



# Comparative evaluation on Quality of work life among Female employees of selected hotels in Pune Region (India)

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## Abstract

Lower commitment and work unhappiness among employees have been noted as prevalent problems in firms. These have a negative impact on customers' satisfaction with the level of customer service. Poor customer service and discontent also have a negative effect on the company's overall productivity and profitability, which can be a barrier to the organization's existence and longevity. Due to the hospitality industry's focus on people, low organizational commitment and low job satisfaction have been identified as major issues. The current study examines the connection between organizational commitment and job satisfaction in the Indian hotel industry. The study's methodology is empirical. Given the complexity and breadth of the study, a variety of tools and strategies have been employed. In this study, the quality of working life for women employees in Pune's hospitality businesses is evaluated. In contrast to traditional businesses, hospitality corporations use a variety of strategies and cutting-edge techniques to encourage employee happiness. The demographic inquiries are found in the first section of this questionnaire. The second component deals with working circumstances, while the third section measures work-life balance. The fourth item on the questionnaire deals with management's attitude toward female employees, while the final question offers research on organizational commitment. Therefore, the primary goal of this study is to assess how well female employees perceived their working conditions and the hotel business in Pune. The emphasis is on identifying the part that human resources played in helping hotel staff members develop their personal qualities, which in turn helped guests' perceptions of the staff.

**Index Terms-**Hotel Engagement, Work Life Balance, Pune Region, Female Employeeetc.

## 1. INTRODUCTION

Most hotels in India were constructed prior to World War II in places that were frequented by the British and Indian nobles. Only a few companies owned hotels in India during this time period. A whole range of tourism administrations are now provided by ITDC, including lodging, dining, entertainment, shopping, hotel consulting, duty-free stores, and an internal travel agency. In parallel, Chairman of East India Hotels Ltd. Rai Bahadur M. S.

Oberoi expanded his domain by building New Delhi's first modern multi-story hotel, which was franchised to Inter-Continental Hotels of the United States. The Cecil in Shimla, The Oberoi Grand in Calcutta, The Oberoi Clarks in Shimla, The Oberoi Palm Beach, and Gopalpur on the Sea were all part of the Oberoi hotel chain.

The Oberoi Tower Hotel in Bombay, which was being built at the same time, entered into an establishment and administration agreement with Sheraton. By franchising its hotel venture in Bombay, Holiday Inn also gained entry into India. This marked the beginning of hotels in India being purposefully designed, planned, decorated, and furnished in addition to the development of systems for managing various departments inside a hotel. An important establishment benefit was the training of managerial and other staff, and the first handful of groups of managers trained by the Inter-Continental Hotel Company established another model of professional expert hotel administration for India's lodgings that still serves as a benchmark for the country's hotel sector today. Before surveys and further expansion of the promoting impact of hotel franchising and hotel management by foreign managers were possible. However, India had a surge in patriotism, which led to the inclusion of administration disposal as a fundamental element of franchise agreements.

With the acquisition of a hotel in Chennai that was renamed "Hotel Chola" in 1975, ITDC launched its hotel division. The idea of creating value for the nation informed ITDC's decision to enter the hotel industry. Due to its ability to generate large levels of foreign cash, establish a tourism foundation, and create a significant amount of direct and indirect jobs, ITDC chose the lodging industry. Between 1975 and 1977, three Welcome Group Hotels were constructed; these were independent hotels that promoted the idea of "Be Indian, Buy Indian" and made use of indigenous talent. The Sheraton framework was finally installed in these hotels in 1978, and without an administration contract, expatriates were hired for the purposes of upgrading staff training and introducing Sheraton operating systems.

