

# Job Satisfaction In The Hospitality Industry And Its Relation To Workload And Work-Family Conflict

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## ABSTRACT

Workload and work-family conflicts should be examined since they have a significant impact on the productivity of the people working in an organisation. The objective of this study was to investigate the connection between stress brought on by work and other factors, such as the tension between work and family responsibilities and job embeddedness. 200 academics from different business and engineering institutes in the Gwalior region participated in this study. An intentional sampling technique was used to choose the research sample. An investigation of work pressure, work - life conflict, and job attachment was carried out using a standardised questionnaire. The factors involved in the study, the reliability of the questionnaire, and the nature of the relationship between the variables were investigated using, factor analysis, reliability analysis and regression analysis, respectively. According to the findings of the research and analysis of the data, first, using reliability analysis showed that using Moderated Regression Analysis techniques it was revealed that data is highly reliable; second, with the help of factor analysis, it was revealed that data is usually distributed and suitable for the analysis; and finally, the results of the research and analysis of the data were presented. In conclusion, the results of a multiple regression study revealed that the hotel business is significantly impacted by both excessive amounts of work and conflicts between work and family obligations. Consequently, the conclusion reached was that the corporation should concentrate on working hours while also prioritising the employees' family lives.

**Keywords:** work overload, work-family conflict, job embeddedness.

## Introduction

One way to improve the hospitality sector is to make more effective use of its human resources by constantly monitoring the patterns of time utilisation of employees and the influence this has on their performance. The welfare and healthcare systems of the country are having trouble overcoming problems such as poor local training, uncompetitive pay and benefits, relatively high staff turnover rates, and low worker motivation. Top-level professionals, in particular, have difficulty striking a balance

between their personal and professional lives because of the enormous demands placed on them. The idea behind the concept of "job embeddedness" was to make clear how various factors play a role in why people choose to remain in their current jobs. Due to a severe workload, conflicts in the work-family situation and extreme weariness, employees perform poorly and lose interest in their jobs. The conflict between job and family should make a person more prone to emotional exhaustion. According to research on the link between stressors and strain, strain happens when

resources are insufficient to deal with environmental and natural challenges (e.g. burnout). Relationships that result in emotional exhaustion can be caused by the unique ways that people react to their environment, as well as by some work-family issues and over or underemployment. The examination of the stressor-strain connection revealed that this dispute constituted a strain even if it was only mentioned in a small number of journals. For instance, overworked workers were more prone to make errors, harbour hatred or disdain for their employers or business partners, worry excessively, adjust to work and family obligations poorly, and look for other employment. In general, affectivity can be categorised as either positive or negative. Several pieces of research describe an understandable aspect of negative affectivity as a confounder that erroneously enhances the associations between stressors and strains. Negative emotions are connected to many bodily reactions.

The three aspects of work overload, according to Wickens et al. (2012), are time load, which shows the amount of time available for planning, carrying out, and monitoring activities. One illustration is the amount of time you have to do a particular assignment. The term "mental effort load" refers to the amount of mental work required to complete an activity. For instance, working in a clothing factory requires focus, perseverance, and attention. Stress or psychological strain represents the level of danger, ambiguity, and frustration at work. When staff members are required to do their task rapidly, for instance, this occurs.

Today's workforce operates in a dynamic, competitive world that is always changing. The upshot is that the work lives of practically everyone have become quite difficult. Traditional gender norms no longer just apply to clerical jobs like childcare or housework (Byron 2005). Employers provide flexible work arrangement programmes because employees lack the skills to maintain an equilibrium

between family and work as a result of the growth of global business and technology, which has led to more individuals working longer hours (Masuda et al. 2012). Numerous studies have shown links between work-family conflict and employee burnout, job satisfaction, performance, and physical and mental health (Schaufeli 2003; Frone, Yardley & Markel 199; 7Adams, King & King 1996;). A prior study on the same subject of work-family conflict suggests that it may be a factor in employee turnover (Eby et al.; Greenhaus, 2001). When a worker has problems with the conjunction of work and family and the resultant conflict, he ends the conflict by quitting his job, forcing him to think about leaving that company (Greenhaus et al. 2001). A company loses a total of 17% of its yearly pre-tax income due to employee withdrawals (Sagie et al. 2002). Ismail et al. (2013) discovered that supervisor social support does not significantly influence the connection between stress caused due to work and work-related family conflict. It also does not significantly modify the connection between the role of conflict and job interference in family conflict.

