

A STUDY ON WORK LIFE BALANCE OF FOOD AND BEVERAGE SERVICE [F/B (S)] EMPLOYEES AT HOTEL INDUSTRY IN SALEM CITY

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ABSTRACT

This study explores hotel employee's food and beverage service [f/b (s)] on work life balance issues. In-depth interviews and self-administered questionnaires were used to collect the data. Factor analysis discovered five factors they are work for maximum of 9 hours per day, one hour for lunch to having, more challenges opportunities in my work, good relationship in the work place, quality of work increase with right work life balance. The determinates perceived by using personnel to achieve higher work lifestyles stability in the dynamic hotel environment. Such a one size suits all approach to the layout and development of work life stability projects is not simplest pricey however likely to be ineffective in terms of assembly the real needs of various classes of personnel. Particular implication for organizations they wish to foster a culture which values work life balance across all career stages for all their employees.

Key words: Work life balance, Food and beverages, Employees, Hotel Industry.

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INTRODUCTION

Work life stability is an idea that has been conceived in numerous methods. However, the principle idea comes from regions achievement and amusement both of which seem to be quite simple. Going by the above one can define work life balance is a phenomenon when satisfaction and good functioning at work and home with a minimum of role conflict one of the major challenges of working in the hotel industry is coping with work timing and shifts. This is particularly highlighted as the core business is more during holidays and festivals when most people venture out to enjoy. For hospitality service professional those times are the busiest and it will become not possible for them to avail any go away or offs during this period. This evidently creates a piece life stability and family struggle as expectations on the home the front is disregarded. In the existing state of affairs, a full-size majority of people appear to be working These experience have been correlated directly and indirectly to the first-class of labor. Therefore, the incompatibility between the demands from the work and non-paintings domain give rise to war and therefore human beings enjoy a loss of paintings lifestyles balance. There is confirmation at the fact that people entering the work force today are laying emphasis on the importance of work life balance more than them predecessors.

FACTOR AFFECTING HOTEL EMPLOYEES:

Quality of the interpersonal interaction between customer and hospitality employees plays a critical role in customer satisfaction both the concepts of emotion in the workplace and service orientation toward customers have attracted a great deal interest in the hospitality industry. We have two concept have strong theoretical relevance to one another research about emotional factor affect employee service oriented commitments is lacking this Have a look at investigated the jobs and in comparison the outcomes of emotional determinants that have an effect on carrier orientation of hotel supervisor and live employees. Sense of feat have superb consequences. Whereas depersonalization has a terrible effect on service orientation this examine also indicated that for line employees display rule notion and depersonalization have greater influence on predicting carrier orientation then for managers. Whereas depersonalization has no effect on carrier orientation for managers. Emotional exhaustion had no significant effect on service orientation.

OBJECTIVES

1. To examine hotel employee's perception over work life balance issues.
2. To investigate any underlying dimensions influencing hotel employees in facing the work life balance dilemma.
3. To investigate which factors affect overall perception of work life balance.
4. To make suggestions to hotel management on devising policies on Work life balance.

STATEMENT OF THE PROBLEM:

The problem in the research topic is analyzed as the food and beverage service [f/b (s)] employees in the hotel industry. this is the only industry in the worlds which has to rely on the human being for its functioning. If we take service department in the hotel from the role of manpower cannot be neglected or minimized.to be precisely the mood and the personal feeling and problems in private life of an employee has a considerable impact on the daily performance of the employee. But recently for the last two decades the service department which loses its employees. If we take the example of the service, it takes normally to train a new employee to learn and vitalize the proper service of a particular hotel menu card. During this period of learning his productivity is much less. the rest of the staff has to teach him, cover his jobs till he become experienced. When this person is suitable and adaptable to the hotel service department part of that he leaving the service to join a new hotel. The study is made to find out the reasons for this problem.

RESEARCH METHODOLOGY:

The methodology applied in analytical in nature. It analysis the work life balance of food and beverage service F/B (S) employees in Salem district. The research based on data collected from both primary and secondary sources. Primary data collected from 100 work life balance of food and beverage service based employees by hotel industry Questionnaire. A primary data collected with the official of hotel industries. Secondary data will be collected from the reputed journals, magazines, newspapers and annual report of hotel industries also collected from websites.

SAMPLING:

A sampling frame will be based the preliminary study conducted for the research. The size of the sample selected for the study will be 100.