The Taj, the Oberoi hotels, and the Welcome Group were among the major Indian lodging organisations who launched their own unique franchising and management programmes, giving rise to local establishment operations, in response to the administration's implied crippling of remote franchising. However, they concentrated on the 5-star and 5-star-special lodging categories. These hotels were located in a few prestigious resorts and well-known metropolitan centres, which led to the concentration of franchised hotels in these areas. Single business persons began building hotels in secondary cities/resorts in the late 1970s, inspired by the success stories of the hotels in metro urban towns that overcame difficulty.

India's hotel industry saw a boost once the country agreed to host the 1982 Asian Games. The administration unveiled a national tourist strategy and identified locations for the country's tourism development. This plan was made to assist the country in meeting the massive demand for hotel rooms in New Delhi, the Asian Games' host city.

In 1986, the government formally acknowledged tourism as an industry. Due to this, the industry became eligible for a number of government incentives, such as tax breaks, subsidies, preferential treatment when loans were approved by state and financial institutions, and advantages when obtaining electric and water connections. However, the subsequent boom in hotel construction was largely due to these incentives. There were other additional factors: Land was made affordable; hotels were viewed as a profitable industry that offered quick returns on investments; hotels were recommended as the best place for businessmen to invest their excess cash from other ventures; and many Indian businessmen held the false belief that hotels were simple to run. Being hotel owners increased their prominence and brought them recognition.

However, a large number of the hotels constructed at the time lacked sound operational planning. This was done in response to the sudden increase in hotels in secondary locations (HRACC). The committee's certified hotels qualified for various tax breaks and benefits that the government periodically offered. This "carrot and stick" approach was designed to rein in the hotel industry's rapid expansion.

One of the industries in India that is expanding and has had a significant increase recently is the hotel industry. The hotel and tourism industries are intimately connected and both contribute to the expansion of the other. The Indian hotel and tourism industries have benefited from the expanding economy and expanded commercial opportunities in India. The expansion of domestic and foreign tourism, and subsequently the hotel business, has been aided by the "Incredible India" destination promotion and the "Atithi Devo Bhavah" (ADB) campaign. Recent government initiatives have benefited the hotel industry. By allowing 100% FDI, the government has also made significant efforts to increase investments in the tourism industry. Additionally, "Incredible India 2.0" wants to promote the nation as a spiritual and wellness destination, and it is anticipated that India will become a significant South Asian wellness hub. One of the world's main economies with the quickest growth rates is India. The acceleration of policies that encourage investment, structural changes, and low commodity prices are the driving forces behind growth. Foreign Direct Investments (FDI) have increased by 8.0% in 2016–17 over the prior year as a result of central government deregulation policies (HVS, 2017). The programmes

that argue for ease of doing business include those that promote entrepreneurship, encourage digitization, minimise skill gaps, and improve urban development. The Economic Survey of India 2016/17 reports that despite the country's GDP expanding at a 7.1% rate in 2016/17 and a 7.6% rate in 2015/16, the economy has remained buoyant in recent years. The Goods and Services Tax (GST), the four labour codes, the Insolvency and Bankruptcy Act 2016 and the Arbitration and Conciliation Act are among the institutional reforms that are now being implemented and are expected to have a substantial impact on the nation's economic development. Notably, the eagerly anticipated GST went into effect on July 1, 2017, bringing with it homogenous and consistent taxes as well as simplified Input Tax Credit usage for the Indian hospitality sector.

The remainder description of paper is as per the following; Section II examines the hotel industry in Pune and their development. Section III presents the work life balance study in hotel industry in Pune sector. Section IV provides the research methodology with current objectives. The data analysis is explained in section V. The conclusion and its future scope is described in Section VI.

## 2. HOTEL INDUSTRY IN PUNE

The hotel industry is currently one of the economic sectors that is growing the fastest. This industry alone is a growing, multibillion dollar business. It provides countless opportunities for the employment of various representatives and employees because of its diversity. Employees have the option to pursue other areas of interest while remaining employed in the hotel industry. It is "a home away from home" with all of the modern conveniences and amenities available for a fee. So a hotel should, at its core, offer lodging and food. However, as hotels continue to advance and improve globally, we now see a variety of hotel types to accommodate various tourist needs. Hotels can be categorized based on their size, number of rooms, ownership, pricing structure, clientele, average length of stay, and amenities provided. Depending on the type of amenities they offer, hotels range from five stars to four stars to three stars.

