

FACTORS AFFECTING THE QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRIES: WITH SPECIAL REFERENCE TO TRIDENT

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

SELVA SURYA. S

Register No. 39410192



SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119**

April - 2021



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of SELVA SURYA. S 39410192 who have done the project work entitled FACTORS AFFECTING THE QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRIES: WITH SPECIAL REFERENCE TO TRIDENT under my supervision from December 2020 to March 2021.

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Internal Guide

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Submitted for Viva voce Examination held on _____.

Internal Examiner

External

Examiner

DECLARATION

I **SELVA SURYA. S 39410192** hereby declare that the Project Report entitled FACTORS AFFECTING THE QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRIES: WITH SPECIAL REFERENCE TO TRIDENT done by me under the guidance of Dr. N. KUMAR, MA, MPhil, PhD, MBA at Factors Affecting the quality of work life of employees in Hotel industries: with Special reference to Trident is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

TRIDENT HOTELS



1, 24, Grand Southern Trunk Rd, Kannan Colony,
Meenambakkam, Chennai, Tamil Nadu 600027

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Selvasurya. S (Reg.No:39410192)** has done his project
**“Factors Affecting the Quality of Work Life of Employees in Hotel
Industries: with Special Reference to Trident”** in **Trident Hotels** from
08/01/2021 to 15/03/2021.

For Trident Hotels.

Authorized Signatory

T. Arun

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ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. Palani A.**, Head, School of Business Administration for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide Dr. N. KUMAR, MA, M.Phil, PhD, MBA for her valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the School of Business Administration who were helpful in many ways for the completion of the project.

SELVA SURYA. S

ABSTRACT

Quality of work life is said to be a critical concept which is having a lot of importance in an employee's life. It is said to indicate that a proper balance will be there both in work and personal life which also ensures organizational productivity and employee's job satisfaction. This research study attempted to find out the factors that have an impact and significant influence on the quality of work life of employees in Trident, Chennai. To begin with, the factors were identified through literature review and the current context of Trident, Chennai. Seven factors were found and quantitative research was done. After developing a questionnaire, a survey was conducted among 120 employees. The outcome of the research is that six out of seven factors (workload, family life, transportation, compensation policy and benefits, working environment, working condition, and career growth) have a significant influence on the quality of work life. The study concluded that an appropriate organizational culture, compensation policy, career growth, and relative facilities can lead to a satisfied employee mindset which ensures overall organizational productivity.

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CHAPTER 1

1.1 INTRODUCTION

In the current scenario every organization expects their employees to perform at their peak potential. Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study. In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the workplace. It is very important for an organization to create a very conducive working environment for employees. This study is needed to ensure that all employees are performing at their peak potential, free from stress and strain, and to ensure all their needs are fully satisfied. This study will be used as feedback from employees to know their current perspective of workplace and also to identify the areas of improvement for the organization. Thus the researcher conducted a study on quality of work life in Trident Chennai

1.2 INDUSTRYPROFILE

The hospitality industry is a broad category of fields within service industry that includes lodging, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry. The hospitality industry is a multibillion-dollar industry that depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or an amusement park consists of multiple groups such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.). Usage rate, or its inverse "vacancy rate", is an important variable for the hospitality industry. Just as a factory owner would wish a productive asset to be in use as much as possible (as opposed to having to pay fixed costs while the factory is not producing), so do restaurants, hotels, and theme parks seek to maximize the number of customers they "process" in all sectors. This led to formation of services with the aim to increase usage

rate provided by hotel consolidators. Information about required or offered products are brokered on business networks used by vendors as well as purchasers. In looking at various industries, "barriers to entry" by new comers and competitive advantages between current players are very important. Among other things, hospitality industry players find advantage in old classics (location), initial and ongoing investment support (reflected in the material upkeep of facilities and the luxuries located therein), and particular themes adopted by the marketing arm of the organization in question (for example at theme restaurants). Also very important are the characteristics of the personnel working in direct contact with the customers. The authenticity, professionalism, and actual concern for the happiness and well-being of the customers that is communicated by successful organizations is a clear competitive advantage. This has become so because of the growing importance of the Service Sector—Hotel Industry being apart of it. Even the latest steps taken by the Government for this sector are motivating the development of this sector especially the Hotel Industry—a part of Tourism Industry. This is discussed through the following chapters. A search in the Service Industry and that too in the fast growing Hotel Industry, seems to be the topic for research. It also seems to the researcher that this topic, since it is contributing a lot to the economy at large, should be of vital importance. Further more on account of the complexities involved in the preparing and offering of these services of a hotel industry, this area has to be researched upon. Therefore the topic of Services Marketing with special reference to the Hotel Industry was researched upon. These groups offer world class services but if they are able to apply marketing concepts and principles, it is no doubt that they can become market leaders in the true sense. In the Indian context, it is not only sufficient that we concentrate on classified hotels, but also we should attempt to improve the managerial proficiency of unclassified hotels as well, as all the tourists or travelers are noting position afford the high pricing strategy of world class groups. Each and every source of gaining foreign exchange should be tapped. It is not only the price factor which is an important decision making factor, but there seem to be a host of other factors responsible as well. Furthermore, It seems to be pertinent that not only the owners but the employees as well as the customers should be involved in deciding upon the —offering. Thus making the marketing aspect not only important but complicated as well. It also would be pertinent here that the nature of the marketing of hotel products as

services, calls for a detailed research upon this area. Further, the fact that not only the customers but the employees are also to be involved in the process of deciding and later on delivery of the services, it makes it necessary to study this topic. To summarize, in order to be able to deliver the service product, that too the augmented product, by involving the concerned parties, makes it important to study the need, the method and the degree of involvement of these parties into the entire process. Thus, this endeavor to research upon the intricacies of the services marketing in the hotel industry.

History of Hotel Industry

The hotel industry is a mature industry marked by intense competition. Market share increases typically comes at a competitor's expense. Industry-wide, most growth occurs in the international, rather than the domestic, arena. Common hotel classifications are as follows:

Target Markets

Commercial Hotels cater mainly to business clients and usually offer room service, coffee- shop, dining room, cocktail lounge, laundry and valet service as well as access to computers and fax services. Airport Hotels are located near airports and are conveniently located to provide any level of service from just a clean room service and they may provide bus or limousine service to the air lines. Conference centers are designed to specifically provide meeting space for groups; they provide all services and equipment necessary to handle conventions. Economy Hotels provide a limited service and are known for clean rooms at low prices meeting just the basic needs of travelers. Suite or All-Suite Hotels are hotels which offer spacious layout and design. Business people like these things which provide space to work and entertain separate from the bedroom. Residential Hotels used to be very popular. The typical residential hotel offers long term accommodations. Casino Hotels are often quite luxurious. Their main purpose is in support of the gambling operation. Casino hotels often offer top name entertainment and excellent restaurants.

Resort Hotels are the planned destination of guests, usually vacationers. This is because resorts are located at the ocean or in the mountains away from inner cities.

Resort hotels may offer any form of entertainment to keep their guests happy and busy. Business Hotels: These hotels are the largest group of hotel types and they primarily cater to business travelers and usually located in downtown or business districts. Although Business hotels primarily serve business travelers, many tour groups, individual tourists and small conference groups find these hotels attractive. Guest amenities at business hotels may include complimentary newspapers, morning coffee; free local telephone calls, Breakfast etc.

Extended Stay Hotels:

Extended stay hotels is somewhat similar to the suite hotels, but usually offers kitchen amenities in the room. These kinds of hotels are for long stayers who want to stay more than a week and do not want to spend on hotel facilities. Conference and Convention Centre's: These type of hotels focus on meeting and conferences and overnight accommodation for meeting attendees. They also provide video conferencing facility, audiovisual equipment, business services, flexible seating arrangements, flipchart etc. These hotels mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centre, spas etc. Serviced Apartments: Serviced Apartment/Residential hotels provide long-term or permanent accommodation for Guest. Usually guest make sale as agreement with the hotel for minimum of one month up to a year. Rooms generally include living room, bedroom, kitchen, private balcony, washing machines, kitchen utensils etc. Unlike normal hotels Serviced apartment only provide weekly one house keeping service.

Levels Of service

World class service: These are also called luxury / Five Star hotels; they target top business executives, entertainment celebrities, high-ranking political figures, and wealthy clientele as their primary markets. They provide upscale restaurants and lounges, Valet, concierge services and also private dining facilities. Mid-Range Service: Hotels offering mid-range or otherwise 3 to 4 star hotels service appeal the largest segment of the travelling public. This kind of hotels does not provide elaborate service and have a adequate staffing. They also provide uniformed service, food and beverage room service, in room entertainment's and also Wi-Fi etc.

Budget / Limited Service:

These hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests. Budget hotels appeal primarily to budget minded travelers who wants a room with minimum services and amenities required for comfortable stay, without unnecessary paying additional cost for costly services. Ownership and Affiliations

Independent / Single Owner Hotels:

They do not have identifiable ownership or management affiliation with other properties. Example for the same would be family owned and operated hotel that is not following any corporate policies or procedures. Chain hotels: Hotels which are part of a hotel chain and these kind of ownership usually imposes certain minimum standards, rules, policies and procedures to restrict affiliate activities. In general the more centralized the organization the stronger the control over the individual property.

Size - Or number of rooms

Under 200rooms

200 to 399rooms

400 to 700 rooms

more than 700rooms

The above categories enable hotels of similar size to compare operating procedures and statistical results.

1.3 COMPANY PROFILE

The Oberoi Group, founded in 1934, operates 30 hotels and three cruisers in five countries under the luxury 'Oberoi' and five-star 'Trident' brands. The Group is also engaged in flight catering, airport restaurants, travel and tour service, car rentals, project management and corporate air charters. 'Oberoi Hotels & Resorts' is synonymous the world over for providing the right blend of service, luxury and quiet efficiency. Internationally recognized for all-round excellence and unparalleled levels of service, 'Oberoi Hotels & Resorts' has received innumerable awards and accolades.

A distinctive feature of The Group's hotels is their highly motivated and well-trained staff that provides the kind of attentive, personalized and warm service that is rare today. The

Group's new luxury hotels have established a reputation for redefining the paradigm of luxury and excellence in service amongst leisure hotels around the world. Trident hotels are five-star hotels that have established a reputation for excellence and are acknowledged for offering quality and value. These hotels combine state of the art facilities with dependable service in a caring environment, making them the ideal choice for business and leisure travelers. The Oberoi Group opened its first Trident hotel in Chennai in 1988. Presently there are ten Trident hotels in India located in Mumbai (Nariman Point and BandraKurla), Gurgaon (Delhi National Capital Region), Chennai, Bhubaneswar, Cochin, Hyderabad, Agra, Jaipur and Udaipur. The Oberoi Group also operates a Trident hotel in the Saudi Arabian city of Jeddah. The last decade has witnessed the debut of new luxury Oberoi leisure hotels in India and abroad. In India, these hotels include The Oberoi Rajvilas, Jaipur; The Oberoi Amarvilas, Agra; Wildflower Hall, Shimla in the Himalayas; The Oberoi Vanyavilas, Ranthambhore; The Oberoi Cecil, Shimla and The Oberoi Udaivilas, Udaipur. Overseas, the hotels include The Oberoi, Lombok in Indonesia, The Oberoi, Mauritius, The Oberoi, Sahl Hasheesh in Egypt and The Oberoi, Dubai. The Oberoi Zahra, Luxury Nile Cruiser, Egypt was launched in 2007. The Group's commitment to excellence, attention to detail and personalized service has ensured a loyal list of guests and accolades in the worldwide hospitality industry. Recognizing the importance of quality training in hospitality management, The Oberoi Group established The Oberoi Centre of Learning and Development in New Delhi in 1966. Today, this institution is considered amongst the best in Asia with approximately 100 students graduating each year. The Group is committed to employing the best environmental and ecological practices in technology, equipment and operational processes. The Oberoi Group also supports philanthropic activities that range from education to assistance for the mentally and physically challenged. The Group is also a keen contributor to the conservation of nature and of cultural heritage.

CORPORATE INFORMATION

Company Name	EIH Limited
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Primary Brands	Oberoi Hotels and Resorts Trident Hotels
Associate	Oberoi Flight Services
Businesses	Oberoi Airport Services Oberoi Aviation EIH Printing Press
	Mercury Car Rentals Limited
Corporate Office	7, Sham Nath Marg Delhi – 110054
Telephone Number	+91 (11) 23890505
Registered Office	Four Mangoe Lane Kolkata – 700 001
Learning Centre	Oberoi Centre of Learning and Development (OCLD) 7, Sham Nath Marg, Delhi – 110 054

TRIDENT, CHENNAI

Trident, Chennai is a five-star hotel located on GST Road at Meenambakkam, Chennai, India, directly across GST Road from the Chennai International Airport, about 20 minutes from the Chennai city centre.

Managed by the Oberoi Group of Hotels, the hotel is built on 5 acres (2.0ha) of land and is the first airport hotel of the city. It is also the registered office of the EIH Associated Hotels Limited

Date of Opening: 1987

Distance from Domestic airport: 3 kms

Distance from International airport: 3 kms

Chennai, formerly known as Madras, is the capital city of Tamil Nadu, the southernmost state of India. Located off the Bay of Bengal, it was one of the first outposts of the British East India Company and still has many remnants of its colonial past. Chennai offers an eclectic mix of sandy beaches, heritage buildings and is a modern, vibrant centre for commerce and industry.

An oasis of warmth and soothing environs, Trident, Chennai welcomes its guests with its elegant, low-rise design spread over five lush acres of verdant gardens. Located conveniently close to the airport and the new business districts of the city of Oragadam, Mahindra World City, Maraimalai Nagar and Guindy, the hotel is only a 10 minute drive from the Chennai Trade Centre. With 156 rooms and 11 suites, the décor is distinctly modern with some delightful touches of local paintings and elegant furniture. Naturally lit and well appointed, our rooms offer all the convenient amenities like an LCD television, a personal bar and an in-room safe. Guests travelling on business can benefit from the convenience of a writing desk along with wired and wireless high speed Internet access. The en suite bathrooms feature luxurious amenities by Kama.

The hotel has a range of wellness and recreation facilities. A fully equipped gym, with state of the art machines and a world class Spa (Trident Spa) with restful therapies overlooking the swimming pool, add a special dimension to the hotel.

The restaurants offer a choice of the best local fare as well as international cuisine.

The hotel has two restaurants – Cinnamon, the all-day dining, and Samudra where authentic ingredients and traditional methods of cooking combine to give our guests a culinary tour of coastal India. The Arcot Bar has an extensive menu of premium spirits or wines. A light snack menu and premium teas and coffees are also on offer. Trident Chennai offers the most sophisticated and advanced facilities for business meetings, conferences and parties, as well as for corporate retreats. Elegant décor, international cuisine, attentive service and meticulous attention to detail, make this a perfect venue, and in more ways than one, a hotel for the new millennium.

Rooms & Suites

Total Saleable Rooms: 167

Check-in time: 1400 hrs

Check-out time: 1200 hrs

All rooms are equipped with the following features:

- Wired and Wireless Internet access
- Direct dial telephones Personal bar
- Tea and coffeemaker
- 24-hour room service
- LCD television
- Electronic safe
- Hairdryer

DELUXE ROOMS

Measuring 280 square feet, our Deluxe Rooms are elegantly appointed and well-lit. Designed keeping in mind our guest's comfort and convenience, each room features modern amenities such as high speed Internet, personal brand 24-hour in-room dining. Complimentary two-way airport transfers are also included for guests when they stay in our Deluxe Rooms. These rooms are located on the 1st & 2nd floor.

DELUXE GARDEN VIEW ROOMS

The elegantly appointed Deluxe Garden View rooms measure 280 square feet and overlook the landscaped gardens. Thoughtful amenities like a comfortable lounge chair by the window, fresh fruits and bath amenities by Kama are just some the touches to ensure our guests have a comfortable stay with us. Guests can also avail of complimentary two-way airport transfers, when they stay in these rooms.

TRIDENT CLUB ROOMS

Our Trident Club Rooms have been designed keeping in mind the importance of time and efficient service for our guests travelling on business. The exclusive Club reception offers express check-in and check-out facilities. Guests also enjoy 1 hour complimentary internet and exclusive access to the Club Lounge, which offers a buffet breakfast, high- tea and complimentary cocktail hours from 18:00–20.30 hours. Guests can also avail of complimentary two-way airport transfers, when they stay in these rooms. Trident Club Lounge as well as the rooms is located on the 3rdfloor.

JUNIOR SUITES

Spread over 550 square feet, the suites feature a separate living and bed room area. Each suite is well-equipped with high speed Internet, LCD television and a personal bar, and also delightful details like the down pillows, fluffy towels, comfortable beds and bath amenities. Guests can also avail of complimentary two-way airport transfers. Guests also have access to club lounge.

EXECUTIVE SUITES

Each suite features a separate bedroom and living area, high speed Internet and an extensive in room dining menu. These remedies of the garden complemented by elegant decor.

PRESIDENTIAL SUITE

Spread over 800 square feet and overlooking our lush gardens and the swimming pool, the suite is elegant and spacious. With a separate bedroom, dining area and a living room, the suite is designed to provide utmost comfort, with a distinct Trident touch. Fresh flowers, coffee table books and local artifacts dot the contemporary décor. Guests

have exclusive access to the Trident Club Lounge, which offers breakfast, high tea and complimentary cocktail hours. Trident also takes care of airport transfers for guests, with our compliments.

Located alongside the gardens, the spa induces a sense of tranquility and rejuvenation. Our menu has a range of holistic treatments and beauty rituals, inspired from traditional Ayurveda to Aromatherapy and Western techniques. Guests can also choose from a variety of body scrubs, facials and pedicures. Each of our spa suites features an aromatic steam bath to enhance the treatment benefits. Thick terry bathrobes, fluffy towels, fresh and fragrant bath amenities and delicious herbal teas, all add to a blissful and luxurious spa.

Trident Spa

Spa treatments offer

- Body Massages like Trident Signature Massage, Balinese Massage, and Thai Massage.
- Body Scrubs like coconut sugar scrub and papayaenzy me body development Spa Programs offer holistic spa experience in luxury of Spa suites
- Tranquil Touch
- Trident Executive Program
- Customized Spa journey

Ayurveda is a holistic system of healing which evolved among the sages of ancient India over 5000 years ago.

This ancient science focuses on establishing and maintaining the balance of energies within us, promoting harmony between the individual and nature.

Ayurvedic treatments offer

- Ayurveda massage
- Chakra head, neck and shoulder therapy

- Padabhyanga

A fully equipped gymnasium overlooking the swimming pool helps to energize with state-of-the-art fitness equipment. It is operational 24 hours.

Dining Options – Restaurants & Bar

CINNAMON – ALL DAY DINNER

Cinnamon is an exotic spice of Indian origin, which has made it sway to most international cuisine. The All Day Dining Restaurant takes its name from this warm classy spice known for its rich flavor and aroma that makes a difference to those who experience it. Cinnamon represents all that is local yet international, natural yet stylish, open yet cozy, light yet warm and lingering memory long after the day is gone.