TOOLS OF DATA COLLECTION:

The major tool of data collection will be structured questionnaire and its used to explain data as the work life balance of food and beverage service F/B(S) employees conducted during the study.

DATA ANALYSIS AND INTERPRETATION:

The collected from them respondents will be analyzed by using appropriate statistical tools like percentage analysis, chi-square used for the purpose of study.

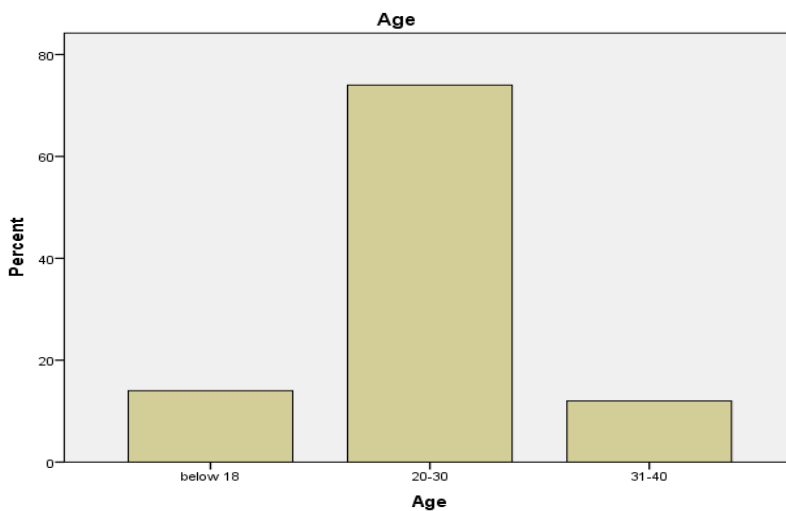
Table No:1 Frequency and percentage regarding the profile of respondent

PARTICULARS	RESPONDENTS	PERCENTAGE
Age in years	Below 18	14.0
	20-30	74.0
	31-40	12.0
Marital status	Married	38.0
	Unmarried	62.0
Education	Diploma	20.4
	UG	57.1
	PG	14.3
	Others	8.2
Experience	0-2	30.0
	5-10	62.0
	11-15	8.0
Salary	Below 7000	26.0
	10000-15000	50.0

	16000-20000	20.0
	Above 20000	4.0
Working shift	First Shift	42.0
	Second Shift	26.0
	Night Shift	16.0
	Others	16.0
More pressure	Have Pressure	36.0
	Work Evenly Distributed	62.0
	Others	2.0
Feel happy	Social Colleagues	20.0
	Having a Mentor	42.0
	Good Training Program	14.0
	Good Salary Package	24.0
Total		100.00

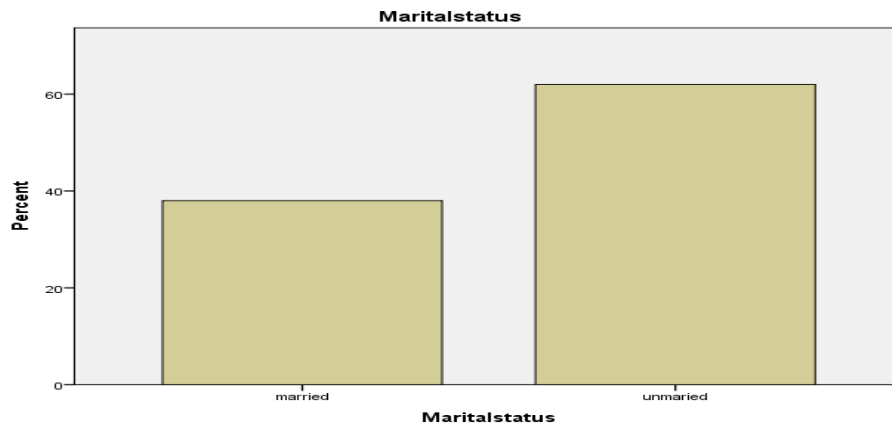
The table shows that distribution of profile of the respondents observed over the factor of age (in year) marital status, education, experience, salary, working shift, more pressure, feel happy