Pune ranks as the 101st most populous city in the world. It is located on the right bank of the Mutha River, 560 meters (1,837 feet) above sea level, in the Deccan plateau. The administrative centre of the Pune district, Pune City, was previously the seat of the Shivaji Maharaj-founded Maratha Empire.

Pune, the residence of the Peshwas, the Maratha Empire's prime ministers, in the 18th century, rose to prominence as the political hub of the Indian subcontinent. Pune is regarded as Maharashtra's cultural hub. Pune has had an established conventional old-economic base since the 1950s and 1960s. Most of the older industries are still expanding. With the statement "Hosts IT and automotive firms," it also emphasises Pune as one of the world's emerging 9 cities and expanding business centres.

Pune is growing as a significant site for IT and manufacturing as one of the biggest cities in India and a significant centre of learning with many institutions and universities. Pune has the sixth highest per capita income in the nation and the eighth largest metropolitan economy in the nation. Over 70,000 individuals are employed in the IT industry. Microsoft, a leading provider of software, plans to establish a 7 billion (US\$100 million) project in Hinjewadi.

### A. Pune since Indian Independence

Pune underwent significant expansion following India's 1947 separation from Britain, including the construction of the National Chemical Laboratory in Pashan and the National Defense Academy at Khadakwasla. Pune serves as the administrative centre for the Indian Army's Southern Command. The 1950s and 1960s saw the beginning of industrial development in Hadapsar, Bhosari, Pimpri, and Parvati. In 1961, Telco (now Tata Motors) began operations, which provided the automotive industry a tremendous boost. Pune started to draw in foreign investment in the 1990s, especially in the engineering and information technology sectors. In and around the city, brand-new industries including floriculture, food processing, and vineyards began to emerge. The six-lane Mumbai-Pune expressway construction started in 1998 and was finished in 2001. There are now IT parks at Nagar Road, Hinjewadi, and Aundh. Pune hosted the Commonwealth Youth Games in 2008, which sparked more growth in the northwest part of the city.

## B. Pune as a Potential Market

Pune has had phenomenal growth during the past ten years in all major areas that influence a city's economy, including infrastructure, services, industry, and health care. Unsurprisingly, the top three retail categories in the city are food and beverage, clothing and footwear, and electronics. Despite this, Pune continues to be a price-sensitive market with lower consumption than Cochin.

## C. Development of Hotel industry in Pune

The hotel sector has been most active in Pune, the second-largest city in Maharashtra, over the past ten years. From a severely underserved hospitality sector, Pune's rise as a quality hospitality hub has been tremendous in the last ten years because to investments in the IT, automotive, and pharmaceutical industries. Today, nearly all domestic and foreign hotel brands can be found dotting Pune's skyline. To put it mildly, it has essentially turned into a playground for international hospitality. In 2006–2007, Pune had an estimated 800 classified room inventories. According to the most recent data, there are roughly 6,000 hotel rooms in the city. Pune experienced the largest compound average increase of any city in India between 2006–2007 and 2012–2013 in terms of the number of hotel rooms available. The need for high-quality hotel rooms was caused by the city's evolving demographic throughout time. Quality housing space was required in the city due to the growth of the industrial sectors, including IT, engineering, pharmaceuticals, and the automotive and pharmaceutical industries.