At Cinnamon, serves Asian, Continental and Indian cuisine. For Japanese guests, they serve sushi and they can also organize Japanese breakfast for them. The restaurant not only offers a world class wood fired oven for Mediterranean fare and a contemporary Tan door but also a wide range of both classical and new world wines.

SAMUDRA

Cruise along India's vast coastline at the award winning Samudra, our Indian coastal restaurant. Guests can sample the fresh catch of the day as our chefs prepare a menu featuring the finest coastal delicacies like Do I Maach from Bengal, Meen Polli Charthu from Kerala, or Chettinad Spiced Crab Cakes from Tamil Nadu. Every dish is a flavorful journey, will complete with our signature hospitality, contemporary décor, and intimate setting.

ARCOT BAR

Arcot – the name denotes a locality in Vellore in Tamil nadu and was a Muslim kingdom in the 16th century.

Located at the lobby level, Arcot Bar is an ideal venue to relax. Guests can choose from our extensive menu of premium spirits or wines, or our bartenders can create something

new as per guests' wish. A light snack menu and premium teas and coffees are also on offer.

Meetings and Conferences

Trident have three meeting rooms– Trident Meeting Room I ,II and III two banquet halls- A Lapland Chettinad. Alaap can be further partitioned to AlaapI and II for smaller events.

With three elegant meeting rooms, Trident Meetings offers inspiring spaces and unparalleled service for all business meetings. The rooms are well-equipped to support the most technologically demanding presentations, with advanced audio-visual capabilities.

The rooms can accommodate from 6 to 15 guests. For additional support, web-enabled computer workstations and our experienced staff are at hand for any urgent meeting needs.

The following services and facilities are available at Trident Meetings:

- Business centre operational 24hours
- Audio-visual equipment
- Secretarial services
- Cordless speaker telephone
- Data ports Electrical points for laptops
- Remote controlled drop down overhead projector and screen
- Wired and wireless Internet access

The following facilities are available on request:

- Poly com Audio Conferencing System
- Video Conferencing System.

1.4 Need for study

In the current scenario every organization expects their employees to perform at their peak potential. Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contribute to better employee performance. It is these aspects that form the basis for this study. In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the workplace. It is very important for an organization to create a very conducive working environment for employees. This study is needed to ensure that all employees are performing at their peak potential, free from stress and strain, and to ensure all their needs are fully satisfied. This study will be used as feedback from employees to know their current perspective of workplace and also to identify the areas of improvement for the organization. Thus the researcher conducted a study on quality of work life in Trident Chennai

1.5 Scope and significance of the study

The researcher conducted the study in Hotel Trident Chennai, the sample size of research is 100. The study covers the following Job and its components, Reward and recognition, Good working environment, Good career prospects, Good pay package and benefits and measures for improving the quality of work life.

1.6 Objectives of the study

Primary Objective:

- To study on the Factors Affecting the quality of work life in Trident Chennai

Secondary Objective:

- To know whether reward and recognition leads to Quality of work life.
- To know whether good working environment leads to Quality of work life.
- To know whether good career prospects in the Hotel leads to Quality of work life and to know whether good pay package leads to Quality of work life.

1.7 Limitations of study

- The study was carried out only certain number of employees.
- The employees were not ready to answer for few questions.
- At times certain employees were not accurate in their responses.
- Time is the major constraint. Given forty five days' time is not sufficient to go in depth of the study.

CHAPTER 2

2. REVIEW OF LITERATURE

Bagtasos, Maynard Rivalal (2008) Topic: The Relationship between Quality of Work Life and Job Satisfaction Source: DLSU Business & Economics Review. Vol. 20 Issue 2, p1-8. 8p. The Quality of Work Life (QWL) is a multi- faced concept, having multi dimensional constructs brought about by the variation of interest of the researchers and for its users. The issue of QWL has become critical due to the increasing demands of today's business environment and of the family structure. This gave rise to an increased interest in QWL not only in business but also for many professions and fields. Determining QWL always involves the interplay between and among the worker, job content, and job context. Furthermore, the determination of the extent of QWL in an organization is a perceptual undertaking. As such, QWL is greatly influenced by the personal characteristics of those who determine it. Measuring the extent by which QWL in an organization is usually done through the level of satisfaction employees experience using a given set of variables that are appropriate and useful in their situation.

Quality of Work Life and Organizational Performance (2013): Date: Accepted 18 April 2013 Good Quality of work life is necessary for an organization to attract and to retain skilled and talented employees. In order to survive in the competitive market because of Liberalization, Privatization and Globalization and to minimize the attrition rate of employees the QWL initiatives are very important. QWL involves wide variety of components that are influenced on the performance of employees. This paper focuses and analyzes the literature findings which involve QWL.

Huang, Tung-Chun; Lawler, John; Lei, Ching-Yi Topic: (2007): The effects of Quality of work life on commitment and turnover intention. Source: Social Behavior and Personality: an international journal, Volume 35, Number 6. Although previous studies have demonstrated the importance of balance between family and work life, few have included quality of work life (QWL) and job-related attitudes The aim of this study was to

examine the impact of quality of work life on auditors' career and organizational commitment in Taiwanese public accounting firms, and how those commitments, in turn, affect turnover intention. Our findings indicate that different dimensions of QWL result in distinctive effects on organizational and career commitments and turnover intentions. Managerial implications for both researchers and practitioners are discussed.

Simon Chak-keung Wong, Annie Ko Topic (2009): Exploratory study of understanding hotel employees' perception on work–life balance Source: Volume 28, Issue 2, Pages 195-203 This paper explores hotel employees' perception on work–life balance issues. In-depth interviews and self-administered questionnaires were used to collect the data. Factor analysis discovered seven factors: (1) enough time-off from work; (2) workplace support on work–life balance; (3) allegiance to work; (4) flexibility on work schedule; (5) life orientation; (6) voluntary reduction of contracted hours to cater for personal needs; and (7) upkeep the work and career—the determinants perceived by employees to attain “better” work–life balance in the dynamic hotel environment. Adopting an employee-centric and integrative approach are the critical success factors for implementation of a work–life balance program

Indira Kandasamy, Sreekumar Ancheri (2009) Topic: Hotel employees' expectations of QWL: A qualitative study, The hospitality industry needs to provide a good quality of work life (QWL) in order to attract and retain employees. There is yet to be a study that defines the 'expected dimensions of QWL by the potential and present hotel employees. QWL being multifaceted and context-based, this researcher conducted a qualitative study in an attempt to identify QWL dimensions expected in the working environment of a hotel. 84 students and 64 employees from three hotel management institute and three hotel organizations from Mangalore city in India participated through a purposeful sampling frame. Data were collected using interviews, focus group discussions and open-ended questionnaires, and analyzed in line with grounded theory method. The

content analysis of the data yielded eight dimensions of QWL.

Sirgy, M.J., & Efraty, J Topic (1999) Book name: Social Indicators Research, 55 Title: A new measure of quality of work life based on need satisfaction theories The author suggested that the key factors in quality of working life are: Need satisfaction based on job requirements, Need satisfaction based on Work environment, Need satisfaction based on Supervisory behavior. They defined quality of working life as satisfaction of these key needs through resources, activities, and outcomes stemming from participation in the workplace. Maslow's needs were seen as relevant in under pinning this model, covering Health & safety, Economic and family, Social, Esteem, Actualization, Knowledge and Aesthetics, although the relevance of non-work aspects is play down as attention is focused on quality of work life rather than the broader concept of quality of life. These attempts at defining quality of working life have included the oretical approaches, lists of identified factors, correlation analyses, with opinions varying as to whether such definitions and explanations can be both global, or need to be specific to each work setting.

Milind A .Peshave, Dr. Rajashree Gujarathi (2006) Topic: An Analysis of Work-Life Balance (WLB) Situation of Employees and its Impact on Employee Productivity with Special Reference to the Indian Hotel Industry Source: Asian J. Management In the recent years, the word productivity has gained popularity in the business world and it is no longer a secret that productivity is positively linked to the Work Life Balance (WLB) situation of the concerned employees. Hotel industry is characterized by provision of services round the clock. Moreover, due to the seasonal nature of hotel business and high attrition rate in the industry, hotels face manpower shortage. This situation forces the employees to take up the extra load by working for long hours and sometimes their duties are stretched to 16 to 24 hours at a go. This factor has a great negative impact on the WLB situation of the employees since they do not get sufficient time for their personal and social commitments. They are thus trapped in scheduling conflicts and feel the pressure of multiple roles.

Narehan Hassanetal (2014), in the paper titled, 'The Effect of Quality of Work Life (QWL) Programs on Quality of Life (QOL) among Employees at Multinational Companies in Malaysia', investigated the relationship between quality of work life (QWL) programs and quality of life (QOL) among 179 employees presently working at multinational companies in Bintulu, Sarawak, Malaysia. The studies showed that there was a positive and significant relationship between quality of work life (QWL) programs and quality of life (QOL). The most influence factor on quality of life (QWL) were work environment followed by job facets. Others were emotional well-being, personal development, social inclusion and interpersonal relations. It can be concluded that organization should consider continuously introducing, improving and enforcing the quality of work life programs within the organization as quality of work life programs enriches employee job motivation and job performance, employee loyalty and Commitment to the organization.

Sarang S. Bhola and Jyoti J. Nigade (2012), in the paper titled, 'A Study of Quality of Work Life (QWL) in Small Scale Unionized and Non-Unionized Organization', conducted a comparative study of quality of work life between small scaled unionized and non-unionized organizations in Satara Industrial Estate with at hotel sample size of 100 employees which examined the significant role of union in developing and maintaining high degree of quality of work life in organization. The study revealed that quality of work life in unionized organization is better than non- unionized organization. It also concluded that union plays an important role in the improvement of quality of work life in the organization resulting into high degree of satisfaction, productivity and greater organizational effectiveness.

Kuldeep Kaur and Dr. (Ms.) Gurpreet Randhawa (2012), in the paper titled, 'Quality Of Work Life Issues: A Comparative Study Of Multinational And Indian Food Companies Of Punjab', investigated and compared employees' perception about

various Quality of work life issues in MNCs and INCs with 100 employees of food industry in Punjab. The study revealed that a significant difference exists between the MNCs and INCs employee's perception over various quality of work life issues such as job characteristics, welfare facilities, personal growth and development and social relevance of work. It implies that the employees of MNCs are slightly more satisfied than INCs as their job being more creative, prestigious, higher paid with more promotional venues. It can conclude that the organizations should take effect steps to encourage professional and personal-life balance of employees.

Anshul Jaiswal (2014), in the paper titled, 'Quality Of Work Life', mentioned that Quality of work life (QWL) is an indicator of the overall quality of the human experience at the workplace. A commitment to quality of work life by the management of an organization can be considered a keystone of organizational behavior. Quality of work life creates a workplace that enhances employee well-being and satisfaction. The general goal of quality of work life program is to satisfy the full range of employee needs. The researcher concluded that the quality of work life program will certainly be improved to the desired levels if the organization properly adopts the techniques of job redesign, career development, flexible work schedules and job security.

Dr.Yogesh Jain & Renil Thomas (2013), in the paper titled, 'A study on quality of work life among the employees of a leading pharmaceuticals limited company of Vadodara district', conducted a survey of 70 employees of a leading pharmaceutical company of Vadodara district to understand the relationship among various components of quality of work life mentioned by Walton. The results show that there exist significant relationship between the Job Satisfaction and components of the quality of work life variables namely adequate and fair compensation, appropriate career development, Organizational commitment, effective Constitutionalisation of the work environment and social relevance of the work life. Whereas greater correlation was shown towards career development that indicated company should have a proper career advancement graph to retain knowledge able people. Further the results showed that there exist significant relationship between the Organizational Commitment and

components of the quality of work life variables and Organizational Commitment was greatly correlated to work and the total life space, job satisfaction, Constitutionalisation of work environment and social relevance of work life. The researchers concluded that to have excellent quality of work life organizations must go extra miles in order to retain talented employees that can provide the best results to the organization.

Hend Al Muftah and Hanan Lafi (2011), in the paper titled, 'Impact of QWL on employee satisfaction case of oil and gas industry in Qatar', examines the factors that influence quality of work life and also investigated the relationship between qualities of work life and satisfaction among employees working in the Oil and Gas companies in the State of Qatar. The three essential factors identified by the researchers were physical, psychological and social factors as potential predictors of quality of work life in an organization. The result showed that all factors were positively associated with quality of work life and is positively and significantly related to employee satisfaction. The result of this study supports that the most important determinant of quality of work life is physical factors, followed by psychological factors and then social factors centrality have a significant relationship with quality of work life which indirectly impact employees' satisfaction. It concluded from the results that individual's family life correlates significantly with his/her level of quality of work life and that a successful family life carries over into ones carrier and makes one more satisfied with personal achievement. One's career and makes one more satisfied with personal achievements.

Jana Coculova (2015), in the article titled, 'Analytical view of the relation between selected factors of work life and work performance', aim to determine the statistically significant difference in the evaluation of importance of quality of work life factors in terms of their effect on the work performance by employees. The factor identified for the study were reward system, work environment, nature and content of work, Work relations, corporate culture and opportunities for career development. The analysis showed that the highest importance was observed for the factor of the reward system by all groups of employees, irrespective of gender, position and duration of work experience and the lowest rate of the importance were assigned to the factor of

opportunities for career development. The findings of the study also suggest that the required performance of employees can be achieved mainly through rewards and the Organization should have proper system for evaluation of work performance that can lead to high motivation for work performance. The researcher therefore concluded that the effort to build a strong corporate culture can lead to higher performance.

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M. Vetrimani and Dr. K. Kavitha Maheswari (2014), In the paper titled, 'A Study on Factors Affecting Quality Of Work Life Among The Employees Of Cement Industry', examine the perception of the existing quality of work life among the employees in the production unit of Dalmiacements, Ariyalur, Tamilnadu with a sample size of 120 employees. The study revealed that more than half of the employees perceived high level of quality of work life and its dimensions like proactive, human relations, learning organization and work life balance. Further it was revealed that there is no significant influence of monthly income, experience, designation and tenure of employment on overall quality of work life among the employees. The researchers concluded that the organization's management, unions and employees should learn to work together in

order to achieve and win goals of an improved quality of life at work for all members of the organization.

Namrata Sandhu and Rahul Prabhakar (2012), in the paper titled, 'Factors Influencing the Quality of Work Life in the Indian Banking Industry – An Empirical Study', identified the various factors that influence the quality of work life in the Indian banking sector. The sample size for the study consists of 235 professionals working in the banking industry. The study revealed the five factors such as appropriate remuneration, opportunities for personal growth, supportive leadership and structures, work environment and work life balance which most significantly influence the quality of work life of employees working in the Indian banking industry. The study therefore suggest that while framing retention policies the organization must be keep in mind these five factors.

Barkha Gupta and Dr. Anukool M. Hyde (2013), in the paper titled, 'Managerial Employees Prospective of Quality of Work Life in Banks', examine the factors affecting Quality of Work Life of Managerial employees of Banks in Indore. The sample size consists of 150 employees. The study revealed that there is no significant impact of experience, age, gender, income and Managerial employee's quality of work life. Managerial employees of Private and Nationalized Banks enjoy same level of quality of work life. It might be due to the factors like job security and status employee's exhibits higher level quality of work life in Managerial employees of Nationalized and Private Banks. The researcher therefore concluded that the employees are satisfied with the job when money, social environment and physical environment are perfect at the needed level. And hence quality of work life increases the job involvement of officers in Banks

Dzeba, Ana. (2011), in the paper titled, 'Quality of Work Life in Croatia: differences between the private and the public sector', investigated the differences in the Quality of Work Life among Croatian employees in the private and public sector. The results showed that the quality of work life is higher in the private sector than in the public sector. The study showed the aspects of advancement prospects, good pay and

participation in decision making regarding the choice of coworkers and when to take a vacation are higher in the private sector while aspects of job security and interesting job are higher in the public sector. The researcher finally concluded that the quality of work life is higher in the private sector and that there is still room for improvement of Quality of Work Life in the public sector.

Shiney Chib (2012), in the paper titled, 'Quality Of Work Life And Organizational Performance Parameters At Workplace', examine whether quality of work life has a significant relationship with organizational performance at work place of a private manufacturing unit, located at Nagpur, India through a structured questionnaire containing 31 items related to 6 variables, namely organizational performance, job satisfaction, quality of work life, wage policy, company policy and union policy. The researcher framed two models, one is organization performance depends on quality of work life, Job satisfaction, wage policy, company policy and union participation and the other one is quality of work life which depends on Organization performance, job satisfaction, wage policy, company policy and union participation. The collected data was analyzed using simple percentage, regression and correlation analysis. The study reveals that both the models stand true and quality of work life had significant relationship with organizational performance. It can be concluded that quality of work life is the degree of excellence brought about work and working conditions which contribute to the overall satisfaction and performance at the individual and at the organizational level. It tries to meet the higher order needs of employees as well as their more basic needs.

P. Bhuvaneswari, N.S.Suganya, K.Vishnupriya (2010), in their article titled, 'A Study on Quality of work life among employees in Neyveli Lignite Corporation Limited, Tamilnadu', examined the perception of Quality of work life among employees working in Neyveli Lignite Corporation Limited, Tamilnadu. The study reveals that majority of the employees are satisfied with their job, nature of job, salary, co-operation with colleagues, training and development, freedom to work, rewards & recognitions, social & cultural Programs, health, safety & welfare measure and quality of work life. Further it

is also revealed that all the employee benefits and other facilities on an average show above neutral on satisfaction and there is no significant relationship between gender and quality of work life. Thus the effort of NLC management for upgrading the living standard of the employees is encouraging and unique. It can be concluded that a good quality of work life leads a positive impact on the employee's attitude towards their job and the working environment in the organization.

Ravneet Rehan and R.S Arora (2014), in the paper titled, 'Overall Quality of Work Life and Gap Analysis: A Study of Punjabi University Teachers', attempts to examine the gap and overall satisfaction of Punjabi university teachers with regard to factors of quality of work life. They analyzed quality of work life considering 15 factors of teacher's well-being. In these fifteen factors, job related policies provide more satisfaction to the employees and salary is the second best factor that gives more satisfaction. They found that there exists a significant gap between the perceived satisfaction and perceived importance of the employees with regard to the factors of quality of work life. Overall satisfaction score showed a moderate satisfaction of the employees and requires improvement in quality of work life of university teachers. It can be concluded that to achieve desired results organization should provide good Quality of Work Life.

D. Vijayalakshmi and V. Loganayaki (2013) in the paper titled, 'A Study on Quality of Work life at Telecom Industries with Special Reference to Coimbatore', analyzed the perception of quality of work life among employees of Telecom Industry in Coimbatore. The study found that there was significant relationship between educational qualification and growth and development of employees as well as between self-motivation and working conditions of the employees and there was a significant difference between the educational qualification and the interpersonal relationship. Further, it was found that employee's with less years of experience find it difficult to balance their work life and growth opportunities were available for qualified employees. The researchers therefore concluded that an appropriate working condition, interpersonal relationship, career growth and development, work life and relative facilities can lead to employee satisfaction which ensures the overall organization performance.

