A Study on Employee Satisfactio in Royal Orchid Central Kireeti Hotel Hampi

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Abstract: The hotel industry in India is experiencing significant growth, driven by the increasing demand for accommodation due to both domestic and international tourism. The role of the Indian government in supporting this growth through policy adjustments, tax reforms, and encouraging foreign investment is crucial to understanding the evolution of this sector. This study aims to analyse employee satisfaction in the Indian hotel industry, identifying factors that influence satisfaction levels and the challenges faced by employees within the organization. The study collects primary data through structured questionnaires and personal interviews with employees from various hotels and resorts. The findings indicate a mixed level of employee satisfaction, with factors such as management support, team collaboration, communication flow, and training opportunities influencing overall satisfaction. Notably, the majority of employees express dissatisfaction with aspects like growth opportunities, working conditions, and problem-solving skills within teams. The study concludes by emphasizing the need for improved communication, better training, and a more supportive work environment to enhance employee satisfaction in the Indian hotel industry.

Keywords: Hotel Industry, Employee Satisfaction, Organizational Support, Growth Opportunities, Working Conditions, Team Collaboration, Communication Flow.

INTRODUCTION

India's hotel' business is growing. As a result, the Indian government steps in to help the industry by structural adjustments, improved tax legislation, foreign direct investment, etc. This Indian hotel' sector has been discussed since colonial times so readers are aware of the many stages of its growth. This article also emphasises the historical role performed by the Indian government in the growth of this industry and its influence. Indian hotel'iers have talked about how difficult it is to create hotel's and sell them in other markets. By joining international hotel's in India and understanding the implications for the Indian Hotel' Industry, readers may better understand the challenges of globalisation. One of the most popular travel' destinations worldwide is India. It provides enough housing in a range of hotel' styles. To accommodate the demand for housing, a sizable number of hotels and resorts have popped up across India. There are hotel's all around you that can serve a variety of budgets. In India, there are many hotel's functioning, from expensive hotel's to budget hotel's, which serve as a guide to help tourists pick the right location to stay.

LITERATURE REVIEW

Boyad, Lyndon, (2012) An Observational Investigation of Worker Fulfillment' in Material Businesses. The overview zeroed in on catching both worker fulfillment' and disappointment, perceiving the critical effect of representative fulfillment' on human execution through its impact on individual inspiration and occupation fulfillment.

2) Matzler and Renzl (2006) interpersonal trust, Employee' contentment, and loyalty, as defined by Within an Austrian energy company, the purpose of this study was to investigate the connection between interpersonal trust, Employee' satisfaction', and Employee' loyalty. The relationships between interpersonal trust, Employee' satisfaction', and loyalty were found to be significant through the use of PLS in the statistical analysis.

3) T Guy R. Newsham, "A new effects of office environment on Employee' satisfaction'," 2015. The review zeroed in on open-plan workplaces in nine customary structures, while the subsequent review enveloped both open-plan and confidential workplaces in 24 structures, including 12 green and 12 regular structures. The analysis revealed a number of significant findings regarding the factors that influence workplace environmental and job satisfaction'. These discoveries have suggestions for work environment plan and the executives works on, highlighting the significance of making sound, agreeable, and ecologically feasible office conditions to advance representative fulfillment and efficiency.

4) Jeon and Choi, (2012), The connection' between' customer and Employee' contentment. Using dyadic data, the purpose' of this study was to investigate relationship between customer satisfaction' (CS) and Employee' satisfaction' (ES) in an educational service setting. Customer satisfaction' (CS) is positively correlated with Employee' satisfaction' (ES), indicating a unilateral relationship between the two variables. In the context of educational services, this study sheds light on the connection between customer satisfaction' and Employee' satisfaction'.

5) Khan (2020). The Relationship Between Leadership, Customer Satisfaction', Employee' Satisfaction', Customer Orientation, and Organizational Performance in the Textile Industry, was to determine whether leadership had a positive and significant moderating effect on all exogenous and endogenous variables in the textile industry, including customer intention, customer satisfaction', Employee' satisfaction', and organizational performance. This study's findings emphasize how leadership influences organizational performance in the textile industry.

6) Wahyudi et al., (2021). Increasing Employee' Satisfaction' in the Textile Industry Through Internal Marketing Practice and Market Sensing Capability. The purpose of this research was to investigate the effect that Internal Marketing Practice (IMP) and Market Sensing Capability (MSC) have on Employee' satisfaction' in the Indonesian textile industry, which is a sector that is experiencing rapid expansion in Asian markets.