## 3. WORK LIFE BALANCE

The hotel industry is known for its lengthy shifts, hard work, and irregular/unannounced/unplanned weekly off-time. In this way, the employees' work-life balance is bad, and their social life is also highly limited. The typical workday for hotel personnel is 12 to 14 hours, during which they must continuously be on the move. Additionally, due to business seasonality, hotels employ a small staff to maintain cheap labour costs, especially during the off-peak season, which results in an increase in the workload and working hours of the current employees. Hotel operations can be incredibly chaotic at times, and in order to adjust, staff frequently have to work on their days off, which interferes with their plans to spend time with their family. The hotel industry is booming during the holidays, so staff members must stay on their toes as their families enjoy the festivities without them. Despite the fact that the industry has started to recognize this truth, it has not been able to come up with a solution. Hotels have begun the following actions in an effort to lessen the severity of this problem:

- Extra vacation days, holidays, or weekly off
- Employee recreation clubs and family Come together

### A. Work Culture

An organisation is set up to attain specific goals and destinations by bringing individuals together on a common platform and encouraging them to give it their all. In order for employees to develop a sense of dependability toward their workplace, they must enjoy it. The affiliation must provide the delegates with a positive atmosphere so they can focus on their own work rather than interfering with each other's efforts.

### B. Employee Relations

This is an important aspect of workplace culture since it affects how the organisation runs. A successful relationship between team members, or "Team bonding," is essential, especially in the hotel industry since creating a positive visitor experience is mostly a team effort. A healthy workplace culture creates an environment where employees can entirely focus on the important operational challenges without distractions.

### C. Interactions

These play a key role in any organisation. Vertical or horizontal communications may be used in interactions inside the formal association. As was previously mentioned, providing a service to the guest requires a team effort all the more. Without sufficient team contact among the coworkers, this effort is little. These exchanges could take the form of meetings, briefings, discussions, commands, directives, feedback, and so on. These contacts are absolutely essential to any business' success.

## **D. Healthy Work Atmosphere**

Just and reasonable hierarchical structures, cordial representative relationships, strongly specified association structures, and clarity of each individual's role within the organisation are cited as characteristics of a stress-free work environment. Such an environment encourages improved representative quality, which has a direct impact on employee performance and overall profitability.

## **E. Employee Welfare**

Employee welfare is referred to as a component of company and is distributed by the industry. It includes benefits such as perks and salary-related advantages as well as measures that are intended to increase employee proficiency. The lawmakers are negatively impacted by these welfare measures. In fact, firms are focusing on this occupational outlook to recruit and retain people in today's competitive environment. This also applies to the hotel industry. Although each hotel has its own corporate strategy for organizing representative welfare exercises, large hotels adhere to the aforementioned procedures.

## **F. On the Job Meals**

This is a feature that may be found in virtually every hotel. Meals are provided to employees while they are working. Due to the hotel's involvement in the catering industry, providing meals to its staff is both practical and economical. Despite the fact that employees frequently undervalue this viewpoint, it ends up being a crucial component, especially when workers are putting in unusual shifts or long hours.

## **G. Transport Facilities**

The hotel industry does not use this feature all that frequently. However, not many hotels offer this amenity to remote workers. The employees' inconsistent work schedules serve as the strongest justification for not providing this amenity.

## **H. Accommodation Facilities**

In any case, business hotels provide temporary or long-term family or shared housing to their outstation personnel with or without a little fee depending on the hotel's policies.

## **I. Family Medical Benefits**

This benefit could be a medical insurance plan, ESIC, a medical allowance, or a repayment or reimbursement of employees' medical expenses depending on the policies of the company. However, the employee may receive this rather than the family. Even if some hotels might offer the same to an employee's immediate family, it might only be a benefit for senior management.

## **J. Child Education Plans**

In the hotel business, this tactic is extremely unusual. Some hotels might provide this as a perk to the higher management.

## **K. Family Pension Scheme / Insurance schemes**

The organization's management may choose to implement this plan as employee provident funds, group insurance plans, or another option.

## **L. Employee Recognition**

Recognizing and appreciating employees helps greatly in motivating them to do better. It demonstrates that the staff members' work is valued by the management. Employee appreciation is a unique tool that supports and recognizes the most significant contributions that individuals make to your company. When you see people as productive, you reinforce the behaviours and routines that you want to see others repeat using your preferred technique of praise.