CHAPTER 3

RESEARCH METHODOLOGY

Research

The Merriam-Webster Online Dictionary defines research in more detail as "a studious inquiry or examination; especially investigation no experimentation aimed at the discovery and interpretation of facts, revision of accepted theories or laws in the light of new facts, or practical application of such new or revised theories or laws".

3.1 Research Design

Are searched sign is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem research. Research design is the framework that has been created to find answers to research questions.

The researcher has used descriptive research design as Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of Minnesota state population or situation being studied?). The characteristics used to describe the situation or population is usually some kind of categorical scheme also known as descriptive categories.

3.2 Sampling Technique:

A sampling method is a procedure for selecting sample members from a population. Three common sampling methods are: simpler and sampling, stratified sampling, and cluster sampling.

The sampling technique adopted is Convenience sampling as It is a non-probability

sampling technique where subjects are selected because of their convenient accessibility and proximity to their searcher.

3.2 Sources of data

Primary Data:

The primary data are those which are collected afresh and for the first time, and thus happen to be original in character. The researcher collected the primary data through Survey Method.

Secondary Data:

Secondary data refers to data that was collected by someone other than the user. Common sources of secondary data for social science include censuses, information collected by government departments, organizational records and data that was originally collected for other research purposes. The researcher collected the secondary data through various journals, magazines and internet.

3.4 Structure of questionnaire

Measurement includes the systematic application of rules for allocating numerical values to objects to represent the quantities of a person's attributes or traits. Likert 5 scales are used in this study. A likert scale is commonly used to measure attitudes, knowledge, participations, values and behavioral changes. A likert type scale involves a series of statements that respondents may choose from in order to create their responses to evaluative questions.

Sampling:

Sampling is a process used in statistical analysis in which a predetermined number of observations are taken from a larger population. The methodology used to sample from a larger population depends on the type of analysis being performed, but may include simple random sampling or systematic sampling.

Sampling unit:

A sampling unit is one of the units into which an aggregate is divided for the purpose of sampling, each unit being regarded as individual and indivisible when the selection is made. The sampling unit is Hotel Trident Chennai. Sampling element:

Target population - the specific pool of cases one wants to study. Sampling element: is the unit of analysis or case in a population - can be a person, a group, an organization, an arrest that is being measure. Sampling Frame: an actual list that includes every case in the population. The sampling element for the study is all the employees of Hotel Trident Chennai.

Total Population:

A research population is generally a large collection of individuals or objects that is the main focus of a scientific query. This is the reason why researchers rely on sampling techniques. A research population is also known as a well-defined collection of individuals or objects known to have similar characteristics. Total population of the study is 120.

3.5 Sampling size

Sample size determination is the act of choosing the number of observations co replicates to include in a statistical sample. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. The sample size for the study is 120.

3.6 THE PERIODSTUDY

The period of time taken to conduct the survey and prepare the research paper is 3 months.

3.7 Tools used for analysis

The tool used for analysis is

3.7.1 PERCENTAGE ANALYSIS

3.7.2 CORRELATION

3.7.3 ANOVA

3.7.4 CHI-SQUARE

SPSS Statistics is a software package used for logical batched and non-batched statistical analysis. Long produced by SPSS Inc., it was acquired by IBM in 2009. The current versions (2015) are officially named IBM SPSS Statistics. Companion products in the same family are used for survey authoring and deployment (IBM SPSS Data Collection, now divested under UNICOM Intelligence), data mining (IBM SPSS Modeler), text analytics, and collaboration and deployment (batch and automated scoring services).

The software name originally stood for Statistical Package for the Social Sciences (SPSS), reflecting the original market, although this after ware is now popular in other fields as well, including the health sciences and marketing.

CHAPTER 4

DATA ANALYSIS AND INTREPRETATION

4.1 Percentage Analysis

Table 4.1.1: Age of the Respondents

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Below 25 years	22	18.3
2	b) 26 – 35 years	49	40.8
3	c) 36 - 45 years	36	30
4	d) 45 years and above	13	10.8
	Total	120	100

Source: Primary Data

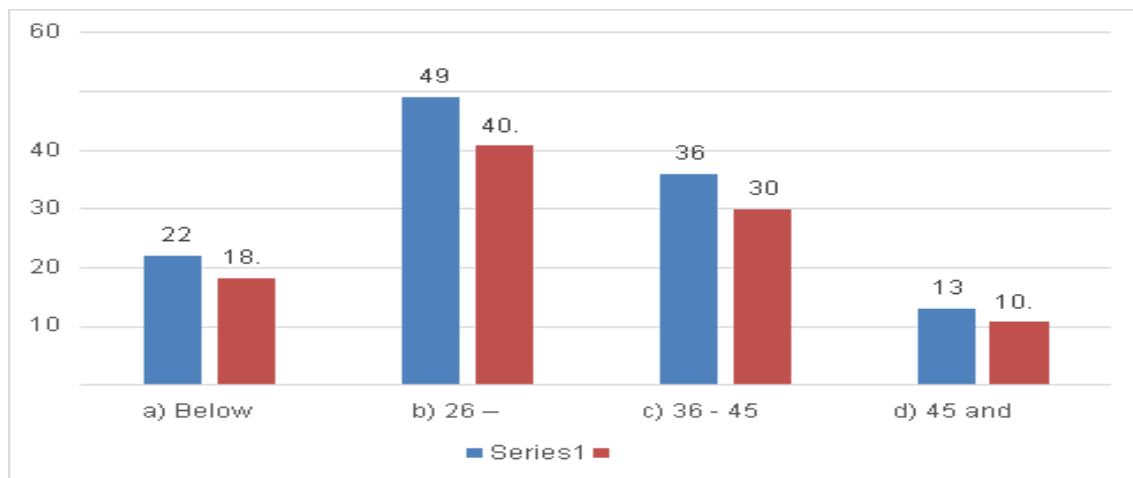


Chart 4.1.1: Age of the Respondents

Interpretation:

From the above chart, it is observed that around 40.8 % majorities of the respondents are from the age group of 26-35 and the remaining 10.8% respondents are from the age 45 years and above.

Table 4.1.2: Gender of the respondents

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Male	64	53.3
2	b) Female	56	46.6
3	c) Others	0	0
	Total	120	100

Source: Primary Data

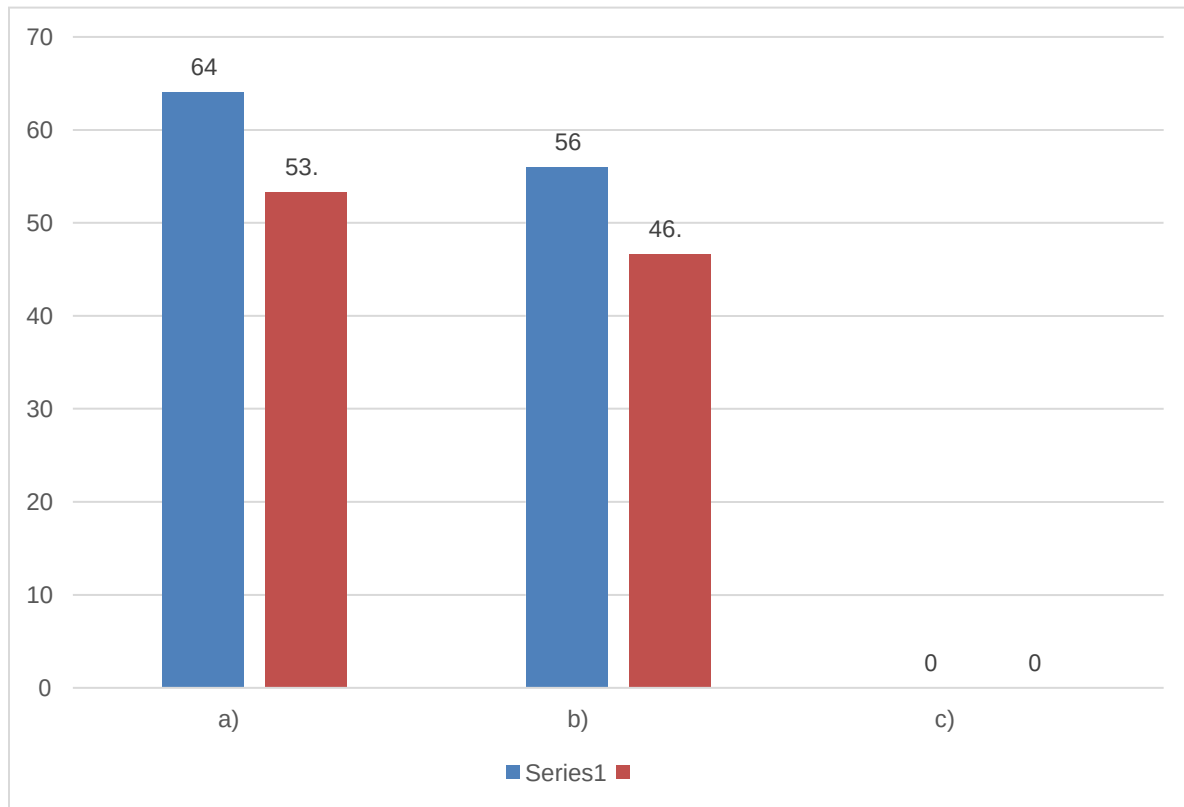


Chart 4.1.2: Gender of the respondents

Interpretation:

From the above chart, it is observed that around 53.3% respondents are from the gender group male and the remaining 46.6% respondents are from the gender group female

Table 4.1.3: Experience of the respondents

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Below 1 year	21	17.5
2	b) 2-5 years	59	49.1
3	c) 6-10 years	26	21.6
4	d) Above 10 years	14	11.6
	Total	120	100

Source: Primary Data

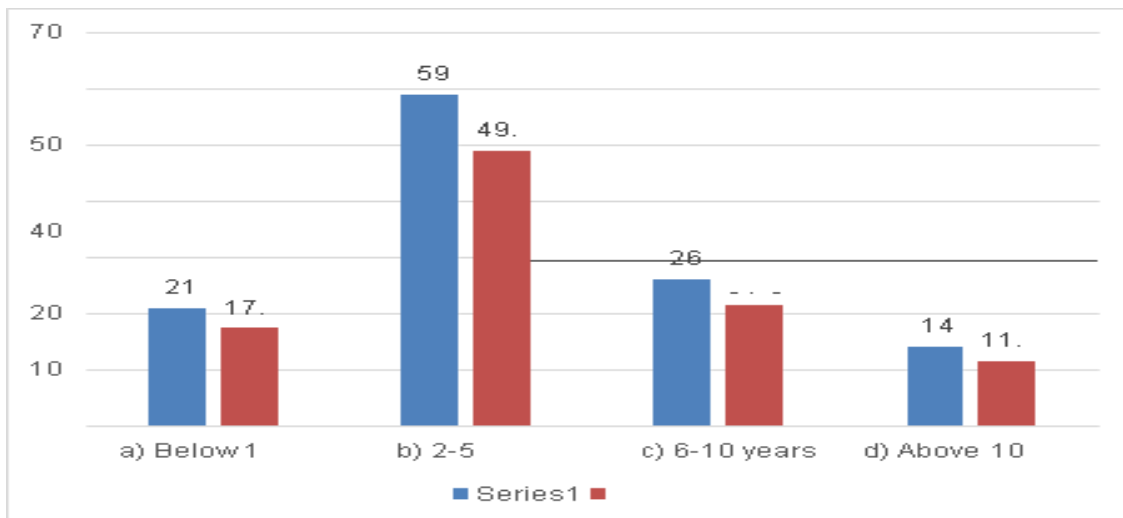


Chart 4.1.3: Experience of the respondents

Interpretation:

From the above chart, it is observed that 49.1% respondents are from the experience group 2-5 years and the remaining 11.6 % respondents are from the experience above 10 years.

Table 4.1.4: Income level of Respondents

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) below 15,000	15	12.5
2	b) 15,000- 25,000	35	29.2
3	c) 25,000-50,000	43	35.8
4	d) 50,000- 1,00,000	17	14.2
5	e)1,00,000 and above	10	8.3
	Total	120	100

Source: Primary Data

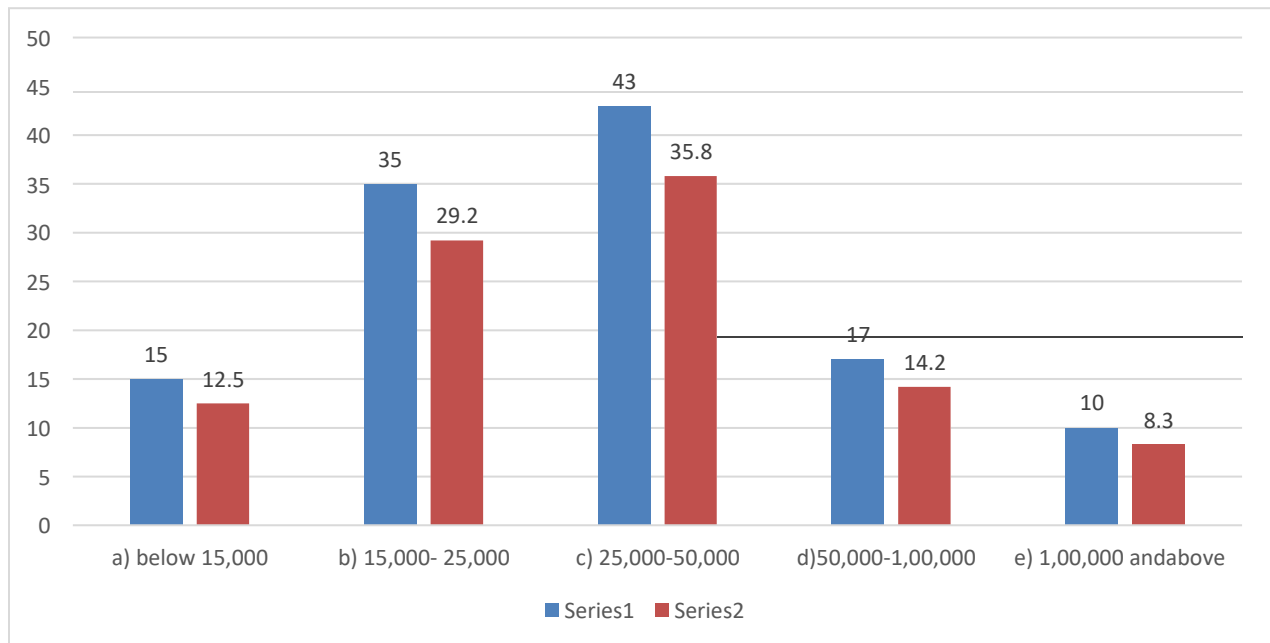


Chart 4.1.4- Income level of Respondents

Interpretation:

From the above chart, it is observed that 35.8% respondents are from the income level group 25,000-50,000 and the remaining 8.3 % respondents are from the income level group 1,00,000 and above.

Table 4.1.5 -Being motivated in the work environment of the respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Highly Motivated	48	40
2	b) Fairly Motivated	70	58.3
3	c) Neither Motivated or De motivated	2	1.7
	Total	120	100

Source: Primary Data

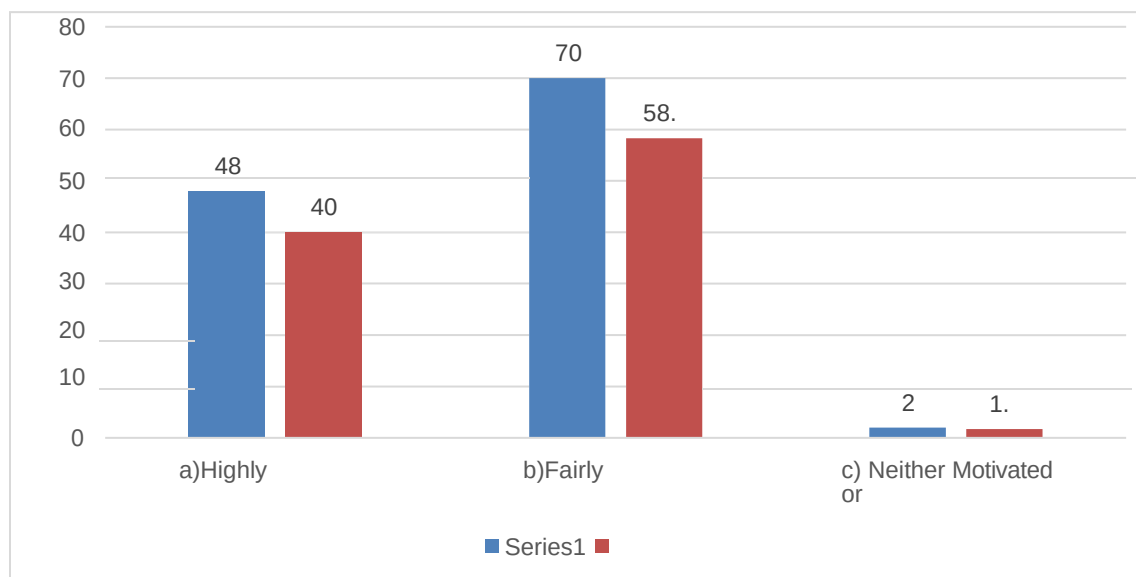


Chart 4.1.5 -Being motivated in the work environment of the respondents

Interpretation:

From the above chart, it is observed that 58.3% respondents are from the group fairly motivated and the remaining 1.7 % respondents are from the group Neither Motivated or Demotivated.

TableNo4.1.6-The organizational atmosphere which is based on fairness, Integrity, and trust of the Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	6	5
2	b) Agree	31	25.8
3	c) Neutral	45	37.5
4	d) Disagree	12	10
5	e) Strongly disagree	26	21.7
6	Total	120	100

Source: Primary Data

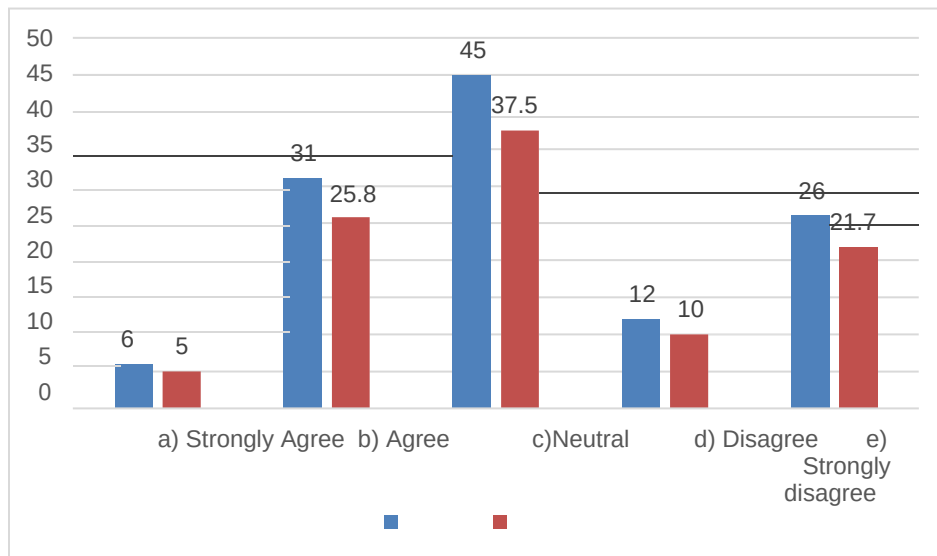


Chart 4.1.6- The organizational atmosphere which is based on fairness, Integrity, and trust of the Respondent

Interpretation:

From the above chart, it is observed that 37.5% respondents are from the group fairly motivated and the remaining 5% respondents are from the group Neither Motivated or De motivated.