Fig 1. A. Age wise classification of respondents



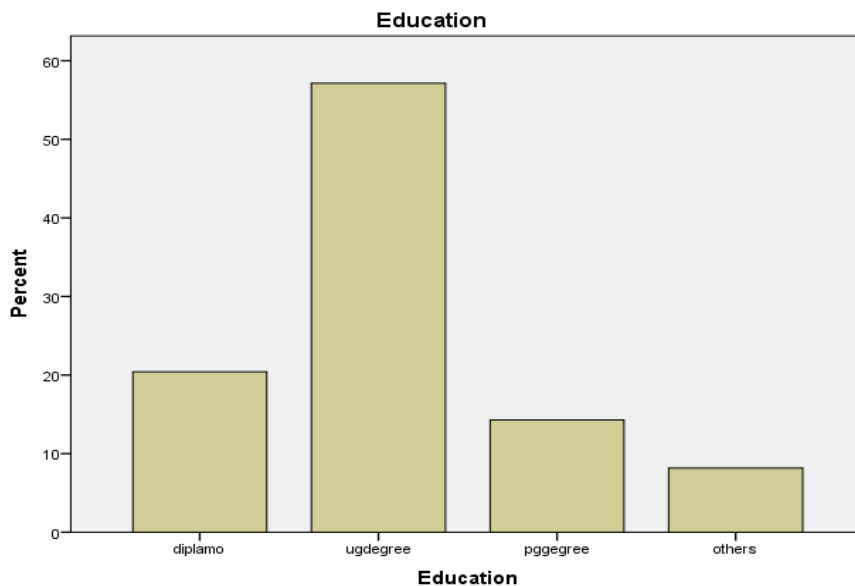
Regarding the age distribution shows that 14.0% sample of respondents were in the group of below 18 years, 74.0% were 20-30 years and 12.0% were 31-40 years. Thus it can be interpreted that highest percentage of age group is 20-30 years.

Fig 2. B. Marital Status Wise Classification of Respondents



Regarding the marital status the distribution shows that 38.0% of the respondents are married and 62.0% of the unmarried. Thus it can be interpreted that highest percentage of respondents are married.

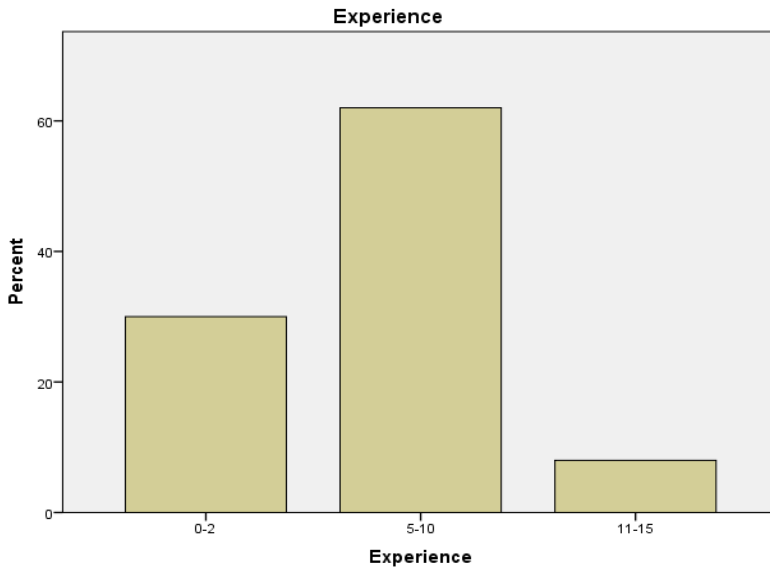
Fig 3. C. Education Qualification Wise Classification of Respondents



Regarding the educational qualification, the distribution shows that 20.4% of the respondent's educational qualification is diploma 57.1% of the respondents are under graduate level, 14.3% of

