing such an environment encourages the employees to work to the best of their ability and be excited about coming to work, instead of dread it every day. To ensure that the employee are as satisfied and comfortable in their environment as possible, there are several things that can do. Encourage open communication and an exterior. Employers want the employees to know that they are care about their employees' well-being and productivity at work. Employees should always interested to discuss their thoughts and perspectives to make it easier for them. For employees who want to provide feedback anonymously, employers can also provide a suggestion box. In the working environment, employees will be much more

comfortable if they have the ambience they need. Make sure they have design beautifully that works for them smoothly, and that it is up-to-date regularly. Employees should also ensure that the employers appropriately train them so that they can work comfortably without running into issues.

**Theoretical Framework**

Table 2.3

Theoretical Framework



**Research Methodology**

*Introduction*

This chapter describes the ways that were used to gather the information relevant to the study. It contains the research style, population, sample size and sampling technique, sampling procedure and explains the strategy and procedures for knowledge collection, analysis and interpretation of the research findings.

**Research Design**

Research design refers to a plan that shows the research strategy considered appropriate for research. For this research, the quantitative research methodology was chosen and it was considered appropriate to respond to research questions. In quantitative research, the goal is to evaluate the relationship between one thing (the independent variable) and another the (dependent variable) in a population. Quantitative research designs are either descriptive (subjects typically once measured) or experimental (subjects measured before and after a treatment). Only organizations between variables are formed in a descriptive analysis. Descriptive research design was chosen because it has the advantage of generating a good number of responses from a wide variety of people. This style, too, provides a meaningful and realistic picture of events and attempts to clarify people's interpretation and behavior on the basis of the data collected. Design is that it helps to locate views when they are in their natural settings.

**Sampling Method**

In this study, a sample of 50 respondents were selected. It is a non random sampling method. There will be equal number of gender sample size. Non-random sampling methods were used in the collection of data in this study. To get the respondents to answer the questionnaires, a non-random sampling technique was adopted.

### Data Collection Method and Tools

Both primary and secondary data were used as data collection methods in this analysis. I collect data using primary data as a data collection tool is essentially an observation and questionnaire. Meanwhile, secondary data collected in this analysis by going through different documents such as books, journals, websites that for the purpose of gathering information related to the topic of the report. Therefore, to obtain appropriate and accurate information for this analysis, two major instruments were used. This involve open-ended questions and questionnaires. This research used methods to collect data, including observations and questionnaires.

### Data Analysis

In this analysis, data from the questionnaires answered was analyzed by descriptive statistics. Demographic variables were measured using the frequency and each object used to evaluate the variables was evaluated using the mean score and the standard deviation. Cronbach's Alpha was used to assess the reliability of both the independent and the dependent, and Pearson's Correlation was used to test the hypotheses. The software used for analysis of the findings was Statistical Package for Social Sciences (SPSS).

### Findings

#### *Frequency Analysis*

Item	Description	Frequency	Percentage
<b>Age</b>	18 - 25 years old	24	48.0
	26 - 35 years old	15	30.0
	36 - 45 years old	9	18.0
	46 - 55 years old	1	2.0
	More than 55 years old	1	2.0
<b>Gender</b>	Male	25	50.0
	Female	25	50.0
<b>Race</b>	Malay	28	56.0
	Chinese	12	24.0
	Indian	6	12.0
	Other	4	8.0
<b>Marital Status</b>	Single	34	68.0
	Married	16	32.0
<b>Education Level</b>	SPM	9	18.0
	Diploma	14	28.0
	Bachelor Degree	22	44.0
	Master/Doctorate	5	10.0
<b>Years of Experience</b>	Less than 1 year	19	38.0
	1 to 5 years	24	48.0
	6 to 10 years	5	10.0
	More than 10 years	2	4.0
<b>Job Title</b>	Management	14	28.0
	Supervisory	12	24.0
	Operational	24	48.0

**Reliability Analysis**

	Cronbach's Alpha	N of Item
Employee Job Stress	.957	10
Employee Burnout	.960	10
Employee Job Satisfaction	.958	10
Working Environment	.900	10

The above Table 4.2 shows that all the Cronbach alpha value is acceptable. For Employee Job Stress, construct reliabilities are found 0.957. For Employee Burnout, Cronbach's Alpha value is 0.960. For Employee Job Satisfaction reported Cronbach's Alpha value is 0.958. For Working Environment reported Cronbach's Alpha value is 0.900. Hence it can be said that as all the dependent and independent variables have higher than 0.7, the data can be considered as reliable.