## **4. RESEARCH METHODOLOGY**

It is clear from the thorough review of the literature provided above that if a company does not foster an environment where employees feel at least somewhat satisfied with their work, then one can anticipate a

number of negative outcomes, including decreased productivity, high employee turnover, absenteeism, and low morale. Without a question, one of the world's expanding sectors is the hotel sector. It is the only sector that operates around-the-clock, 365 days a year to accommodate the growing number of tourists, and it ranks second in terms of its contribution to foreign exchange earnings. So it would make sense to look at the effects of job unhappiness before looking at the results of job contentment. Every firm needs to address job unhappiness since it has a direct impact on expenses and output. Most of the research studies conducted on "Quality of Work Life" has taken only limited factors. Since it is directly related with human resources, the factors used to determine and enhance the QWL, to be updated according to the requirement of employees working in the various organizations. This study has taken many latest factors which affect the QWL of employees. Further, a significant number of studies have been done on QWL in the banks, hospitals and PSUs. Only a few studies have been conceded in the service sector. Hence the present study was carried out in the Hospitality sector. In the modern workplace women plays a greater role compared to male; female have more additional responsibilities apart from their work. But the exclusive studies on QWL of women employees are very scanty. The present study attempts to cover exhaustively the QWL of women employees in the select hospitality companies. The undue pressure causes stress, and a sense of depression among female employees. In most cases they feel so dejected as to take, the extreme step of committing suicide. This study attempts to assess the quality of work life of women employees in the hospitality companies in Pune. Compared to traditional companies, hospitality firms adopt various strategies and innovative approaches to make their employees feel happy in the workplace. The main objective of this work is to study the association between the quality of work life and the demographic variables of women employees of hospitality organizations in Pune and to analyse the factors that influence the quality of work life of women employees in the hospitality organizations in Pune.

Primary data is used to achieve objectives of present study. Data is collected with the help of various sources and is tabulated with the help of MS-Excel. Then further data analysis is done with the help of SPSS tool. Reliability statistics is analyzed with all statements initially. Compare means with ANOVA analysis is used to achieve the first objective. To achieve 2<sup>nd</sup> objective, Descriptive Statistics, Factor Analysis (EFA) are performed for achieving this objective. This shows direct factors performance on the basis of factor analysis.

### Research Design

The research design of the present study is descriptive cum exploratory in nature as the researcher will try to identify the factors influencing quality of work life and the problems faced by them in Hotels of Pune.

### Sample Size

Pune City comprises of Pune Municipal Corporation (PMC) and the Pimpri Chinchwad Municipal Corporation (PCMC) area. In addition to Mhalunge, Sus, Bavadhan, Kirkatwadi, Pisoli, Lohegoan, Dhavade, Kopare, Kondhwa Dhavade, and Nanded, the PMC has jurisdiction over 15 villages. Along with the primary suburbs of Swargate, Shivajinagar, and Pune Station, the suburbs of Pune City include Khadakwasla, Shivane, Hadapsar (Sadesatara Nali portion), Mundwa (Keshavnagar), Manjari, Narhe, Ambegoan, Dhayari, Urli Kanchan, and Phursungi. The four main sections of the PCMC are Pimpri, Chinchwad, Akurdi, and Bhosari.