7) An Employee' Satisfaction' Management Framework for Lesotho's Textile and Garment Industry, by Joseph Letele (2018) Recognizing the significance of Employee' satisfaction' for both the success of an organization and managing it in the Lesotho textile and garment industry. The review uncovered a positive connection between representative fulfillment and hierarchical execution, with worker fulfillment distinguished as a forerunner to authoritative achievement.

8) SHIVARAJ PATGAR (2015) Retaining Employee's is now a major and confusing issue for all kinds of businesses. determine aspects of organizations' retention management strategies. The information came from 100 people who worked for the organizations. The poll shapes the fundamental wellspring of essential information, while auxiliary information was gathered through books and through web-based diaries, magazines, project report.

9) Rizqi Wahyudi, (2021) Perceive the significance of representative fulfillment in any association, this study is directed to thwart the impact of Interior Promoting Practice and Market Detecting capacity on workers' fulfillment with regards to the Indonesian material industry as one of the quickly developing industry measures in Asian business sectors. The purpose of this study is to investigate the connection between Employee' satisfaction', market sensing capability, and internal marketing practice.

10) P. The Quality of Work Life mechanism, as proposed by Murugan (2017), makes it possible toprovide a feasible working environment and boosts industry profitability. It places a strong emphasis on fostering cooperation and mutual respect between management and Employee's. The development of more cooperative labor-management relations, the reduction of occupational stress, the elimination of accidents, the improvement of Employee' performance, and the development of skills development are typically the primary goals of QWL programs.

11) Dr. Kastiya Shweta's (2014) primary goal is to determine the level of contentment experienced by textile industry workers. This study aims to elaborate on the most important factors that contribute to Employee' satisfaction', including the workplace environment, reward and recognition, training and development, and teamwork. The identified variables contribute to smoother management operations and increased Employee' loyalty to the organization. The factor analysis and one-sample t-test are the statistical methods utilized to support the hypothesis.

12) Yönetim ve Ekonomi (2015) This study was directed to decide the impact of force bases (Magnetic or referent power, reward power, authentic power, master power and coercive power) utilized by directors of various levels in material organizations on workers' work fulfillment. The study, which was designed using a relational model, was conducted on 400 Employees who worked in 27 textile companies.

13) DR. A. SUMATHI (2014) defines job satisfaction' as a person's level of contentment with their job. It is a term that has only been used for a short time, as in earlier centuries, a person's options for employment were frequently predetermined by the occupation of their parent. A person's level of job satisfaction' can be affected by a number of different things. When an Employee' is dissatisfied with their work, there is a risk of absenteeism, lob turnover,

lower productivity, errors, and the use of energy to resolve various conflicts. As a result, all organizations are working to identify areas where Employee' satisfaction' can be improved to avoid the aforementioned dangers. In this regard, a survey was carried out to ascertain how satisfied or dissatisfied Employee's were with various aspects of their jobs.

14) According to Shruti Mathur (2019), job satisfaction' is one's feelings or mental state regarding the nature of one's work. Work fulfillment can be impacted by various variables, e.g., the nature of one's relationship with their manager, the nature of the actual climate wherein they work, level of satisfaction' in their work, and so forth. Researchers, consultants, and others do not agree that increased job satisfaction' leads to improved performance; in fact, increased job satisfaction' can sometimes lead to decreased performance.

15) Letele, Moeketsi Joseph (2018) argues that businesses that cultivate work environments that encourage people to reach their full potential boost morale and are seen as a major source of competitive advantage. However, the creation and implementation of practices for satisfaction' management, which may be linked to increased Employee' satisfaction', receives little attention. According to research, an organization cannot achieve its full potential unless its staff members are content and dedicated to its success.

16) Kanakarathinam R. (2017) states that the Indian textile industry The textile industry in Tamil Nadu generates more revenue for the state. Tirupur contributes more to the Tamil Nadu state's revenue collection. Tirupur is the "knitwear capital" of India. Over the course of three decades, it has boosted India's textile industry. One aspect of Quality to Work Life (QWL) is jab satisfaction'. As a result, the researcher wants to know how satisfied workers in Tirupur's textile industry are with their jobs.

17) Marina Laskarin Azic (2017), The relationship between hospitality performance and Employee' satisfaction' in hotels. This meant to investigate factors connected with representative fulfillment and neighborliness in the cordiality business, with an emphasis on figuring out certain way of behaving inside associations. The review uncovered the meaning of fulfillment with the board relations and collaborator relations, featuring their joined impact on generally work fulfillment and cordiality (positive conduct inside the association). The findings of this research add to our understanding of the hospitality industry's factors affecting Employee' satisfaction' and hospitality.