Table No 4.1.7- The rating of Superior Subordinate Relationship Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Average	25	20.8
2	b) Excellent	27	22.5
3	c) Good	67	55.8
4	d) Poor	1	0.8
	Total	120	100

Source: Primary Data

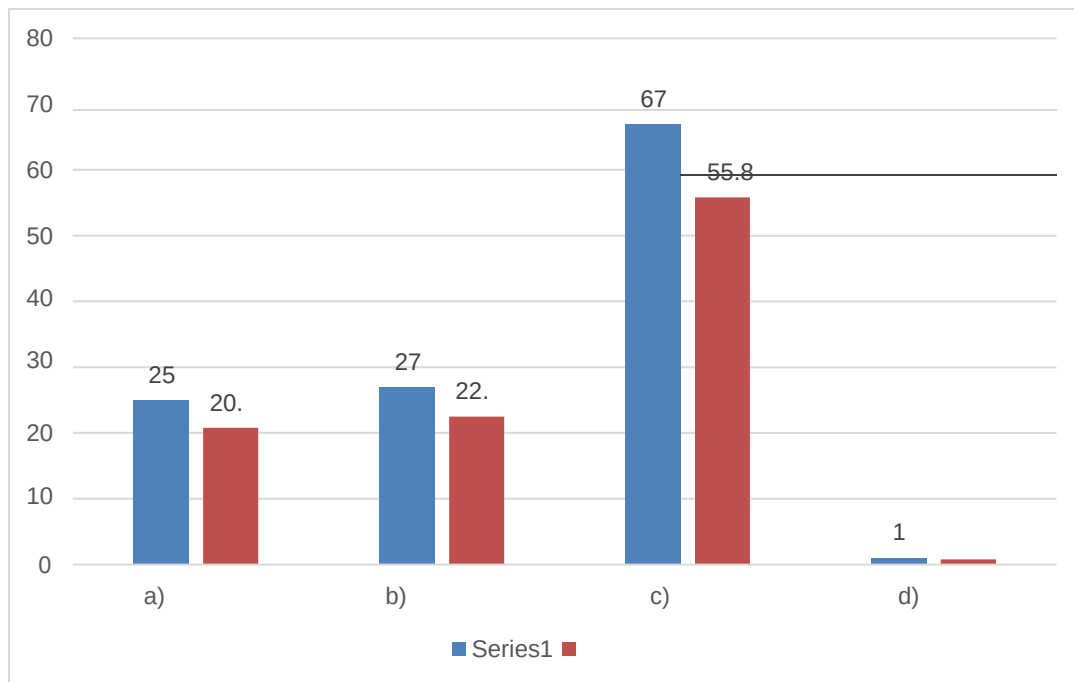


Chart 4.1.7-The rating of Superior Subordinate Relationship Respondent

Interpretation:

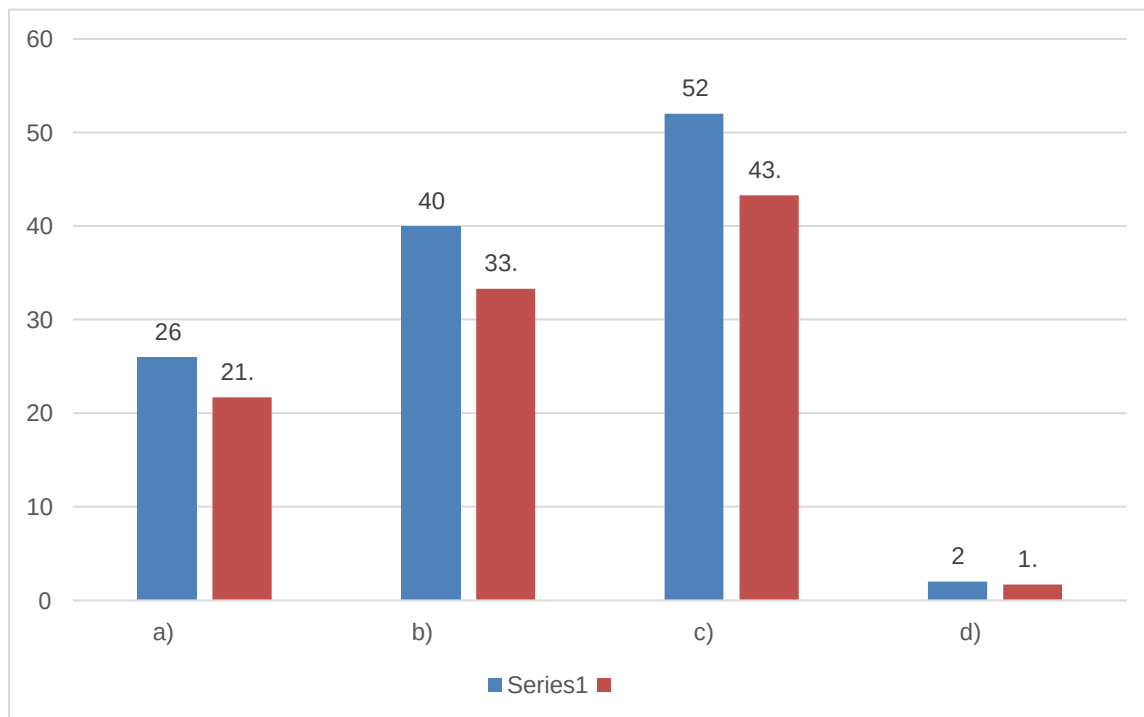
From the above chart, it is observed that 55.8% respondents are from the group average

and the remaining 0.8% respondents are from the group poor.

Table No 4.1.8- The rating of Career Development of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Average	26	21.7
2	b) Excellent	40	33.3
3	c) Good	52	43.3
4	d) Poor	2	1.7
	Total	120	100

Source: Primary Data



**Chart 4.1.8- The rating of Career Development of
Respondent Interpretation:**

From the above chart, it is observed that 43.3% respondents are from the group good and the remaining 1.7% respondents are from the group poor.

Table No 4.1.9- The rating of Employer-Employees Relationship of the Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Average	25	20.8
2	b) Excellent	31	25.8
3	c) Good	61	50.8
4	d) Poor	3	2.5
	Total	120	100

Source: Primary Data

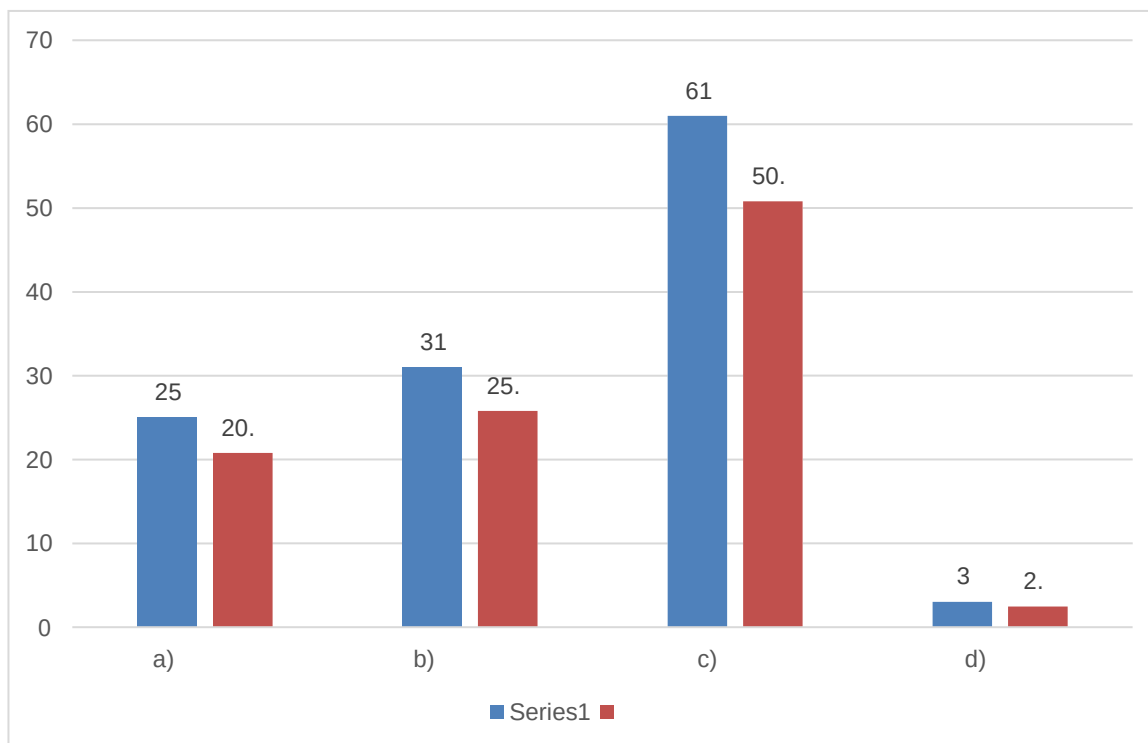


Chart 4.1.9-The rating of Employer-Employees Relationship of the Respondent

Interpretation:

From the above chart, it is observed that 50.8% respondents are from the group good

and the remaining 2.5% respondents are from the group poor.

Table No 4.1.10- How the organization involves worker's participation in Decision- making of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Frequently	39	32.5
2	b) Sometimes	69	57.5
3	c) Rarely	11	9.2
4	d) Never	1	0.8
	Total	120	100

Source: Primary Data

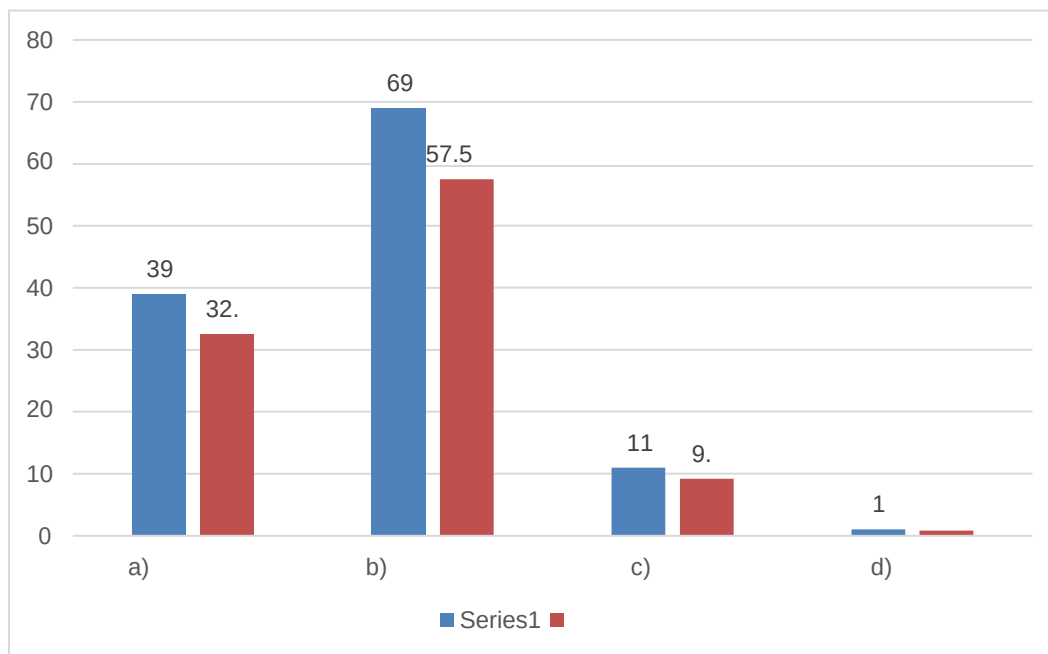


Chart 4.1.10- How the organization involves worker's participation in decision-making of Respondent

Interpretation:

From the above chart, it is observed that 57.5% respondents are from the group sometimes and the remaining 2.5% respondents are from the group never.

Table No 4.1.11- How comfortable are you with work of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Yes	112	93.3
2	b) No	8	6.7
	Total	120	100

Source: Primary Data

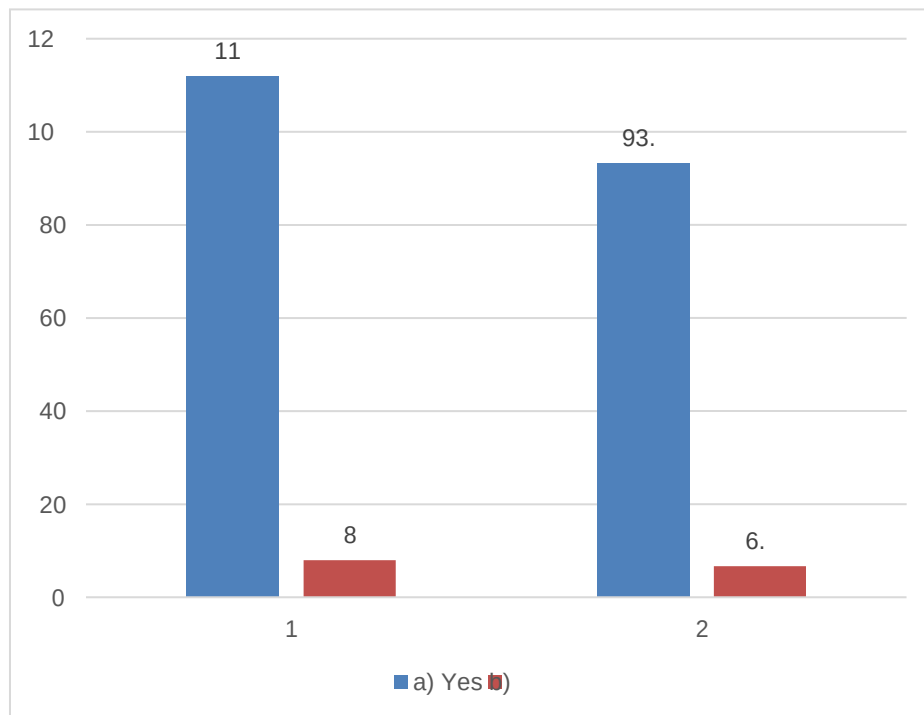


Chart 4.1.11- How comfortable are you with work of Respondent

Interpretation:

From the above chart, it is observed that 93.3% respondents are from the group Yes and the remaining 6.7% respondents are from the group No.

Table No 4.1.12- The working time allocation is according to the Standing Order of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	21	17.5
2	b) Agree	75	62.5
3	c) Neutral	18	15
4	d) Disagree	5	4.2
5	e) Strongly disagree	1	0.8
6	Total	120	100

Source: Primary Data

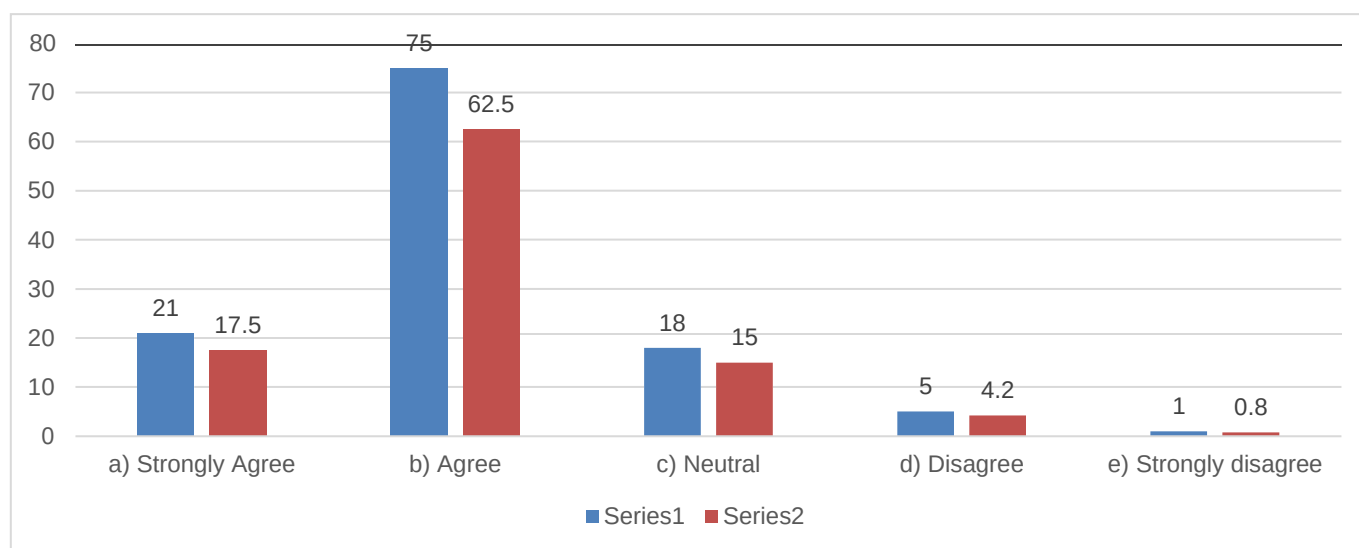


Chart 4.1.12-

The working time allocation is according to the Standing Order of Respondent Interpretation:

From the above chart, it is observed that 62.5% respondents are from the group agree and the remaining 0.8% respondents are from the group strongly disagree.

Table No 4.1.13- The stress level involved in work of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) High	34	28.3
2	b) Very high	24	20
3	c) Moderate	48	40
4	d) Less	13	10.8
5	e) Very less	1	0.8
6	Total	120	100

Source: Primary Data

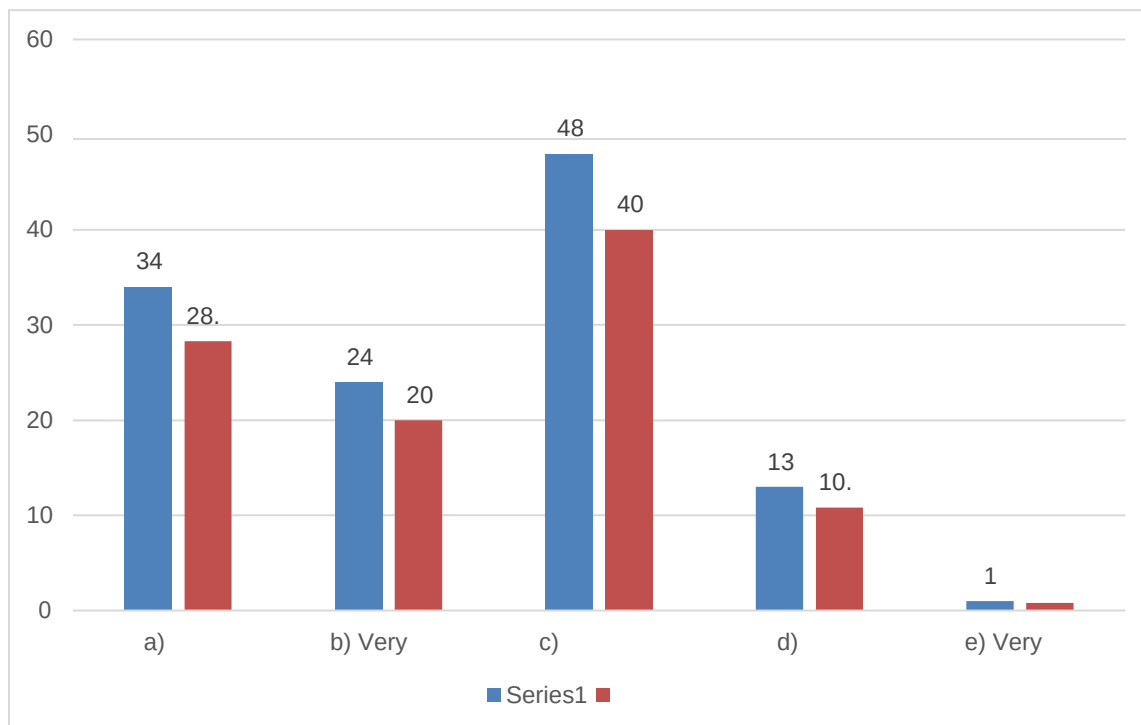


Chart 4.1.13- The stress level involved in work of Respondent

Interpretation:

From the above chart, it is observed that 40% respondents are from the group moderate and the remaining 0.8% respondents are from the group very less.