### Selected Hotels

Table 1: Hotels of Pune City

SN	Hotel Name	Category
1	J W Marriott	5-Star
2	Courtyard by Marriott	5-Star
3	Marriott	5-Star
4	IBIS	5-Star
5	Radission Blu	5-Star
6	Taj Hotel	5-Star
7	Vits	5-Star
8	Sayaji	5-Star
9	Double Tree	5-Star
10	Westin	5-Star
11	Hyatt Regency	5-Star
12	Holiday Inn	5-Star

13	ITC	5-Star
14	Vivanta by TAJ	5-Star
15	Seasons Apartment	4-Star
16	The Pride Hotel	4-Star
17	Lemon Tree	4-Star
18	Oakwood Premiere	4-Star
19	Park Estique	4-Star
20	Le Royale Residency	3-Star

## 5. ANALYSIS

**Objective 1:** To study the association between the quality of work life and the demographic variables of women employees of hospitality organizations in Pune.

$H_{00}$ : There is no association between quality of work life and the demographic variables of women employees of hospitality organizations in Pune.

### 1. Work Conditions

- Based on Demographic Variable (marital status) in which 10 factors have been studied and analyzed based on various factors. Maximum observers lie under married category and highest mean is achieved by factor “A good formal and informal communication exists with my supervisor” with mean value 4.58. In this case, 07/10 statements rejects the null hypothesis and rest satisfied it. As a result, there is a significant correlation between the research of demographic data and the observer’s response.

- Based on Demographic Variable (Age) in which 10 factors have been studied and analyzed based on various age factors. Maximum observers lie below 30 year category and highest mean is achieved by factor “A good formal and informal communication exists with my supervisor” with mean value 4.41. In this case, 07/10 statements have values less than 0.05, then it rejects the null hypothesis and rest satisfied it. As a result, there is a significant correlation between the research of demographic data and the observer’s response.

- Based on Demographic Variable (hotel rating) in which 10 factors have been studied and analyzed based on various factors. Maximum observers lie under 5 star category and highest mean is achieved by factor “A good formal and informal communication exists with my supervisor” with mean value 4.68. In this case, 09/10 statements rejects the null hypothesis and rest satisfied it. As a result, there is a significant correlation between the research of demographic data and the observer’s response.

- Based on Demographic Variable (position) in which 10 factors have been studied and analyzed based on various factors. Maximum observers lie under entry level category and highest mean is achieved by factor “A good formal and informal communication exists with my supervisor”. In this case, 07/10 statements rejects the null hypothesis and rest satisfied it. As a result, there is a significant correlation between the research of demographic data and the observer’s response.

- Based on Demographic Variable (department) in which 10 factors have been studied and analyzed based on various factors. Maximum observers lie under front office category and highest mean is achieved by factor “A good formal and informal communication exists with my supervisor”. In this case, 03/10 statements rejects the null hypothesis and rest satisfied it. Hence, there is no relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (marital status) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under married category and highest mean is achieved by factor “In addition, I receive PF and health insurance” with mean value 4.6. In this case, 06/08 statements rejects the null hypothesis and rest satisfied it. Hence, there is a relationship between observer’s response and demographic variables study.

### 2. Compensation & Incentives

- Based on Demographic Variable (marital status) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under married category and highest mean is achieved by factor “In addition, I receive PF and health insurance” with mean value 4.6. In this case, 06/08 statements rejects the null hypothesis and rest satisfied it. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (age) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie below 30 years category and highest mean is achieved by factor “I

always receive my salary on time” with mean value 4.13. If p-value is greater than .05, then it satisfied the null hypothesis and vice versa. In this case, 08/08 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (hotel rating) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under 5 star category and highest mean is achieved by factor “I always receive my salary on time” with mean value 4.44. In this case, 07/08 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (position) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under entry level category and highest mean is achieved by factor “A solid performance recognition system exists at my company.” with mean value 4.11. In this case, 07/08 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (department) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under front office category and highest mean is achieved by factor “I always receive my salary on time”. In this case, 03/08 statements rejects the null hypothesis. Hence, there is no relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (experience) in which 08 factors have been studied and analyzed based on various factors. Maximum observers lie under less than 5 years category and highest mean is achieved by factor “A solid performance recognition system exists at my company”. In this case, 07/08 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