**Correlation Analysis and Hypothesis Testing**

		WORK ENVIRONMENT	STRESS	BURNOUT	SATISFACTION
WORK ENVIRONMENT	Pearson Correlation	1	-.311*	-.288*	-.265
	Sig. (2-tailed)		.028	.043	.063
	N	50	50	50	50
STRESS	Pearson Correlation	-.311*	1	.921**	-.281*
	Sig. (2-tailed)	.028		.000	.048
	N	50	50	50	50
BURNOUT	Pearson Correlation	-.288*	.921**	1	-.387**
	Sig. (2-tailed)	.043	.000		.006
	N	50	50	50	50
SATISFACTION	Pearson Correlation	-.265	-.281*	-.387**	1
	Sig. (2-tailed)	.063	.048	.006	
	N	50	50	50	50

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**There is a Relationship between Working Environment and Employee Job Stress**

After carrying out the Pearson Correlation analysis, I find that the p-value to be 0.028. Since the p-value is less than 0.05, I reject the null hypothesis. Therefore, I report that there is



enough empirical evidence to show that there is a relationship between Working Environment and Employee Job Stress.

**There is a Relationship between Working Environment and Employee Burnout**

After carrying out the Pearson Correlation analysis, I find that the p-value to be 0.043. Since the p-value is less than 0.05, we reject the null hypothesis. Therefore, I report that there is enough empirical evidence to show that there is a relationship between Working Environment and Employee Burnout.

**There is a Relationship between Working Environment and Employee Job Satisfaction**

After carrying out the Pearson Correlation analysis, I find that the p-value to be 0.063. Since the p-value is greater than 0.05, I fail reject the null hypothesis. Therefore, I report that there is not enough empirical evidence to show that there is a relationship between Working Environment and Employee Job Satisfaction.

**Conclusion and Recommendations**

*Conclusions*

In inspiring employees to carry out their assigned work, the working environment plays a critical role. Money is not a sufficient motivator in promoting the impact in the organization needed in the competitive business environment of today. In today's competitive organizational settings, quality of working environment important aspects in retaining employees in hotel industry. In order to attract highly dedicated and loyal employees, hotel managers must insist on rewarding employees and ensuring a quality working environment. The equal job requirement, workload and good communication of the employers seem to be important to them. In addition, the employees are also the true representative of a hotel's service efficiency. At the end of the study, it was realized that the working environment of the employees had a huge effect on their productivity. It is also the duty of an organization to have a friendly working environment that will influence employees to work safely and perform their duties.



### **Recommendations**

Based on the results, the following are recommendations for better understanding. Constant discussions with employees to go forward with their feedback to management to serve as a motivation factors for employees. Managers should also be notified on their relationship with their employees. The organization should have a positive working environment wellness in place for its employees, as this can be a great motivating and sustaining factor. Management should attempt to develop as much as possible a work environment that attracts, maintains and motivates its employees so that they can operate efficiently and increase the effectiveness of the organization. Employers can make flexible and functional design accessible to all employees in order to make them more comfortable. This keep employees healthy in the long run. Employers should have a good working environment in place for their employees in order to improve their morale and make them more effective. An example of this is that their employee benefits are developed specifically satisfied. Management should find ways and means to communicate its mission and vision to its employees in order to accomplish what the organization is committed to its mission and vision.

### **Theoretical and Contextual Contribution**

This research makes a significant theoretical contribution to the existing body of literature by providing a nuanced understanding of the dynamic interplay between the working environment and employee satisfaction within the hotel industry. By applying established theories of organizational behavior, such as Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory, this study enhances the conceptual framework surrounding employee motivation. It identifies specific environmental factors—ranging from physical workspace design, such as layout and ergonomics, to organizational culture aspects, including management practices and communication styles—that directly influence employee morale and productivity.

Moreover, this research contextualizes these theoretical insights within the unique operational challenges faced by the hotel industry, where employee engagement is crucial due to high turnover rates and the need for exceptional service delivery. The findings underscore the importance of creating an employee-centric workplace that not only meets the basic needs of hotel staff but also fosters a sense of belonging and professional growth. By integrating both theoretical perspectives and contextual realities, this research provides a comprehensive framework that can guide future investigations into employee satisfaction across various service-oriented sectors.

Furthermore, the practical implications of this study are significant for hotel management and human resource practitioners. It emphasizes the necessity of a holistic approach to workplace design and organizational policies that prioritize employee well-being. By doing so, hotel managers can enhance operational efficiency, reduce turnover, and ultimately improve guest satisfaction, which is pivotal in a highly competitive industry. The dual focus on both theoretical advancements and practical applications ensures that this research not only enriches academic discourse but also serves as a valuable resource for industry stakeholders aiming to implement effective strategies for improving employee engagement and retention in the hotel sector.

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