Table No 4.1.14- The skills and talents of the employees are used by the organization to their optimum level of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	42	35
2	b) Agree	51	42.5
3	c) Neutral	24	20
4	d) Disagree	2	1.7
5	e) Strongly disagree	1	0.8
6	Total	120	100

Source: Primary Data

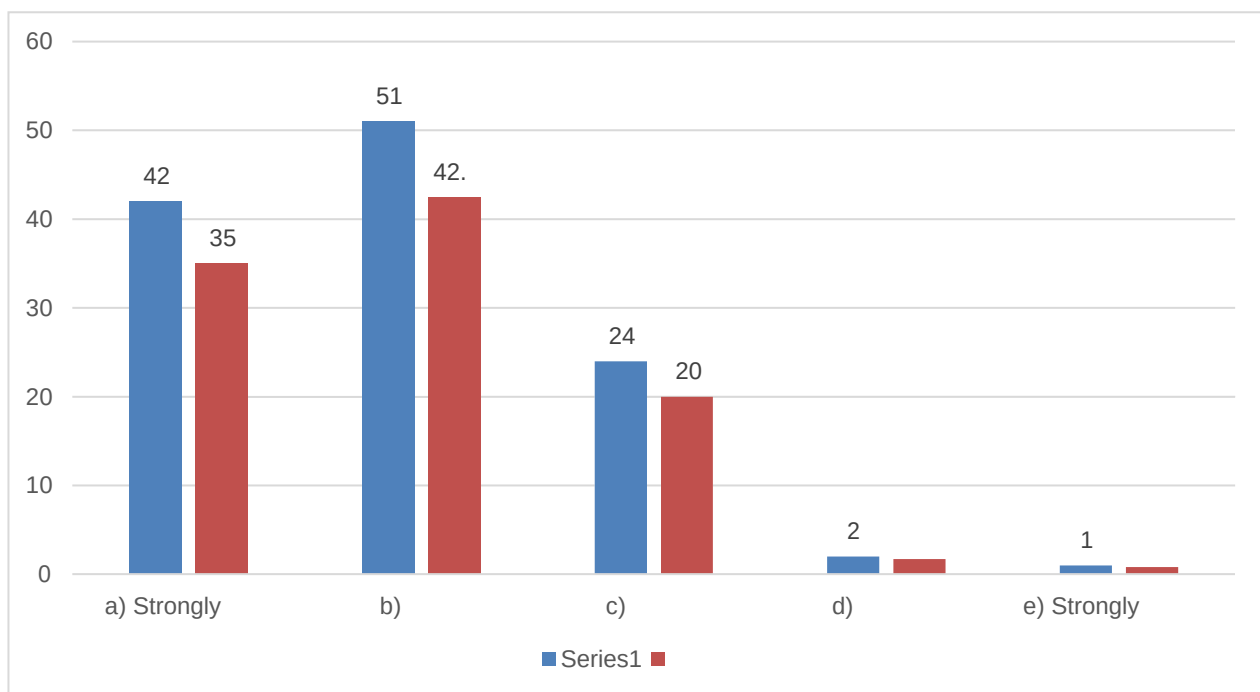


Chart 4.1.14- The skills and talents of the employees are used by the organization to their optimum level of Respondent

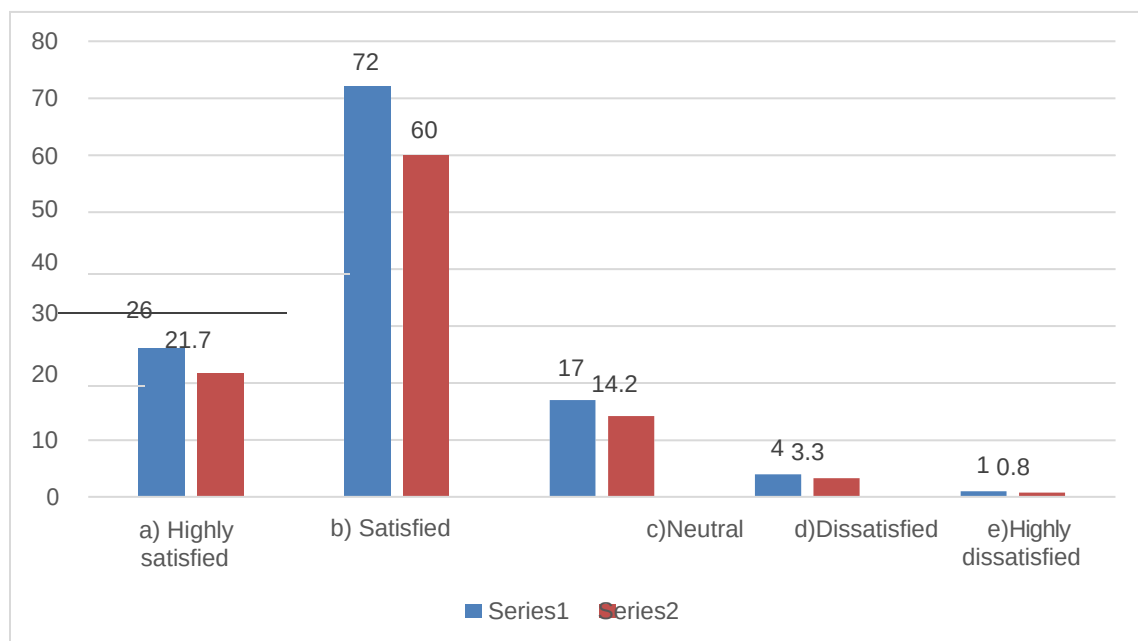
Interpretation:

From the above chart, it is observed that 42.5% respondents are from the group agree

and the remaining 0.8% respondents are from the group strongly disagree.

Table No 4.1.15- The employees Training and Development programmes in Trident India satisfy in the quality of work life of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Highly satisfied	26	21.7
2	b) Satisfied	72	60
3	c) Neutral	17	14.2
4	d) Dissatisfied	4	3.3
5	e) Highly dissatisfied	1	0.8
6	Total	120	100



Source: Primary Data

Chart No 4.1.15- The employees Training and Development programs in Trident India Satisfy in the quality of work life of Respondent

Interpretation:

From the above chart, it is observed that 60% respondents are from the group satisfied and the remaining 0.8% respondents are from the group highly dissatisfied.

Table No 4.1.16- The compensation provided by the organization helps in maintaining a socially desirable standard of living of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	31	25.8
2	b) Agree	65	54.2
3	c) Neutral	17	14.2
4	d) Disagree	5	4.2
5	e) Strongly disagree	2	1.7
6	Total	120	100

Source: Primary Data

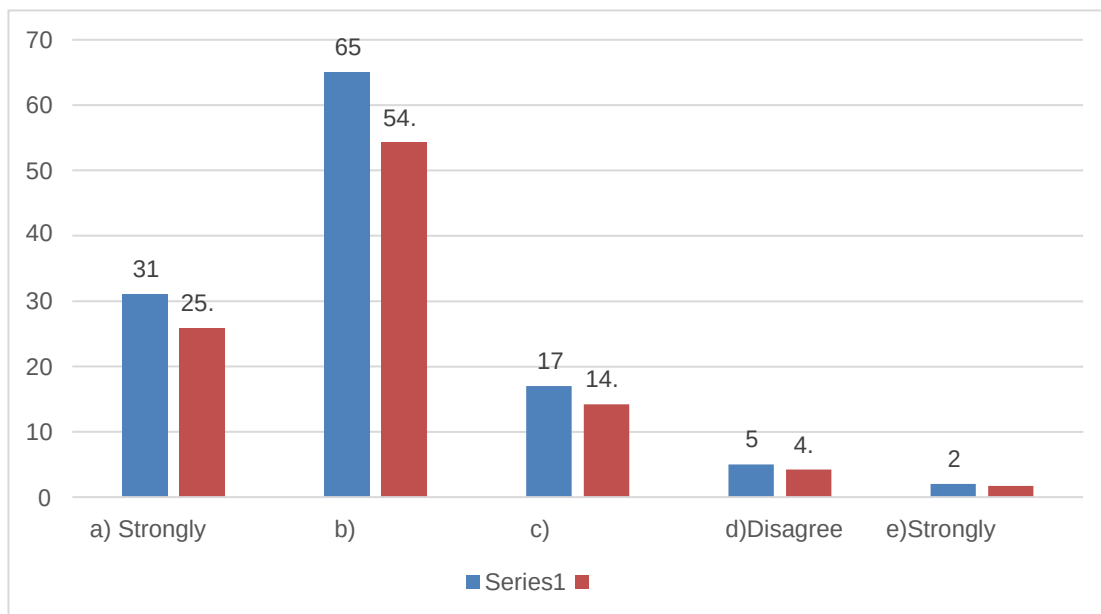


Chart No 4.1.16- The compensation provided by the organization helps in maintaining a socially desirable standard of living of Respondent

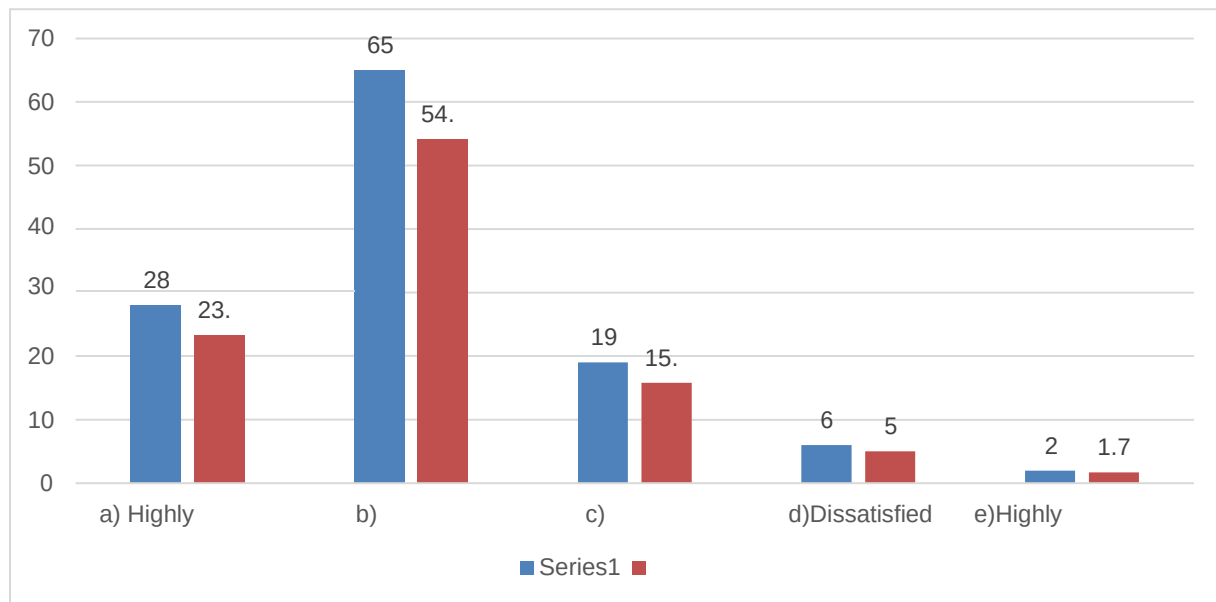
Interpretation:

From the above chart, it is observed that 54.2% respondents are from the group agree and the remaining 1.7% respondents are from the group strongly disagree.

Table No 4.1.17-The satisfaction level of the reward system in the organization of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Highly satisfied	28	23.3
2	b) Satisfied	65	54.2
3	c) Neutral	19	15.8
4	d) Dissatisfied	6	5
5	e) Highly dissatisfied	2	1.7
6	Total	120	100

Source: Primary Data



ChartNo4.1.17-ThesatisfactionleveloftherewardsystemintheorganizationofRespondent

Interpretation:

From the above chart, it is observed that 54.2% respondents are from the group satisfied and the remaining 1.7% respondents are from the group highly dissatisfied.

Table No 4.1.18- The organization makes performance appraisal on the basis of merit and performance of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	32	26.7
2	b) Agree	62	51.6
3	c) Neutral	21	17.5
4	d) Disagree	2	1.7
5	e) Strongly disagree	3	2.5
6	Total	120	100

Source: Primary Data

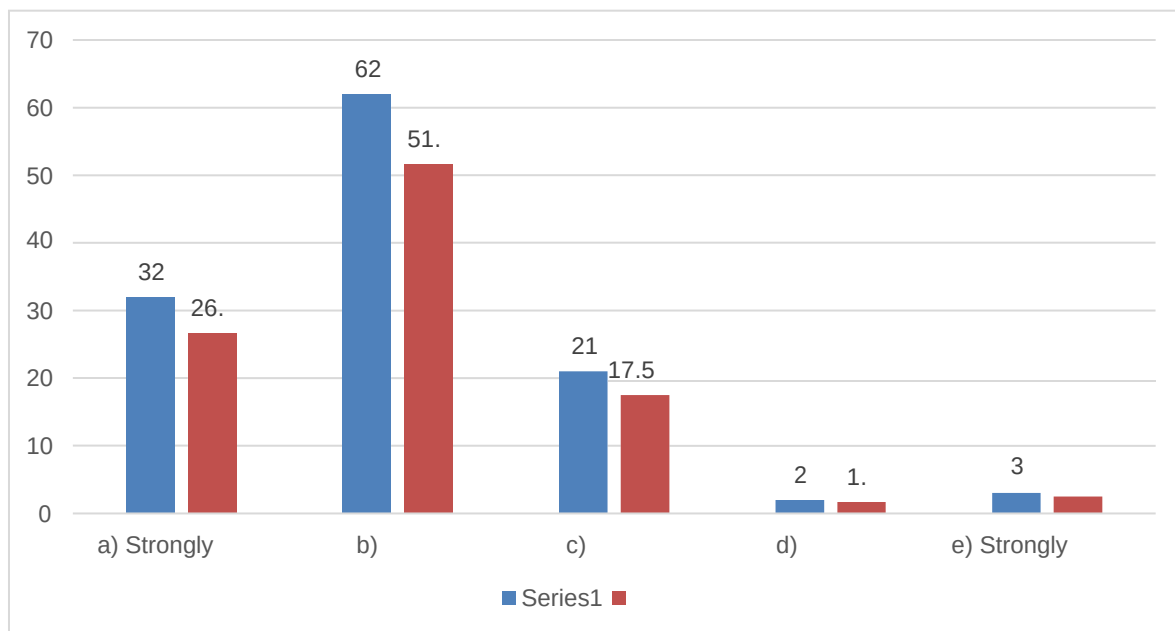


Chart No 4.1.18-The organization makes performance appraisal on the basis of merit and performance of Respondent

Interpretation:

From the above chart, it is observed that 51.6% respondents are from the group agree and the remaining 1.7% respondents are from the group disagree.

Table No 4.1.19- The quality of work life of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Good working environment	33	27.5
2	b) Good welfare measures & benefits	38	31.6
3	c) Social recognition	24	20
4	d) Career development & opportunities	14	11.7
5	e) High Standard of Living	11	9.2
	Total	120	100

Source: Primary Data

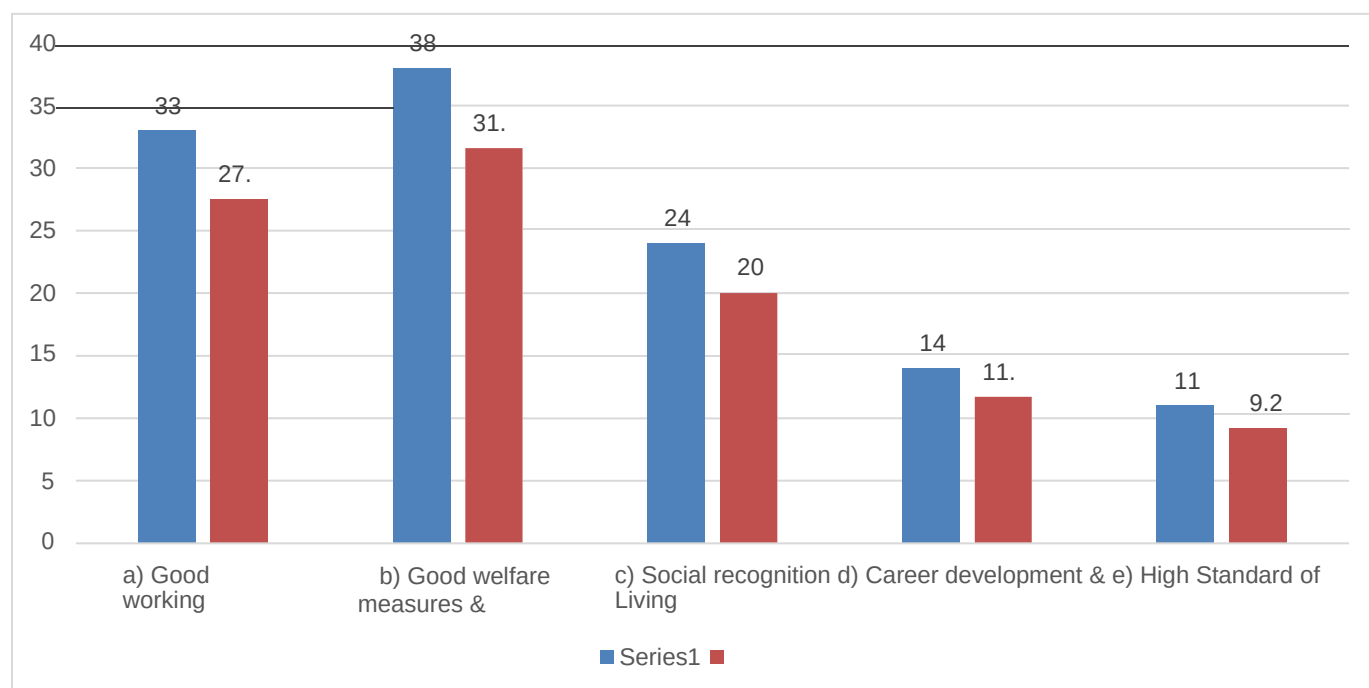


Chart No 4.1.19 -The quality of work life of Respondent

Interpretation:

From the above chart, it is observed that 31.6% respondents are from the group Good welfare measures & benefits and the remaining 9.2% respondents are from the group High Standard of Living.