### 3. Safety & Security

- Based on Demographic Variable (marital status) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie under married category and highest mean is achieved by factor “Restrooms and locker rooms are nice and clean, sanitary, and secure.” with highest mean 4.37. In this case, 07/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (age) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie below 30 years category and highest mean is achieved by factor “I am getting sufficient safety training regarding the equipment’s and materials I use at work area” with highest mean 3.45. In this case, 07/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (hotel rating) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie under less than 5-star category and highest mean is achieved by factor “Female Grievances are addressed timely by female Grievance committee; Organization shows Zero tolerance for sexual harassment at work; Restrooms and locker rooms are nice and clean, sanitary, and secure. ” with highest mean 4.34. In this case, 07/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (hotel rating) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie under entry level category and highest mean is achieved by factor “I am getting sufficient safety training regarding the equipment’s and materials I use at work area” with highest mean 3.92. In this case, 06/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (department) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie under front office category and highest mean is achieved by factor “I am getting sufficient safety training regarding the equipment’s and materials I use at work area” with highest mean 3.87. In this case, 04/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.

- Based on Demographic Variable (experience) in which 07 factors have been studied and analyzed based on various factors. Maximum observers lie under less than 5 years category and highest mean is achieved by factor “I am getting sufficient safety training regarding the equipment’s and materials I use at work area” with highest mean 3.92. In this case, 06/07 statements rejects the null hypothesis. Hence, there is a relationship between observer’s response and demographic variables study.



To analyse the factors that influence the quality of work life of women employees in the hospitality organizations in Pune.

H<sub>01</sub>: There is no significant relationship between the factors influencing quality of work life of women employee with their response.

To achieve 2<sup>nd</sup> objective, Descriptive Statistics, Factor Analysis (EFA) are performed for achieving this objective. This shows direct factors performance on the basis of factor analysis. It is clear from the value of KMO is 0.873, which is greater than its threshold limit 0.6 and sig. value 0.00 which is lower than 0.05. So, it can be said that the data was fit for data reduction process. All communalities are extracted with value greater than 0.4 as shown in Table. Higher the communality means lesser the variation between items. It is shown in the table that extraction values for almost all the statements is equal to or greater than its minimum threshold value i.e. 0.4.

Table 2: Factor loading Value after Factor Analysis

Statement	Factor Loading Value	Factor
<b>Factor 1</b>		
I enjoy and find my work to be tough	0.557	1
Resources are accessible and simple to access	0.405	1
According to my area of expertise, work is assigned.	0.569	1
Annual Increments have deadlines	0.681	1
In addition, I receive PF and health insurance	0.508	1
For salary and increment fixation, both male and female employees are subject to the same guidelines	-0.605	1
The availability of pick-up and drop-off services at odd hours is adequate.	0.771	1
The female grievance committee responds to female complaints in a timely manner.	0.739	1
The company has a zero-tolerance policy for sexual harassment at work.	0.568	1
It is appropriate for female employees to participate in every committee.	0.716	1
Restrooms and locker rooms are nice and clean, sanitary, and secure.	0.499	1
Routine health check-up schemes for females is conducted by organization	0.557	1
<b>Factor 2</b>		
My boss is always willing to assist me.	0.598	2
I always receive my salary on time	0.637	2
<b>Factor 3</b>		
My shift schedule is adaptable and suitable.	0.442	3
My supervisor and I have strong formal and casual communication.	0.662	3
I earn less money than my male coworkers	0.436	3
My work allows me to be safe and independent financially	0.527	3
<b>Factor 4</b>		
A solid performance recognition system exists at my company.	0.72	4
I am receiving enough safety instruction for the tools and supplies I use at work.	0.762	4
<b>Factor 5</b>		
I'm pleased with my job description	0.795	5
<b>Factor 6</b>		
My pay and incentives are excellent	0.794	6
<b>Factor 7</b>		
I occasionally receive career counselling from HR	0.773	7