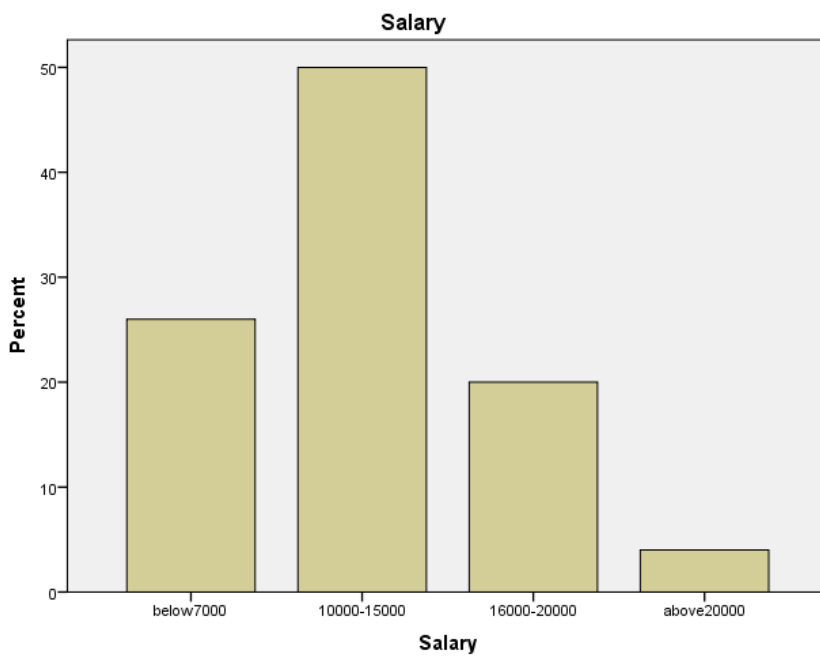
the postgraduate level of the respondents are others and 8.2% of the respondents. Thus it can be interpreted that highest percentage of education qualification is under graduate level.

Fig 4. D. Experience Wise Classification of Respondents



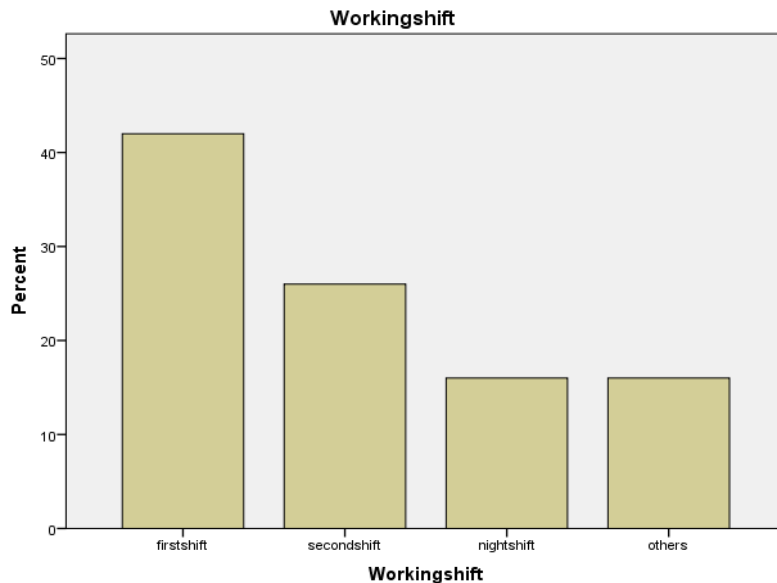
Regarding the experience, the distribution shows that 30.0% of the respondents are 0-2 years of respondents are, 62.0% shows that 5-10 years of respondents are 8.0% thus it can be interpreted that highest percentage of respondents are 5-10 years.

Fig 5. E. Salary Wise Classification of Respondents



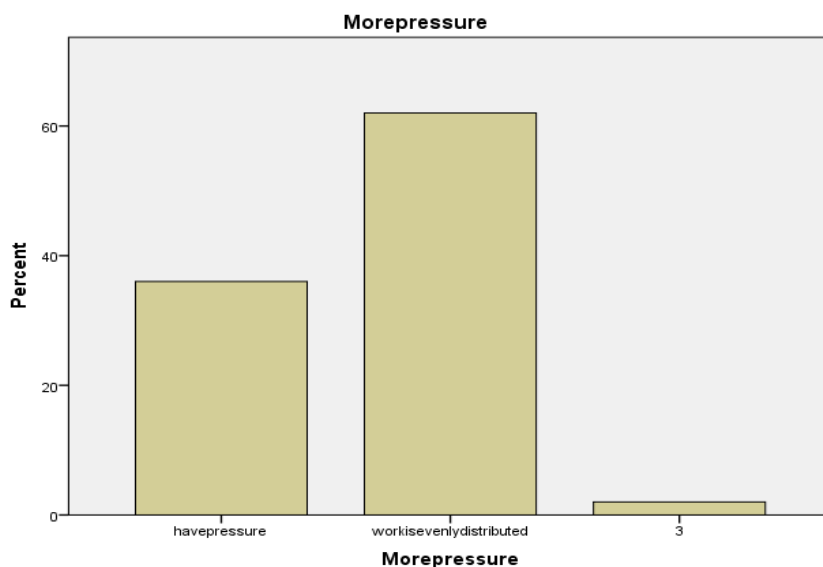
Regarding the salary, the distribution shows that 26.0% of the respondents were in the 10,000-15,000 salary range, 50.0% were in the 16,000-20,000 salary range and 20.0% of the respondents are above 20,000 salaries, 4.0% of the respondents that highest percentage of salary is 10,000-15,000.