18) S. Uroevi (2016) defines safety and health at work as the practice of working conditions that take specific actions to safeguard Employee's' lives and health. To achieve the highest level of safety and health at work, to reduce unwanted consequences like injuries, occupational diseases, and diseases related to work, and to create work conditions in which Employee's feel satisfied in the performance of their professional duties are all in the interests of society, all stakeholders, and every individual.

19) Ozturan and Kutlu, "The satisfaction' of corporate e-training programs' Employee's," This study focused on Kirkpatrick's 4-level evaluation model's reaction and learning levels to determine Employee' satisfaction' in companies that corporate training tool. Employee' satisfaction' with corporate training tool was revealed by the study's findings in several key ways. Companies that use e-learning for corporate training should evaluate Employee' satisfaction' levels, according to this study.

20) Saman, "The Impact of Compensation on Employee' Performance and Satisfaction'," 2020 Within a mining company, the aim of this study was to investigate the effect of compensation on job satisfaction' and Employee' performance.

OBJECTIVES OF THE STUDY

To understand the concept of Employee satisfaction.

To identify the factors affecting Employee satisfaction.
To identify the factors that enhance the satisfaction levels of employees towards their' work.

Sources of Data

Primary data

The primary data are first hand data which were collected directly from employees with a Personalinterview and Structured questionary. Secondary data

The secondary data refer to those data that have already been collected by some other person. The secondary data are collected through company records and magazines, journals, and from the website.

DATA AND INTERPRETATION

1. Classification of respondents on the basis of gender

Table 1

Particulars	No of respondent's	Percentage
Male	54	54%
Female	46	46%
Total	100	100%

Interpretation: In the above table that 54% of the respondents are male candidates and 46% of the respondents are female candidates.

2) Age group of the respondent's

Table 2

Particulars	No of respondent's	Percentage
18 to 21 years	41	41%
21 to 35 years	37	37%
35 to 50 years	14	14%
Above 50	08	08%
Total	100	100%

Interpretation: In the above table and showing that 41% of the respondent's age is 18-21 years, 37% of the respondent's age 21to 35 years and just 08% of the respondent's age is above 50 years.

3. U Believe management encourages & recognizes new ideas.

Table 3

Particulars	No of respondent's	Percentage
Strongly Disagree	17	17%
Disagree'	22	22%
Neither' Agree Nor Disagree'	14	14%
Agree'	40	40%
Strongly Agree	07	07%
Total	100	100%

Analysis: In the above table showing that 40% of the respondent's agree with the management support and encouragement to new ideas in the organization, 22% of the respondent's are dissatisfied and 14% of the respondent's are feel neutral,17% of the respondent's strongly disagree,14% are neither agree nor disagree,7% of the respondent's strongly agree.

Interpretation: From the above analysis, majority of the employee's are agreed that management

encourages and recognize new ideas.

4. Are you committed to stay in the organization for next 12 months.

Table 4

Particulars	No of respondent's	Percentage
Strongly Disagree	08	08%
Disagree	13	13%
Neutral	32	32%
Agree	40	40%
Strongly Agree	07	07%
Total	100	100%

Analysis: In the above tableshowing that 32% of the respondent's feel neutral to stay in the organization for next 12 months, 40% of the respondent's are said we stay in the organization for next 12 months and 13% of the respondent's are not ready to stay in the organization,8% of the respondent's strongly agree,7% of the respondent's are strongly disagree.

Interpretation: From the above analysis, majority of the employee's are agreeing to stay in the organization for next 12 months.

5. Are you satisfied with the opportunities for growth within the organization.

Table 5

Particulars	No of respondent's	Percentage
Highly satisfied	10	10%
Satisfied	22	22%
Neutral	28	28%
Dissatisfied	31	31%
Highly dissatisfied	09	09%
Total	100	100%

Analysis: In the above table showing that 31% of the respondent's are dissatisfied with the opportunities provided by the organization, 22% of the respondent's are satisfied and 28% of the respondent's feel neutral ,10% highly dissatisfied ,9% of the respondent's highly satisfied

Interpretation: From the above analysis, majority of the employees are dissatisfied with the opportunities for growth within the organization.

6. Are you satisfied with the product or service provide?

Table 6

Particulars	No of respondent's	Percentage
Highly satisfied	14	14%
Satisfied	44	44%
Neutral	18	18%
Dissatisfied	09	09%
Highly dissatisfied	15	15%
Total	100	100%

Analysis: In the above table showing that 44% of the respondent's are satisfied product or service provided by them through company, 18% of the respondent's are feel neutral and 15% of the respondent's are Highly dissatisfied,14% of the respondent's highly satisfied, 9% of the respondent's dissatisfied.