Table No 4.1.20- The leadership style exists in the organization of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Autocratic	42	35
2	b) Supportive	42	35
3	c) Democratic	20	16.7
4	d) Participative	16	13.3
	Total	120	100

Source: Primary Data

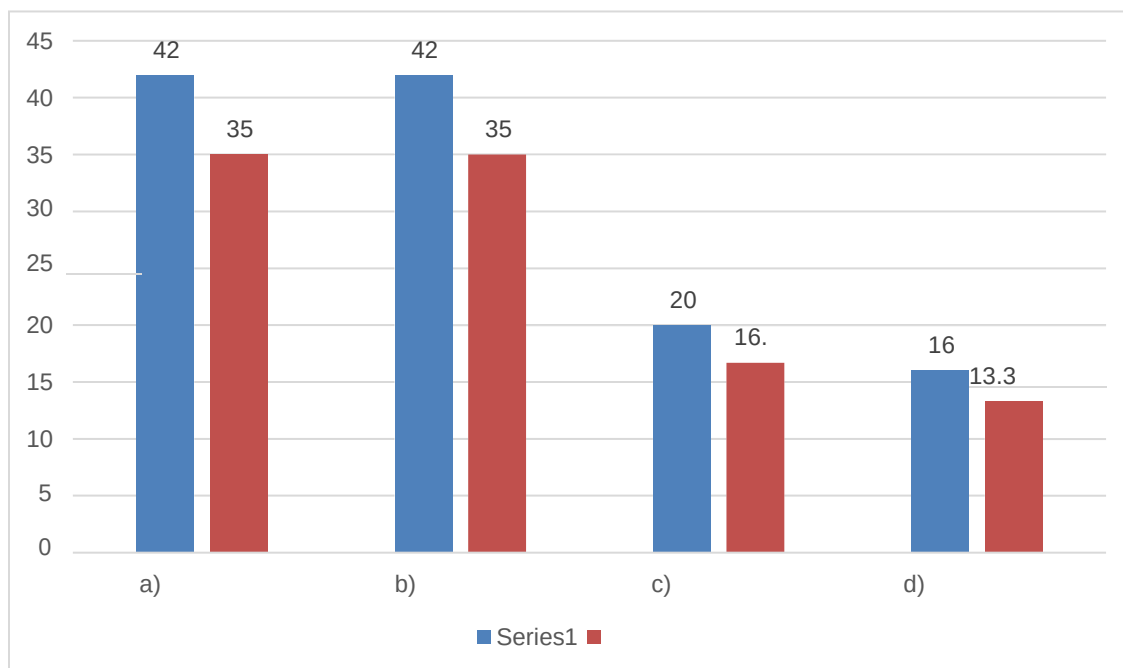


Chart No 4.1.20- The leadership style exists in the organization of Respondent

Interpretation:

From the above chart, it is observed that 35% respondents are from the group Autocratic and Supportive and the remaining 13.3% respondents are from the group Participative.

Table No 4.1.21-The conditions in the job allows me to be productive of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	31	25.8
2	b) Agree	55	45.8
3	c) Neutral	23	19.2
4	d) Disagree	7	5.8
5	e) Strongly disagree	4	3.3
6	Total	120	100

Source: Primary Data

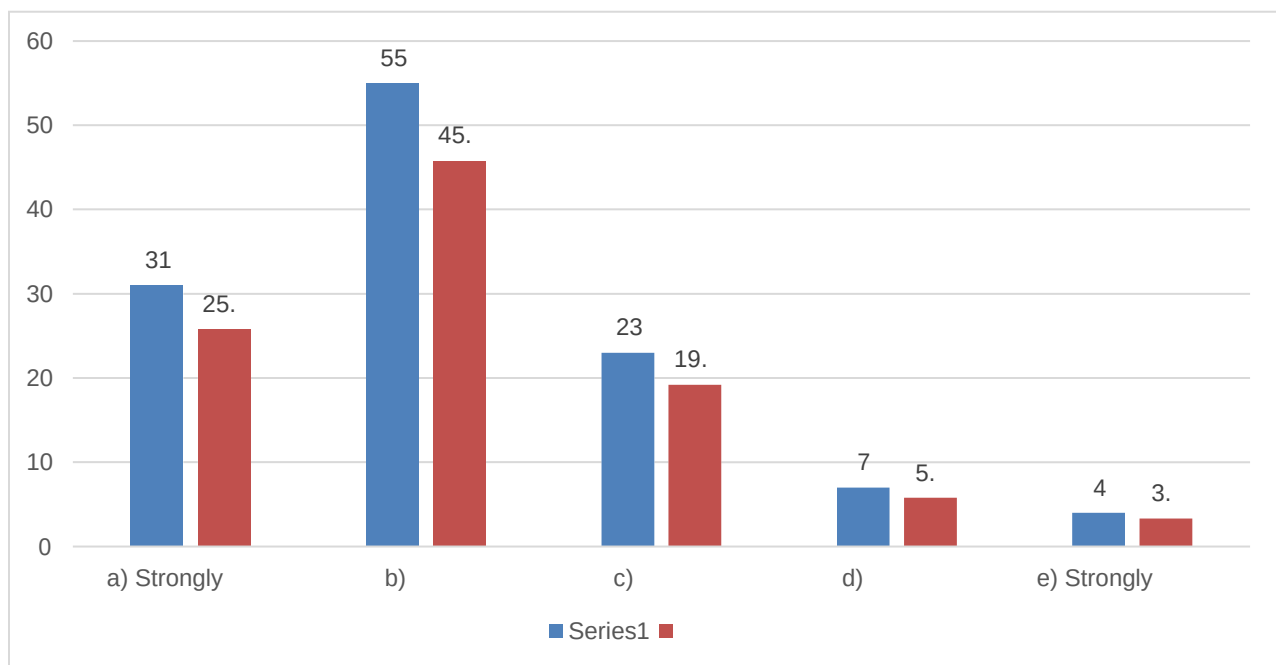


Chart No 4.1.21-The conditions in the job allows me to be productive of Respondent

Interpretation:

From the above chart, it is observed that 45.8% respondents are from the group Agree and the remaining 3.3% respondents are from the group strongly disagree.

Table No 4.1.22- The description of the usual work schedule of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) General Shift	41	34.2
2	b) Rotational Shift	37	30.8
3	c) Staggered Shift	23	19.2
4	d) Flexible Shift	19	15.8
	Total	120	100

Source: Primary Data

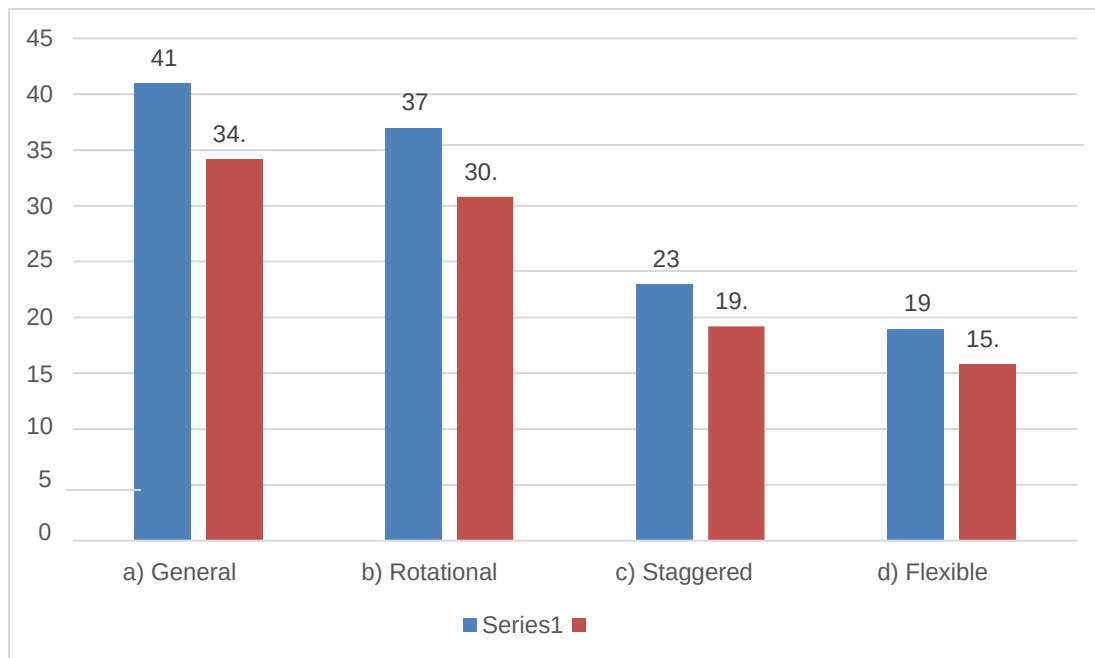


Chart No 4.1.22-The description of the usual work schedule of Respondent
Interpretation:

From the above chart, it is observed that 34.2% respondents are from the group General Shift and the remaining 15.8% respondents are from the group Flexible Shift.

Table No 4.1.23- Factors of motivation to work of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Personal Satisfaction	32	26.6
2	b) Financial Independence	42	35
3	c) Support from Family	25	20.8
4	d) Constructive Utilization of Time	21	17.5
	Total	120	100

Source: Primary Data

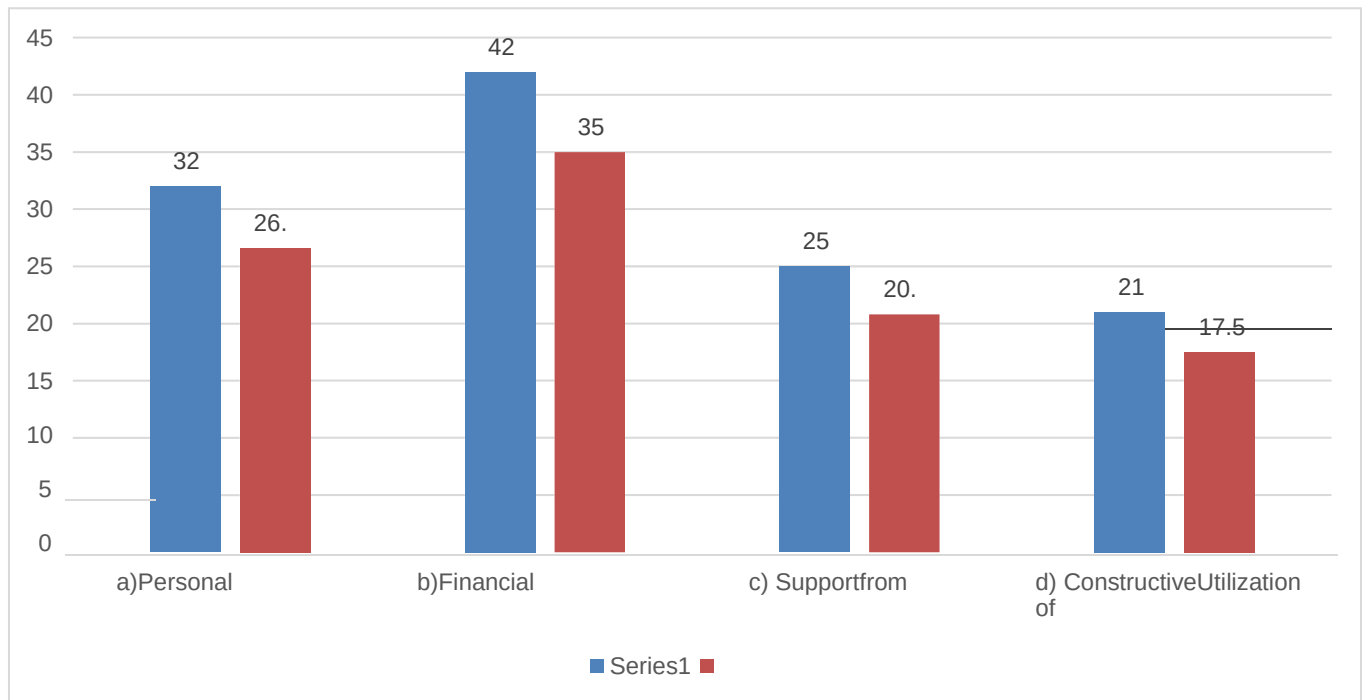


Chart No 4.1.23-Factors of motivation to work of Respondent

Interpretation:

From the above chart, it is observed that 35% respondents are from the group Personal Satisfaction and the remaining 17.5% respondents are from the group Constructive Utilization of Time.

Table No 4.1.24- The criteria for incrementing the benefits package of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Performance	44	36.6
2	b)Seniority	29	24.2
3	c)Some special contribution towards company growth	30	25
4	d)No criteria	17	14.2
	Total	120	100

Source: Primary Data

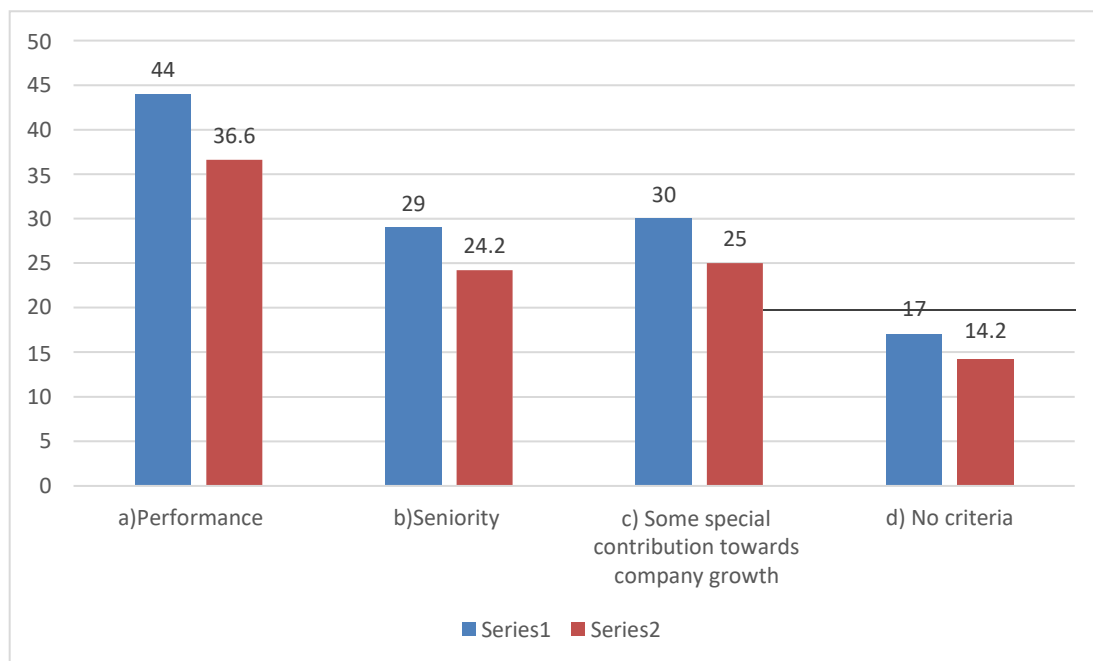


Chart No 4.1.24-The criteria for incrementing the benefits package of Respondent

Interpretation:

From the above chart, it is observed that 36.6% respondents are from the group Performance and the remaining 14.2% respondents are from the group No criteria.

Table No 4.1.25- The frequency of the incentive to be distributed of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Monthly	38	31.7
2	b) Quarterly	51	42.5
3	c) Yearly	18	15
4	d) Rarely	13	10.8
	Total	120	100

Source: Primary Data

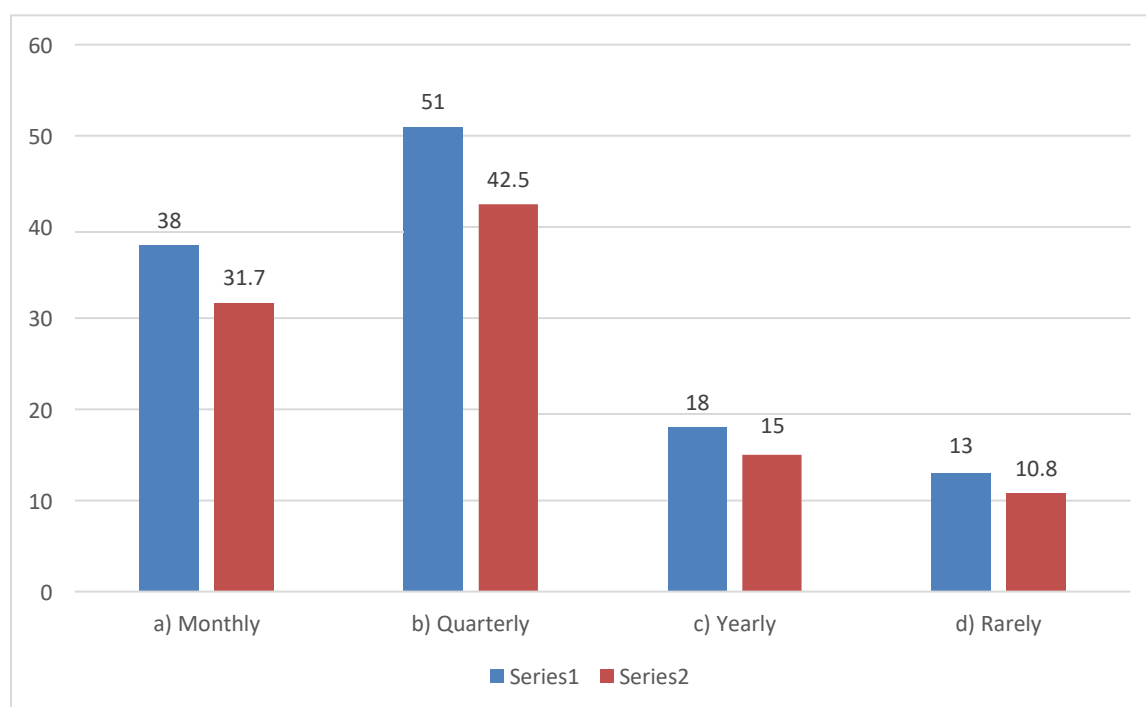


Chart No 4.1.25-The frequency of the incentive to be distributed of Respondent

Interpretation:

From the above chart, it is observed that 31.7% respondents are from the group monthly and the remaining 10.8% respondents are from the group rarely.