## Method

200 academics from the Gwalior region who specialise in management and engineering were selected for the quantitative approach. A standardised questionnaire was used to gather primary data in order to determine how workload affected job embeddedness. With the aid of SPSS 27 software, reliability analysis for the questionnaire, factor analysis for study-related elements, and to understand the effect of workload and the conflict between work and family on job embeddedness, regression analysis was used.

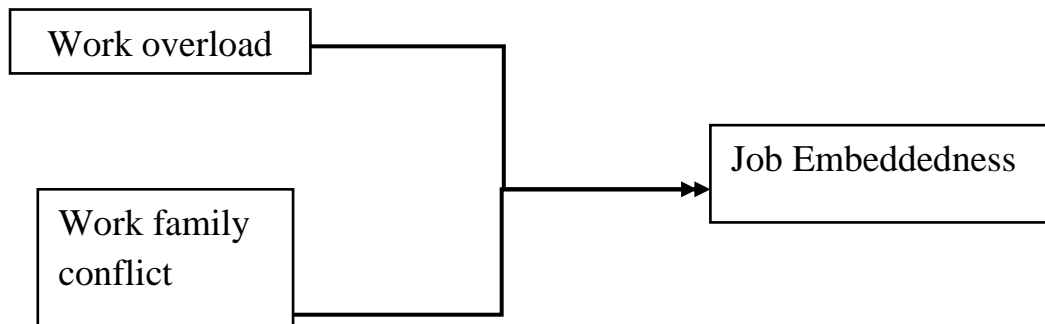
## Hypothesis

**H1.** Work overload had no substantial effect on job embeddedness.

**H2.** The conflict between work and family had no substantial effect on job embeddedness.

**H3.** Work overload and the conflict between family and work had no substantial effect on job embeddedness.

### Model



### Result And Discussion

Using the outcomes of evaluating the inner model i.e., structural model, which comprise parameter coefficients, r-square output, t statistics and hypotheses are evaluated. Researchers may use p-values, t-statistics, and the significance of the values between the

constructs when deciding whether to accept or reject a hypothesis.

### Reliability Analysis

The reliability of each questionnaire item has been determined using Cronbach alpha reliability techniques. The following list of reliability test metrics:

### Reliability statistics

VARIABLE NAME	VALUE OF CRONBACH'S ALPHA	NO. OF ITEMS
Work Overload	0.610	4
Work-Family Conflict	0.762	5
Job embeddedness	0.781	6

Source: Own

For four items, the Cronbach alpha reliability score for overload of work responsibilities was 0.610, for the conflict between work and family it was 0.762, and for job embeddedness it is 0.781. Because there were fewer items, one value is less than 0.7, and another standardised value of 0.7 denotes that the question is extremely dependable.

### Factor Analysis

Barlett's test of sphericity and KMO (Kaiser-Meyer-Olkin measure of sampling adequacy) were employed to assess whether the data is adequate for factor analysis.

### Factor Analysis of Work Overload

The test of criteria used to determine work overload is as follows.



With a value of 0.789 for the Kaiser-Meyer-Olkin Measure of Sampling Adequacy, the sample was sufficient to consider the data to be regularly distributed. Chi-Square value

221.227 significant at 0% significant level was used to test for Barlett's Test Sphericity, which revealed that the data had low sphericity and is therefore appropriate for factor analysis.

FACTOR NAME	EIGEN VALUE	%OF VARIANCE EXPLAINED	ITEMS	ITEMS LOADING
Work-Family Conflict	2.567	51.341	1. My professional obligations conflict with my home and family life.	.759
			2. My job's time demands make it difficult for me to fulfil family obligations.	.753
			3. Due to the obligations of my employment, I am unable to complete my personal goals.	.679
			4. My occupation causes stress, making it difficult to complete several obligations.	.698
			5. Due to work-related obligations, I must modify my activity schedule.	0.689

Source: Own

### 3.2.3 Analysis of the Factors Contributing to Job Embeddedness

Following is the test of factors taken for job embeddedness

#### Bartlett's Test and KMO

"Kaiser-Meyer-Olkin Measure of Sampling" Sufficiency	.801
"Bartlett's Test of Approx. Chi-Square"	289.447
Sphericity "Df"	15
"Sig."	.000

Source: Own

With a Kaiser-Meyer-Olkin Measure of Sampling Adequacy score of 0.0801, the sample was enough to determine that the data were normally distributed. When the data's sphericity was assessed using Chi-Square

analysis in accordance with Barlett's Test, the findings revealed that the data has low sphericity and is thus suitable for factor analysis.