Interpretation: From the above analysis, most employee's are satisfied with the product' or service' provide.

7. How do you feel about working conditions

Table 7

Particulars	No of respondent's	Percentage
Highly satisfied	03	03%
Satisfied	18	18%
Neutral	12	12%
Dissatisfied	40	40%
Highly dissatisfied	27	27%
Total	100	100%

Analysis: In the above table showing that 40% of the respondent's are dissatisfied, 27% are highly dissatisfied, 18% of the respondent's are satisfied,12% of the respondent's feel neutral,3% of the respondent's highly satisfied.

Interpretation: From the above analysis, majority of the employee's are dissatisfied with working conditions.

8. Does you believe clients are treated by respect by staff.

Table 8

Particulars	No of respondent's	Percentage
Strongly' Disagree'	27	27%
Disagree'	18	18%
Neither' Agree' Nor Disagree'	12	12%
Agree	40	40%
Strongly Agree	03	03%
Total	100	100%

Analysis: In the above table showing that 40% of the respondent's agree with respect given by clients to staff, 12% of the respondent's are feel neutral and 18% of the respondent's are disagree,27% of the respondent's strongly disagree,3% of the respondent's strongly agree.

Interpretation: From the above analysis, majority of the employee's agree that clients are treated by respect by staff.

9. Members of team pull together to complete a task

Table 9

Particulars	No of respondent's	Percentage
Strongly' Disagree'	02	02%
Disagree'	09	09%
Neither' Agree' Nor Disagree'	12	12%
Agree	30	30%
Strongly Agree	47	47%
Total	100	100%

Analysis: In the above table showing that 47% of the respondent's are strongly agree with team work in the organization,12% of the respondent's are feel neutral and just 09% of the respondent's are feel disagree,30% of the respondent's agree,2% of the respondent's strongly disagree.

Interpretation: From the above analysis, majority of the employee's are Strongly agree that members of the team complete the task together.

10. My team will utilize constructive suggestions

Table 10

Particulars	No of respondent's	Percentage
Strongly'	39	39%

Disagree'		
Disagree'	30	30%
Neither' Agree' Nor Disagree'	10	10%
Agree	07	07%
Strongly Agree	14	14%
Total	100	100%

Analysis: In the above table showing that 39% of the respondent's are strongly disagree with the above statement, 10% of the respondent's are feel neutral and 14% of the respondent's strongly agree,30% of the respondent's disagree,7% of the respondent's agree.

Interpretation: From the above analysis, majority of the employee's are strongly disagree with our team will utilize constructive suggestions.

11. Management expectations are consistent with the level of resource given.

Table 11

Particulars	No of respondent's	Percentage
Strongly Disagree	39	39%
Disagree	14	14%
Neither Agree Nor Disagree	10	10%
Agree	30	30%
Strongly Agree	07	07%
Total	100	100%

Analysis: 39% respondent's are Strongly Disagree with consistent resources provided by the organization, 10% respondent's are feel neutral 14% respondent's are disagree,30% of the respondent's agree,7% of the respondent's strongly agree.

Interpretation': majority' of the employee's agree with Management expectations are consistent with the level of resource given.

12. Are you satisfied with how the organization address external issues impacting our service or product?

Table 12

Particulars	No of respondent's	Percentage
Highly satisfied	18	18%
Satisfied	43	43%

Neutral	07	07%
Dissatisfied	26	26%
Highly dissatisfied	06	06%
Total	100	100%

Analysis: 43% of the 26% of the respondent's are feel dissatisfied and 07% of the respondent's are feel neutral,18% of the respondent's highly satisfied,6% of the respondent's highly dissatisfied.

Interpretation': majority' of the employee's are pleased with how the organization address external issues impacting our service or product.

13. Are you satisfied with how the organization address internal issues impacting our service or product.

Table 13

Particulars	No of respondent's	Percentage
Highly satisfied	43	43%
Satisfied	31	31%
Neutral	06	07%
Dissatisfied	14	14%
Highly dissatisfied	16	06%
Total	100	100%

Analysis: 43% respondents are highly satisfied, 14% are dissatisfied, 31% of the employees are satisfied,6% of the respondent's feel neutral,16% of the respondent's highly dissatisfied.

Interpretation': most employee's are Highl'y satisfied' with how the organization address internal issues impacting our service or product.