Table No 4.1.26- The superior is concerned about the welfare activities of the employees of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Strongly Agree	22	18.3
2	b) Agree	55	45.8
3	c) Neutral	32	26.7
4	d) Disagree	8	6.7
5	e) Strongly disagree	3	2.5
	Total	120	100

Source: Primary Data

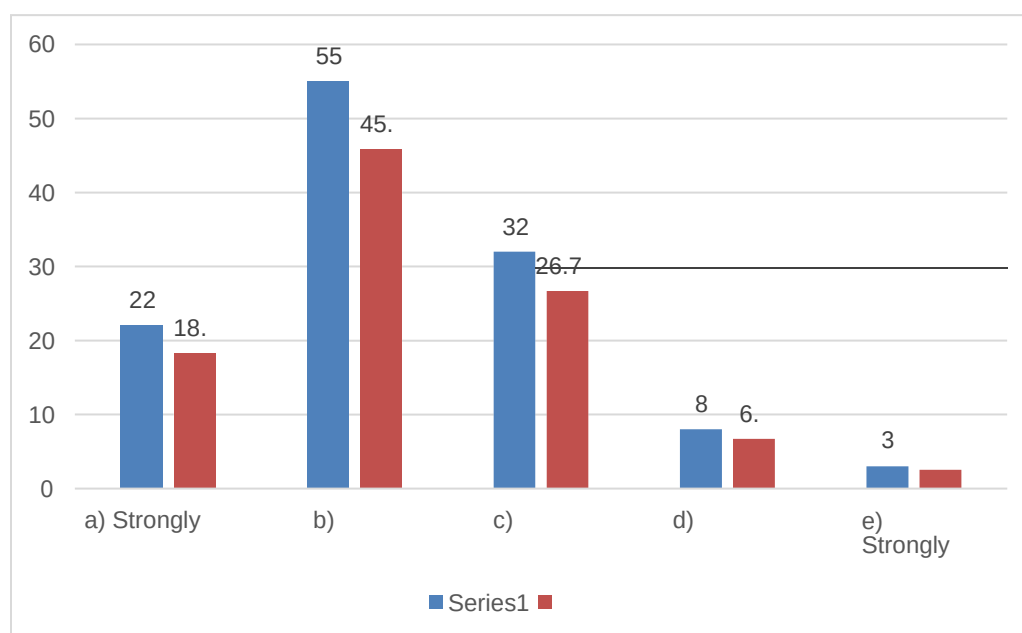


Chart No 4.1.26- The superior is concerned about the welfare activities of the employees of Respondent

Interpretation:

From the above chart, it is observed that 45.8% respondents are from the group agree and the remaining 2.5% respondents are from the group strongly disagree

Table No 4.1.27-The facilities in the company of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) First Aid Box	27	22.5
2	b) Fire fighting system	17	14.2
3	c) Rest rooms	5	4.2
4	d) Recreational facilities	4	3.3
5	e) Lunch rooms	2	1.6
6	f) Two Breaks during the working hours	5	4.2
7	g) Canteen facility	29	24.2
8	h) Medical facility	31	25.8
	Total	120	100

Source: Primary Data

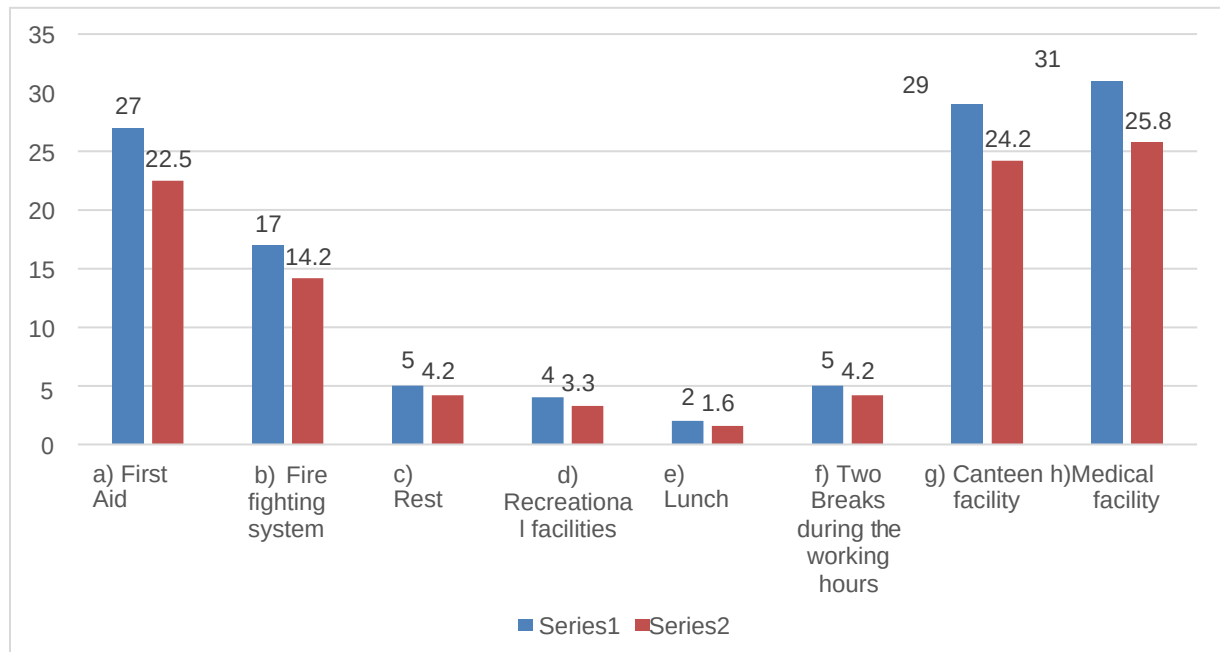


Chart No 4.1.27-The facilities in the company of Respondent

Interpretation:

From the above chart, it is observed that 25.8% respondents are from the group Medical facility and the remaining 1.6% respondents are from the group Lunch rooms.

Table No 4.1.28-The training sessions which are conducted in the company?

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Quarterly	52	43.3
2	b) Yearly	44	36.7
3	c) Rarely	21	17.5
4	d) Never	3	2.5
	Total	120	100

Source: Primary Data

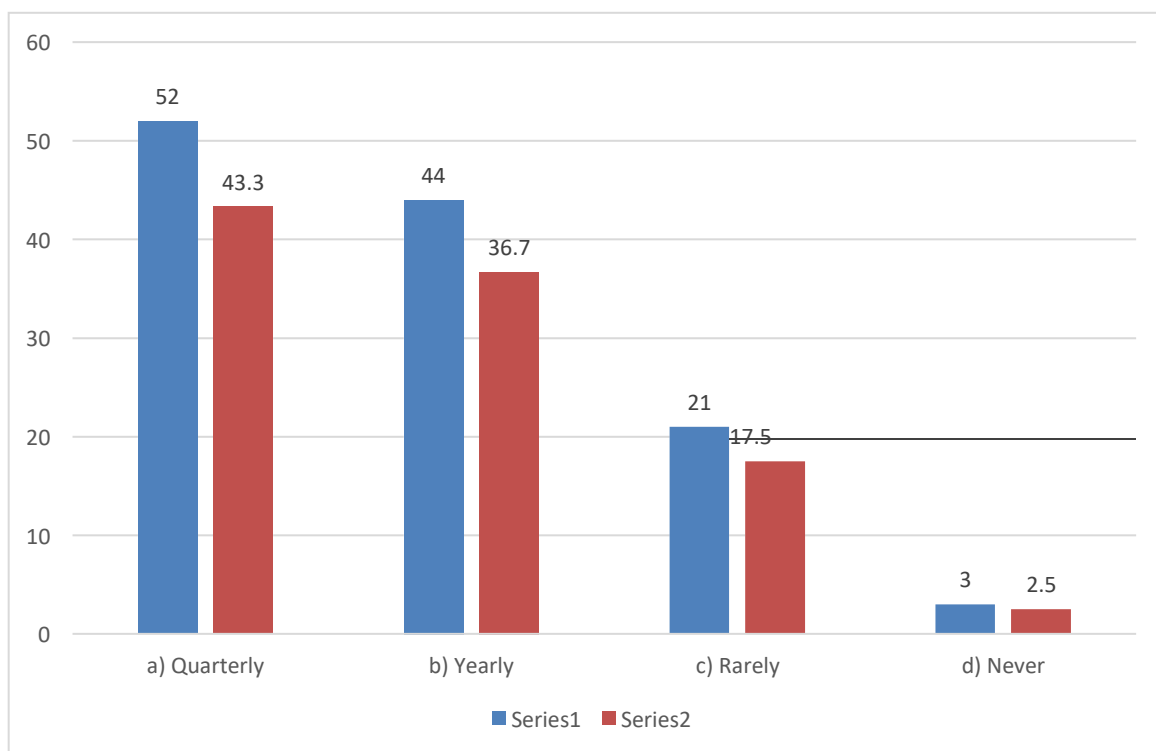


Chart No 4.1.28-The training sessions which are conducted in the company?

Interpretation:

From the above chart, it is observed that 36.7% respondents are from the group yearly and the remaining 2.5% respondents are from the group Never.

Table No 4.1.29- The training level needed in the company of Respondent

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Technical/Skill enhancement	37	30.8
2	b) Personality development sessions	29	24.2
3	c) Both	54	45
	Total	120	100

Source: Primary Data

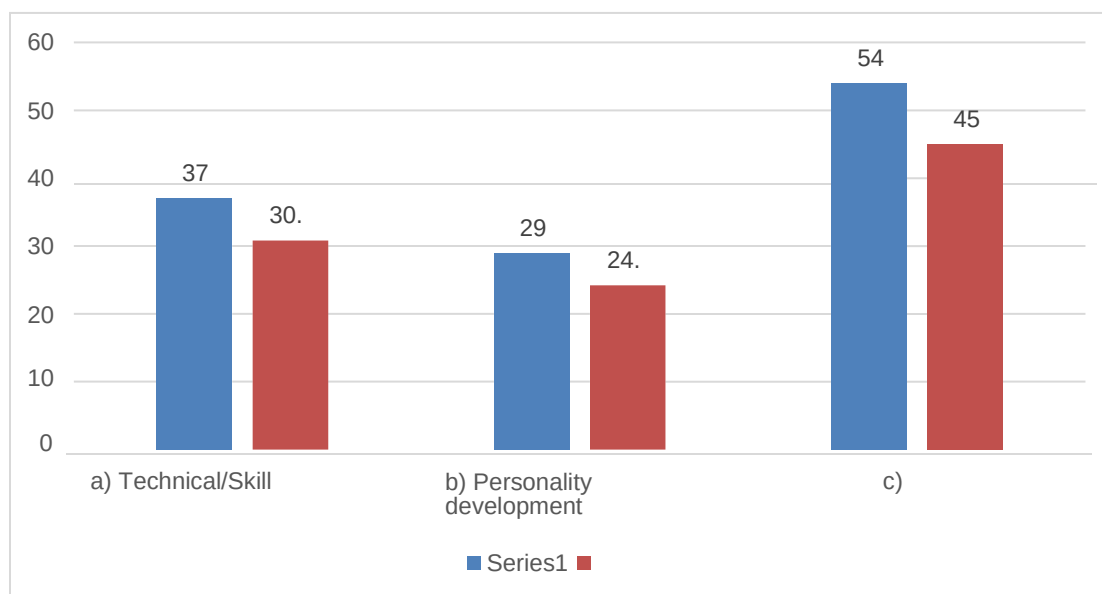


Chart No 4.1.29-The training level needed in the company of Respondent

Interpretation:

From the above chart, it is observed that 45% respondents are from the group both and the remaining 24.2% respondents are from the group Personality development sessions.

Table No 4.1.30: The opinion about senior in the organization

S.No	Particulars	No of Respondent	Percentage of Respondent
1	a) Motivator	51	42.5
2	b) Cooperative	47	39.2
3	c) Rude	2	1.6
4	d) Dominating	20	16.7
	Total	120	100

Source: Primary Data

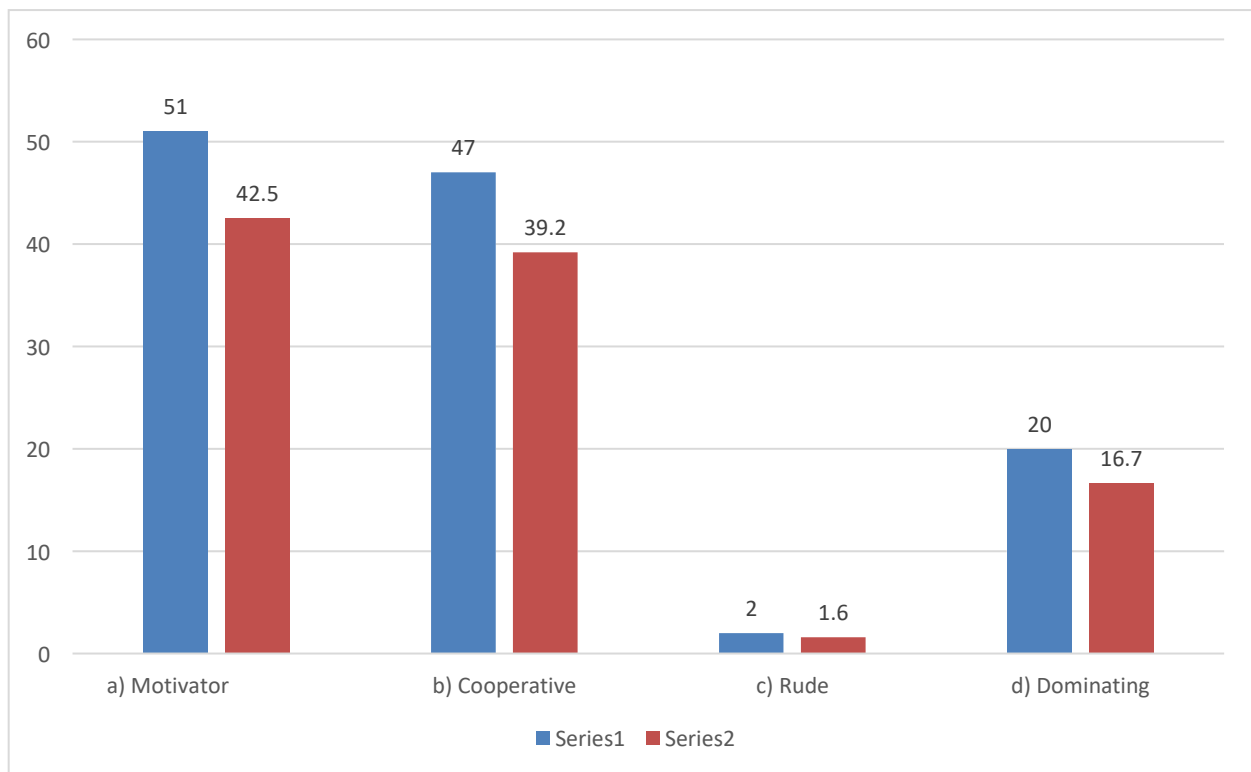


Chart 4.1.30: The opinion about senior in the organization

Interpretation:

From the above chart, it is observed that 42.5% respondents are from the group Motivator and the remaining 1.6% respondents are from the group rude.

Table No 4.31-The quality of work environment in the organization

S. No	Particulars	No of Respondent	Percentage of Respondent
1	a) Motivating	61	50.8
2	b) De motivating	18	15
3	c) Neutral	34	28.3
4	d) Monotonous (Boring)	7	5.8
	Total	120	100

Source: Primary Data

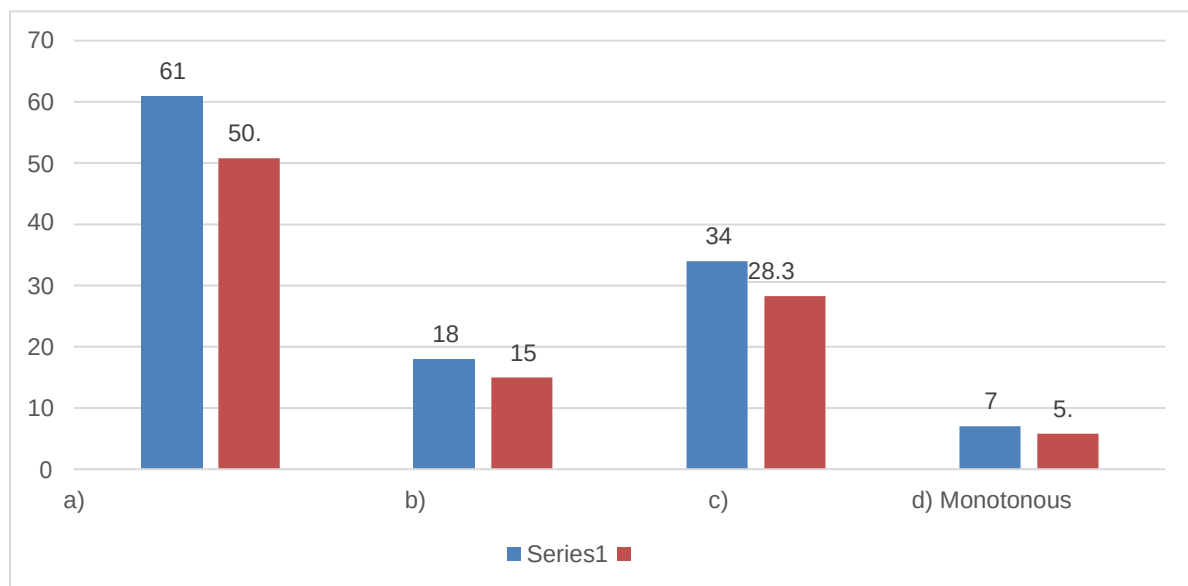


Chart No 4.31-The quality of work environment in the organization

Interpretation:

From the above chart, it is observed that 50.8% respondents are from the group Motivating and there meaning 5.8% respondents are from the group Monotonous (Boring).

4.2 ANOVA Analysis

Table 4.2.1: Table showing the significance difference between the factors affecting the quality of work life

H0: There is no significance difference between the factors affecting the quality of work life

H1: There is a significance difference between the factors affecting the quality of work life

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Stress work	Between Groups	5.788	3	1.929	1.533	0.210
	Within Groups	146.004	116	1.259		
	Total	151.792	119			
Superior concern	Between Groups	5.739	3	1.913	1.176	0.322
	Within Groups	188.761	116	1.627		
	Total	194.500	119			
Opinion senior	Between Groups	3.986	3	1.329	1.532	0.210
	Within Groups	100.606	116	0.867		

	Total	104.592	119			
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Interpretation:

Since p value is greater than 0.05, we accept H1 and reject H0. Therefore, there is a significance difference between the factors affecting the quality of work life.

Table 4.2.2: Table showing the significance difference between the reward and recognition factors which leads to quality of work life

H0: There is no significance difference between the reward and recognition factors which leads to quality of work life

H1: There is a significance difference between the reward and recognition factors which leads to quality of work life

ANOVA						
		Sum of Squares	Df	Mean Square	F	Sig.
Frequent incentive	Between Groups	0.760	4	0.190	0.180	0.948
	Within Groups	121.231	115	1.054		
	Total	121.992	119			
Increment benefits	Between Groups	8.740	4	2.185	2.203	0.073
	Within Groups	114.060	115	0.992		
	Total	122.800	119			
Performance reappraisal	Between Groups	17.387	4	4.347	2.459	0.049
	Within Groups	203.280	115	1.768		
	Total	220.667	119			

Reward system	Between Groups	3.760	4	0.940	0.724	0.577
	Within Groups	149.365	115	1.299		
	Total	153.125	119			
Compensation	Between Groups	10.722	4	2.680	1.409	0.235
	Within Groups	218.745	115	1.902		
	Total	229.467	119			

Interpretation

Since p value is greater than 0.05, we accept H1 and reject H0. Therefore, there is a significance difference between there war dander cognition factors which leads to quality of work life

4.3 Correlation Analysis

Table 4.3.1: Table showing the significance difference between the factors of good working environment which leads to quality of work life

Correlations			
		Quality of work life according to you	Factors of motivation to work
Quality of work life according to you	Pearson Correlation	1	.208*
	Sig. (2-tailed)		0.023
	N	120	120
Factors of motivation to work	Pearson Correlation	.208*	1
	Sig. (2-tailed)	0.023	
	N	120	120

Interpretation:

Since Pearson correlation is between -1 and +1, we accept H1 and reject H0. Therefore, there is a significance difference between the factors of good working environment which leads to quality of work life.