Fig 6. F. Working Shift Wise Classification of Respondents



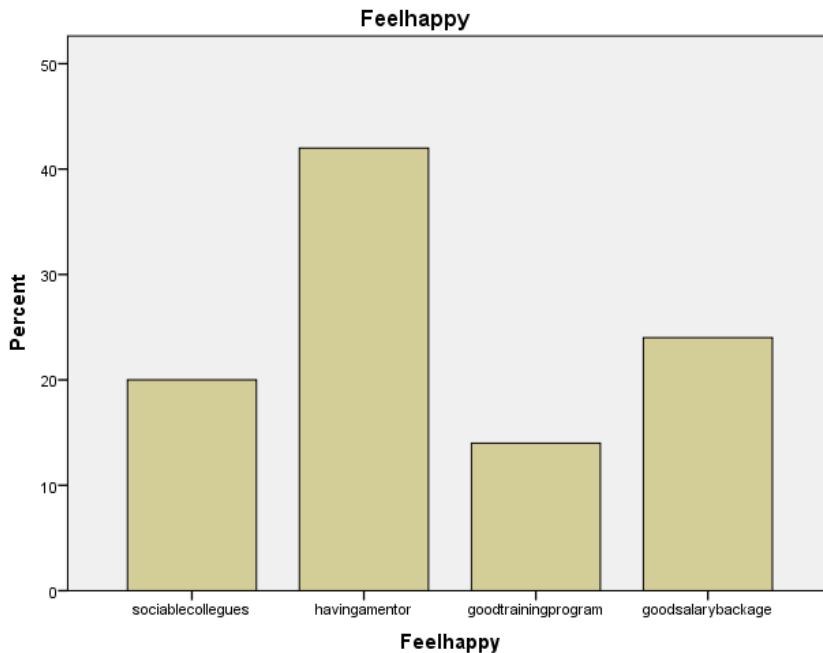
Shift wise distribution of the respondents reveals that highest percentage 42.0% of them were first shift, 22.0% of them are second shift, 16.0% of them are respondents of night shift 16.0% of others. It wise distribution of the respondents of the respondents reveals that most of the respondents under this study first shift employees.

Fig 7. G. Morepressure Wise Classification of Respondents



Pressure wise distribution of the respondent 36.0% of the respondents have pressure. 62.0% of the respondent work evenly distributed

Fig 8. H. Feelhappy wise classification of respondents



Regarding the feel happy levels that highest percentage 42.0% of the respondents having a mentor, 20.0% of the social colleagues, 14.0% of the respondents are good training program, 24.0% of the respondents it shows that respondents of under the study were between the good salary package.

CHI SQUARE ANALYSIS

The association between dependent variables (age and experience, education and salary)

Table No: 2

Age * Experience Cross tabulation

Particulars	Experience			Total
	0-2	5-10	11-15	
below 18	8	6	0	14
Age 20-30	22	48	4	74
31-40	0	8	4	12
Total	30	62	8	100

Result of Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.377 ^a	4	.001
No. of Valid Cases	100		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is .96.

Table No: 3**Education * Salary Cross tabulation**

Particulars	Salary				Total
	below7000	10000-15000	16000-20000	above20000	
diploma	6	8	6	0	20
UG	16	24	14	2	56
PG	0	12	0	2	14
Others	4	4	0	0	8
Total	26	48	20	4	98

Result of Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.891 ^a	9	.013
No. of Valid Cases	98		

a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .33.

CONCLUSION

Finally, the study concludes that the employees work life balance feel happy on the environment in the work place. Life work fit is worker's perception that the job is balanced with home life they feel safe doing the work and home duties. The study indicates the reason there is need for establishing and maintaining a family-supportive work environment in the city hotels.

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