### Factor 1: Work Life Balance

This factor is made from the twelve statements; I find my job interesting and challenging with factor loading value 0.557; Resources are at my approach and easily accessible with factor loading value 0.405; Work is assigned as per my specialization with factor loading value 0.569; Annual Increments are time bound with factor loading value 0.681; I am getting the other benefits like PF/ medical insurance with factor loading value 0.508; Same parameters are followed for salary /Increment Fixation for male and female employees with factor loading value -0.605; Pick up and drop service facility in odd hours is satisfactory with factor loading value 0.771; Female Grievances are addressed timely by female Grievance committee with factor loading value 0.739; Organization shows Zero tolerance for sexual harassment at work with factor loading value 0.568; Female Employee Participation in every committee is appropriate with factor loading value 0.716; Toilet/ changing room are clean, hygienic and safe with factor loading value 0.499; Routine health check-up schemes for females is conducted by organization with factor loading value 0.557

#### **Factor 2: Supervisor Relation**

This factor is made from the two statements; My supervisor is always there to help me out with factor loading value 0.598; I get my Salary always on time with factor loading value 0.637.

#### **Factor 3: Job Satisfaction**

This factor is made from the four statements; My shift hours are flexible and appropriate with factor loading value 0.442; A good formal and informal communication exists with my supervisor with factor loading value 0.662; I am getting less salary compare to male colleague with factor loading value 0.436; My job make me financially independent and secure with factor loading value 0.527.

#### **Factor 4: Organization Satisfaction**

This factor is made from the two statements; My organization has a good performance recognition system with factor loading value 0.72; I am getting sufficient safety training regarding the equipment's and materials I use at work area with factor loading value 0.762.

#### **Factor 5: Work Satisfaction**

This factor is made from the one statement; I am satisfied with my work profile with factor loading value 0.795.

#### **Factor 6: Incentives**

This factor is made from the one statement; My salary & Incentives are satisfactory with factor loading value 0.794

#### **Factor 7: Career Counseling**

This factor is made from the one statement; I get the career counseling from HR time to time with factor loading value 0.773

## **6. CONCLUSION**

The purpose of the study was to ascertain the effect of female employees' quality of work life in Pune city's 5 Star, 4 Star, and 3 Star properties. Since the previous few years, the number of branded hotel rooms in Pune has increased significantly, propelling it into the top five hotel markets in India and establishing it as an undisputed competitor to other hospitality markets across the nation. It has weathered numerous storms over the years, from significant supply increases to numerous episodes of economic uncertainty, both worldwide and locally. This was largely influenced by the several commercial sectors that are flourishing in Pune, including ITs, manufacturing, healthcare, and numerous educational institutions. Therefore, the primary goal of this study was to assess how well female employees perceived their working conditions and the hotel business in Pune. The emphasis was on identifying the part that human resources played in helping hotel staff members develop their personal qualities, which in turn helped guests' perceptions of the staff. Based on work life balance, observers provided agree response on Organizational policies are family friendly so as to balance professional and personal life and I feel physically & mentally happy while working in my department. Based on HR policy, observers provided strongly agree response My organization provides gender Equality and agree response on Management policies are female friendly. Based on organizational effectiveness, observers provided strongly agree response on I have no commitment to continue working for my existing employer and I feel a deep emotional connection to the company.

## **7. RECOMMENDATION & SUGGESTIONS**

- A comparison of the human resource management procedures used at 5 star, 4 star, and 3-star hotels in Pune and other Indian cities

- Indian hotels need to improve their relationships between supervisors and employees because these relationships are crucial to an organization's success.
- A study of the welfare programmes and financial perks offered to employees by the human resources departments of Star Category hotels.
- Hotels need to improve their efforts at offering a secure and hygienic work environment, including amenities like air conditioning, lighting, hygienic meals, appropriate equipment, a clean workspace, allowable leave and working hours, pick-up and drop-off services, etc.

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