FACTOR ANALYSIS	EIGEN VALUE	%OF VARIANCE EXPLAINED	ITEMS	ITEMS LOADING
Job Embeddedness	2.880	47.994	1. I have a connection to this organisation.	0.773
			2. I would have difficulty leaving this organisation.	
			3. I cannot quit because I'm too involved with this organisation.	0.754
			4. I feel obligated to remain with this organisation.	

			5. I could not leave the organisation for which I work.	0.693
			6. I have a close relationship with this organisation.	0.689
				0.678
				0.600

Source: Own

**Multiple regression test**

The regression test's goal was to ascertain how work overload and work-family conflict affected job embedding.

Model Overview											
Model	R	“R Square”	“Adjusted R Square”	“Std. Error of the Estimate”						“Durbin-Watson”	
					“R Square Change”	“F Change”	“df 1”	“df2 ”	“Sig. F Change”		
dimension	1	.703 <sup>a</sup>	.494	.489	3.42712	.494	97.284	2	199	.000	1.924
a. Explanatory variables: work-family conflict and job overload (constant)											
b. Dependent Variable: Job Embeddedness											

Source: Own

ANOVA <sup>b</sup>						
Model		“Sum of Squares”	“Df”	“Mean Square”	“F”	“Sig.”
1	“Regression”	2285.231	2	1142.616	97.284	.000 <sup>a</sup>
	Residual	2337.288	199	11.745		
	Total	4622.520	201			
a. Predictors: (Constant), work-family conflict, work overload						
a. Dependent Variable: Job Embeddedness						

Source: Own

This R square value is 0.494%. Here, the significance value is 0.000, but F-Value 97.284

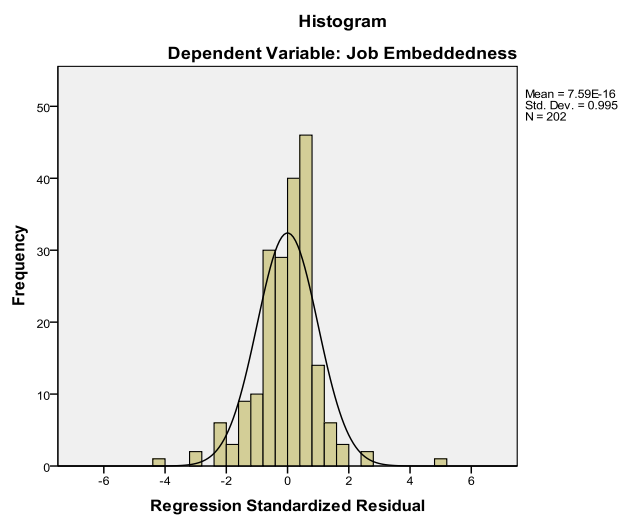
is significant at 0.000, showing that the model matched the data.

"Coefficients"						
Model		Non-Normalized Coefficients		Normative Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.819	1.230		3.103	.002
	work overload	.811	.119	.480	6.811	.000
	work family conflict	.326	.083	.278	3.949	.000
a. Dependent Variable: Job Embeddedness						

Source: Own

The T-Value of 3.949 is significant at .000, showing that work overload has a considerable effect on job embeddedness. Work-family conflict has a significant impact on job

embedding. The effect of work overload and work-family conflict on job embedding is thus not supported.



In addition, with the aid of the histogram, it is possible to see that the mean value is 7.59, with an error term of 16 and a standard deviation of 0.995 on the 200 sample size showing the effect of conflict between work and family and work overload on job embeddedness. This information was obtained from the study that was conducted.

## Conclusion

The business must provide its employees enough time to care for their families at home; the companies need to formulate rules and regulations that are more adaptable to the needs of people with many obligations outside of work. The employee will suffer stress or exhaustion as a result of the excessive job,

which is not in accordance with the employee's ability or aptitude. The capabilities of workers have to be taken into consideration while assigning assignments to them. The majority of those who took the survey were of the opinion that the company's working hours were far too extensive. Because of this, the organisation needs to conduct an evaluation of them. The staff should find it simpler to organise their daily schedules of activities as a result of this change. Employers that are aware of the requirements of their workers may assist their workers in being more productive and in accomplishing their goals. The organisation is responsible for ensuring that these strategies increase productivity by striking a healthy balance between work and family life.

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