4.4 Chi-Square Analysis

Table 4.4.1: Table showing the significance difference between the income and career development of quality of work life

H0: There is no significance difference between the income and career development of quality of work life

H1: There is a no significance difference between the income and career development of quality of work life

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Income * Career development	120	100.0%	0	0.0%	120	100.0%

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	21.414 ^a	12	0.045
Likelihood Ratio	22.004	12	0.037
Linear-by-Linear Association	0.040	1	0.841
N of Valid Cases	120		

Interpretation:

Since p value is higher than 0.05, we accept H1 and reject H0. Therefore, there is a no significance difference between the income and career development of quality of work

life.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- It is observed that around 40.8 % majorities of the respondents are from the age group of 26-35 and the remaining 10.8% respondents are from the age 45 years and above.
- It is observed that around 53.3% respondents are from the gender group male and the remaining 46.6% respondents are from the gender group female.
- It is observed that 49.1% respondents are from the experience group 2-5 years and the remaining 11.6 % respondents are from the experience above 10years.
- It is observed that 35.8% respondents are from the income level group 25,000-50,000 and the remaining 8.3 % respondents are from the income level group 1,00,000 and above.
- It is observed that 58.3% respondents are from the group fairly motivated and the remaining 1.7 % respondents are from the group Neither Motivated or Demotivated.
- It is observed that 37.5% respondents are from the group fairly motivated and the remaining 5% respondents are from the group Neither Motivated or Demotivated.
- It is observed that 55.8% respondents are from the group average and the remaining 0.8% respondents are from the group poor.
- It is observed that 43.3% respondents are from the group good and the remaining 1.7% respondents are from the group poor.
- It is observed that 50.8% respondents are from the group good and the remaining 2.5% respondents are from the group poor.
- It is observed that 57.5% respondents are from the group sometimes and the remaining 2.5% respondents are from the group never.
- It is observed that 93.3% respondents are from the group Yes and the remaining

6.7% respondents are from the group No.

- It is observed that 62.5% respondents are from the group agree and the remaining 0.8% respondents are from the group strongly disagree.
- It is observed that 40% respondents are from the group moderate and the remaining 0.8% respondents are from the group very less.
- It is observed that 42.5% respondents are from the group agree and the remaining 0.8% respondents are from the group strongly disagree.
- It is observed that 60% respondents are from the group satisfied and the remaining 0.8% respondents are from the group highly dissatisfied.
- It is observed that 54.2% respondents are from the group agree and the remaining 1.7% respondents are from the group strongly disagree.
- It is observed that 54.2% respondents are from the group satisfied and the remaining 1.7% respondents are from the group highly dissatisfied.
- It is observed that 51.6% respondents are from the group agreed the remaining 1.7% respondents are from the group disagree.
- It is observed that 31.6% respondents are from the group Good welfare measures & benefits and the remaining 9.2% respondents are from the group High Standard of Living.
- It is observed that 35% respondents are from the group Autocratic and Supportive and the remaining 13.3% respondents are from the group Participative.
- It is observed that 45.8% respondents are from the group Agree and the remaining 3.3% respondents are from the group strongly disagree.
- It is observed that 34.2% respondents are from the group General Shift and the remaining 15.8% respondents are from the group Flexible Shift.
- It is observed that 35% respondents are from the group Personal Satisfaction and the remaining 17.5% respondents are from the group Constructive Utilization of Time.
- It is observed that 36.6% respondents are from the group Performance and the remaining 14.2% respondents are from the group No criteria.

- It is observed that 31.7% respondents are from the group monthly and the remaining 10.8% respondents are from the group rarely.
- It is observed that 45.8% respondents are from the group agree and the remaining 2.5% respondents are from the group strongly disagree. It is observed that 25.8% respondents are from the group Medical facility and the remaining 1.6% respondents are from the group Lunchrooms.
- It is observed that 36.7% respondents are from the group yearly and the remaining 2.5% respondents are from the group Never.
- It is observed that 45% respondents are from the group both and the remaining 24.2 % respondents are from the group Personality development sessions.
- It is observed that 42.5% respondents are from the group motivator and the remaining 1.6% respondents are from the group rude.
- It is observed that 50.8% respondents are from the group Motivating and the remaining 5.8% respondents are from the group Monotonous (Boring).

5.2 Suggestions

- There should be better reward and recognition that includes both material as well as psychological rewards. Reward gets commitment and the bottom-line for any employee to work is to earn proper reward and recognition.
- Another powerful measure which can cause commitment among employees in Trident is fast growth in career; this should be provided by the company.
- The hotel can improve in personal recognition. A pat on the back, a personal note from a peer or a supervisor does wonders. Small, informal celebrations are many times more effective than a once a quarter or once a year formal event.
- The employees may be given due participation while framing policies in the Hotel they serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievement of the company's goals.
- There shall be chances of open forums for employees to have better exchange of their matters and discuss their problems to improve their service quality and to make themselves satisfied in their job. The employees shall meet at short intervals in their work place to discuss their official matters which will help them to make radical changes in their work situation and may also help to find remedies in the crisis they confront in their day today professional life. This may improve the quality of work life of the individuals.
- The managements should take actions to reduce job stress to improve working conditions and to avert the situation of brain drain. The hotel must formulate a strategy to conduct Annual Stress Audit with a combination of Stress Management and Ergonomics, which will be the most useful approach for preventing stress at work and plan suitable remedial actions for Organizational and Individual growth. This will increase the level of Quality of Work Life in Trident Chennai.

5.3 CONCLUSION

From review of the literature and from above analysis, it can be seen that work life programs are definitely a key component of an organization's strategy for ensuring employee satisfaction and providing them a value creating engagement with the hotel. However Hotels should do the necessary due diligence and groundwork to ensure that proposed work life programs should add value to the project at the company, and align with meeting larger organizational objectives. This should be achieved by means of having more motivated employee resulting in their increased efficiency. The implementation of elective work life programs depended on the economy, value engineering analysis guidelines, and the decisions of key project personnel. Work life programs policies that were to be implemented and are necessary to meet the primary project objectives, regulatory or legal requirements, or safety, a good pay package, career, good environment, rewarded recognition, job and its components and engineering standards. On the other hand not evaluating work life programs policy in a timely manner could have led to schedule slippage which was often detrimental effect of cumulative project changes. Once the project fell behind at the hotel, it was difficult for the project to recover thereby increasing the risk of cost over runs. Thus from the study it is revealed that Trident Chennai has to satisfy some of the basic needs and demands of its employees because the satisfied and motivated employees are the source of achieving the hotel goals and objectives. In order to use the maximum potential of the human resource, the hotel has to provide them with the best quality of their working life. From the study it is clear that the overall quality of work life of employees is good in Hotel Trident Chennai.

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Questionnaire

1. Name:

2. Age:

- a) 20 – 25years
- b) 26 – 30years
- c) 31 - 35years
- d) Above 35years

3. Gender:

- a) Male
- b) Female

4. Work Experience:

- a) Below 1year
- b) 2 – 5years
- c) 6 – 10years
- d) Above 10years

5. Income Level:

- a) Below 6,500
- b) 6,500 - 8,000
- c) 8,000 - 10,000
- d) Above 10,000

6. How are you being motivated in the work environment?

- a) Highly
- b) Fairly
- c) Neither motivated nor demotivated

7. The organizational atmosphere is based on fairness, Integrity, and trust:

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

8. Rate the Following

Factors	Excellent	Good	Average	Poor
Superior Subordinate Relationship				
Career Development				
Employer-Employees Relationship				

9. The organization involves worker's participation indecision-making:

- a) Always
- b) Occasionally
- c) Rarely
- d) Never

10. Do you feel comfortable and satisfied with your job?

- a) Satisfied
- b) Neutral
- c) Dissatisfied

11. The working time allocation is according to the Standing Order (As per the Government Norms):

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

12. Stress involved in your work is:

- a) High
- b) Very high
- c) Moderate
- d) Less
- e) Very less

13. The skills and talents of the employees are used by the organization to their optimum level:

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Neutral
- e) Strongly disagree

14. How do you feel, that the employees Training and Development programmes in Trident India satisfy in your quality of work life:

- a) Highly satisfied

- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

15. The compensation provided by the organization helps you in maintaining a socially desirable standard of living:

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

16. Are you satisfied with the reward system in your organization?

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

17. The organization makes performance appraisal on the basis of merit and performance:

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

18. What is quality of work life according to you?

- a) Good working environment
- b) Good welfare measures & benefits
- c) Social recognition
- d) Career development & opportunities
- e) High standard of living

19. What type of leadership exists in your organization?

- a) Autocratic
- b) Supportive
- c) Democratic
- d) Participative

20. Conditions in the job allows me to be productive

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

21. Which of the following best describes your usual work schedule?

- a) General Shift
- b) Rotational Shift
- c) Staggered Shift
- d) Flexible Shift

22. Tick the factor that motivate you to work:

- a) Personal Satisfaction
- b) Financial and dependence
- c) Support from Family
- d) Constructive Utilization of Time

23. What is the criteria for incrementing the benefits package?

- a) Performance
- b) Seniority
- c) Some special contribution towards company growth
- d) No criteria

24. According to you, how frequently should the incentive be distributed?

- a) Monthly
- b) Quarterly
- c) Yearly
- d) Rarely

25. The superior is concerned about the welfare activities of the employees

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

26. What facilities would you like to have in the company?(Can tick more than one option)

- a) First Aid Box
- b) Fire fighting system
- c) Restrooms
- d) Recreational facilities
- e) Lunchrooms
- f) Two Breaks during the working hours
- g) Canteen facility
- h) Medical facility

27. In your company, training sessions are conducted:

- a) Rarely
- b) Yearly
- c) Quarterly
- d) Never

28. What kind of training is needed at your level?

- a) Technical/Skill enhancement
- b) Personality development sessions
- c) Both

29. What is your opinion about your senior?

- a) Motivator
- b) Cooperative
- c) Rude
- d) Dominating

30. is the quality of work environment:-

- a) Motivating
- b) Demotivating

c) Neutral

d) Monotonous (Boring)

FACTORS AFFECTING THE QUALITY OF WORK LIFE OF EMPLOYEES IN HOTEL INDUSTRIES: WITH SPECIAL REFERENCE TO TRIDENT.

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Abstract:

Quality of work life is said to be a critical concept which is having a lot of importance in an employee's life. It is said to indicate that a proper balance will be there both in work and personal life which also ensures organizational productivity and employee's job satisfaction. This research study attempted to find out the factors that have an impact and significant influence on the quality of work life of employees in Trident, Chennai. To begin with, the factors were identified through literature review and the current context of Trident, Chennai. Seven factors were found and quantitative research was done. After developing a questionnaire, a survey was conducted among 120 employees. The outcome of the research is that six out of seven factors (workload, family life, transportation, compensation policy and benefits, working environment, working condition, and career growth) have a significant influence on the quality of work life. The study concluded that an appropriate organizational culture, compensation policy, career growth, and relative facilities can lead to a satisfied employee mindset which ensures overall organizational productivity.

Keywords: Employee, Work life, Motivation, Performance, Organization.

I Introduction

In the current scenario every organization expects their employees to perform at their peak potential. Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study. In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the workplace. It is very important for an organization to create a very conducive working environment for employees. This study is needed to ensure that all employees are performing at their

peak potential, free from stress and strain, and to ensure all their needs are fully satisfied. This study will be used as feedback from employees to know their current perspective of workplace and also to identify the areas of improvement for the organization. Thus the researcher conducted a study on quality of work life in Trident Chennai.

II Review of Literature

Bagtasos, Maynard Rivalal (2008) Topic: The Relationship between Quality of Work Life and Job Satisfaction Source: DLSU Business & Economics Review. Vol. 20 Issue 2, p1-8. 8p. The Quality of Work Life (QWL) is a multi- faced concept, having multi dimensional constructs brought about by the variation of interest of the researchers and for its users. The issue of QWL has become critical due to the increasing demands of today's business environment and of the family structure. This gave rise to an increased interest in QWL not only in business but also for many professions and fields. Determining QWL always involves the interplay between and among the worker, job content, and job context. Furthermore, the determination of the extent of QWL in an organization is a perceptual undertaking. As such, QWL is greatly influenced by the personal characteristics of those who determine it. Measuring the extent by which QWL in an organization is usually done through the level of satisfaction employees experience using a given set of variables that are appropriate and useful in their situation.

Quality of Work Life and Organizational Performance (2013): Date: Accepted 18 April 2013 Good Quality of work life is necessary for an organization to attract and to retain skilled and talented employees. In order to survive in the competitive market because of Liberalization, Privatization and Globalization and to minimize the attrition rate of employees the QWL initiatives are very important. QWL involves wide variety of components that are influenced on the performance of employees. This paper focuses and analyzes the literature findings which involve QWL.

Huang, Tung-Chun; Lawler, John; Lei, Ching-Yi Topic: (2007): The effects of Quality of work life on commitment and turnover intention. Source: Social Behavior and Personality: an international journal, Volume 35, Number 6. Although previous studies have demonstrated the importance of balance between family and work life, few have included quality of work life (QWL) and job-related attitudes The aim of this study was to examine the impact of quality of work life on auditors' career and organizational commitment in Taiwanese public accounting firms, and how those commitments, in turn, affect turnover intention. Our findings indicate that different dimensions of QWL result in distinctive effects on organizational and career commitments and turnover intentions. Managerial implications for both researchers and practitioners are discussed.

Simon Chak-keung Wong, Annie Ko Topic (2009): Exploratory study of understanding hotel employees' perception on work–life balance Source: Volume 28, Issue 2, Pages 195-203 This paper explores hotel employees' perception on work–life balance issues. In-depth interviews and self-administered questionnaires were used to collect the data. Factor analysis discovered seven factors: (1) enough time-off from work; (2) workplace support on work–life balance; (3) allegiance to work; (4) flexibility on work schedule; (5) life orientation; (6) voluntary reduction of contracted hours to cater for personal needs; and (7) upkeep the work and career—the determinants perceived by employees to attain “better” work life balance in the dynamic hotel environment .Adopting an employee-centric and integrative approach are the critical success factors for implementation of a work–life balance program.

Indira Kandasamy, Sreekumar Ancheri (2009) Topic: Hotel employees' expectations of QWL: A qualitative study, The hospitality industry needs to provide a good quality of work life (QWL) in order to attract and retain employees. There is yet to be a study that defines the 'expected dimensions of QWL by the potential and present hotel employees. QWL being multifaceted and context-based, this researcher conducted a qualitative study in an attempt to identify QWL dimensions expected in the working environment of a hotel. 84 students and 64 employees from three hotel management institute and three hotel organizations from Mangalore city in India participated through a purposeful sampling frame. Data were collected using interviews, focus group discussions and open-ended questionnaires, and analyzed in line with grounded theory method. The content analysis of the data yielded eight dimensions of QWL.

III Objective

Primary Objective

- To study on the Factors Affecting the quality of work life in Trident Chennai

Secondary Objective:

- To know whether reward and recognition leads to Quality of work life.
- To know whether good working environment leads to Quality of work life.
- To know whether good career prospects in the Hotel leads and to Quality of work life and to know whether good pay package leads to Quality of work life.

IV. METHODOLOGY

Research design:

Searched sign is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem research. Research design is the framework that has been created to find answers to research questions. The researcher has used descriptive research design as Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of Minnesota state population or situation being studied?). The characteristics used to describe the situation or population is usually some kind of categorical scheme also known as descriptive categories.

Measures:

The standard populace length taken within the assignment is one hundred fifty above. The standard pattern length within side the assignment is 1120 respondents of employees. The statistical evaluation gear used are spss for checking out the hypothesis, correlation, Chi square check within side the spss device and ANOVA in spss device.

Procedure

The number one information are the ones, which might be accrued clean for the primary time and consequently show up to be unique in character. Here the cluster sampling approach is used to acquire the information-the usage of questionnaire. We acquire number one information for the duration of the path of doing experiments in experimental studies. In our studies, information changed into accrued thru the questionnaire approach. Secondary information are the ones are already been accrued with the aid of using a person else. The secondary information are accrued with the aid of using reading numerous substances like agency profiles, magazines, journals, beyond records, reviews and websites.

V. RESULTS AND DISCUSSION

From the analysis of the data collected, the following results were obtained: There is significant positive relationship between Quality of work life Factors of motivation to work.

Correlations			
		Quality of work life according to you	Factors of motivation to work
Quality of work life according to you	Pearson Correlation	1	.208*
	Sig. (2-tailed)		0.023
	N	120	120
Factors of motivation to work	Pearson Correlation	.208*	1
	Sig. (2-tailed)	0.023	
	N	120	120

From the analysis of the data collected, the following results were obtained: There is significant positive relationship between Frequent incentive and Increment benefits.

ANOVA						
		Sum of Squares	Df	Mean Square	F	Sig.
Frequent incentive	Between Groups	0.760	4	0.190	0.180	0.948
	Within Groups	121.231	115	1.054		
	Total	121.992	119			
Increment benefits	Between Groups	8.740	4	2.185	2.203	0.073
	Within Groups	114.060	115	0.992		

	Total	122.800	119			
Performance reappraisal	Between Groups	17.387	4	4.347	2.459	0.049
	Within Groups	203.280	115	1.768		
	Total	220.667	119			

Hypothesis: 1

Since Pearson correlation is between -1 and +1, we accept H1 and reject H0. Therefore, there is a significance difference between the factors of good working environment which leads to quality of work life.

Hypothesis: 2

H0: There is no significance difference between the factors affecting the quality of work life

H1: There is a significance difference between the factors affecting the quality of work life

VI. Suggestions

- There should be better reward and recognition that includes both material as well as psychological rewards. Reward gets commitment and the bottom-line for any employee to work is to earn proper reward and recognition.
- Another powerful measure which can cause commitment among employees in Trident is fast growth in career; this should be provided by the company.
- The hotel can improve in personal recognition. A pat on the back, a personal note from a peer or a supervisor does wonders. Small, informal celebrations are many times more effective than a once a quarter or once a year formal event.
- The employees may be given due participation while framing policies in the Hotel they serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievement of the company's goals.
- There shall be chances of open forums for employees to have better exchange of their matters and discuss their problems to improve their service quality and to make them satisfied in their job. The employees shall meet at short intervals in their work place to discuss their official matters which will help them to make radical changes in their work situation and may also help to find remedies in

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