14. The organizational lines of communication flow easily

Table 14

Particulars	No of respondent's	Percentage
Highly satisfied	29	29%
Satisfied	33	33%
Neutral	05	05%
Dissatisfied	18	18%
Highly dissatisfied	15	15%
Total	100	100%

Analysis: 33% of the respondent's are satisfied' with the flow of communication in the organization,05% of the respondent's are feel neutral and 18% of the respondent's are feel dissatisfied,15% of the respondent's highly dissatisfied,29% of the respondent's highly satisfied.

Interpretation': Most employee's are satisfie'd with the organizational lines of communication flow.

15.   If I share my work problem with my direct supervisor would respond appropriately

Table 15

Particulars	No of respondent's	Percentage
Strongly' Disagree'	67	05%
Disagree'	14	14%
Neither' Agree' Nor Disagree'	08	08%
Agree	06	06%
Strongly Agree	05	67%
Total	100	100%

Analysis: 67% respondents are said Strongly Disagree supervisor would respond appropriately towards their queries,08% of the respondents are feel neutral and 06% of the respondent's are feel Agree,14% of the respondent's disagree,5% of the respondent's strongly agree.

Interpretation': most employee's are Strongly' Disagree' with to share the work problem with my direct supervisor would respond appropriately.

16. Are you satisfied' with the level of amount of supervisor you receive

Table 16

Particulars	No of respondent's	Percentage
Highly satisfied	43	43%
Satisfied	27	27%
Neutral	14	14%
Dissatisfied	12	12%
Highly dissatisfied	04	04%
Total	100	100%

Analysis: 43% Of the respondent's are highly satisfied with the above statement, 14% of the respondent's are feel neutral.

Interpretation: Most of the employee's are Highly' satisfied' with satisfied' with the level of amount of supervisor you receive.

17. Your supervisor provides me resource to improve your work

Table 17

Particulars	No of respondent's	Percentage
Highly satisfied	54	54%
Satisfied	13	13%
Neutral	11	11%
Dissatisfied	15	15%
Highly dissatisfied	07	07%
Total	100	100%

Analysis: 54% of the respondent's are highly' satisfied' with the resource provided by the supervisor, 11% of the respondent's are feel neutral and 15% of the respondent's are dissatisfied,13% of the respondent's satisfied,7% of the respondent's are highly' dissatisfied'.

Interpretation': most of the employee's are Highly' satisfied' with supervisor provides me resource to improve your work.

18.   Are you satisfied with the amount of training you receive to do my job.

Table 18

Particulars	No of respondent's	Percentage
Highly satisfied	02	64%
Satisfied	04	18%
Neutral	12	12%
Dissatisfied	64	04%
Highly dissatisfied	18	02%
Total	100	100%

Analysis: 64% of the respondent's are dissatisfied with training provided by the organization,12% of the respondent's are feel neutral and 18% of the respondent's are highly dissatisfied,2% of the respondent's are highly satisfied,4% of the respondent's are satisfied.

Interpretation: From the above analysis, majority of the employee's are dissatisfied with the amount of training you receive to do my job.

19.   Are you satisfied with the medical facilities provided by the resort?

Table 19

Particulars	No of respondent's	Percentage
Strongly' Disagree'	04	04%
Disagree'	12	12%
Neither' Agree' Nor Disagree'	15	15%
Agree	48	48%
Strongly Agree	21	21%
Total	100	100%

Analysis: 48% employees are dissatisfied with medical facilities provided by the resort,21% of the employee's highly dissatisfied,15% of the employee's feel neutral,12% of the employee's are satisfied,4% of the employee's highly satisfied.

Interpretation': Most employee's are dissatisfied with the medical facilities provided by the resort.

20. My team utilize appropriate problem-solving skills

Table 20

Particulars	No of respondent's	Percentage
Strongly satisfied	04	04%
Satisfied	10	10%
Neutral	02	02%
Dissatisfied	03	03%
Highly dissatisfied	81	81%
Total	100	100%

Analysis: 10% respondents are said organization is utilizing appropriate skills to solving a problem in the organization, 3% of the employee's are dissatisfied,81% of the respondent's are highly dissatisified,2% of the respondent's are netural,4% are strongly satisfied.

Interpretation: From the above analysis, majority of the employee's are highly dissatisfied with utilizing appropriate problem-solving skills.

FINDINGS

➢ 40% respondents' are agree with the management support and encouragement to new ideas in the organization, 22% of the respondents' are dis satisfied and 14% of the respondents' are feel neutral.
➢ 32% of the respondents' are feel neutral to stay in the organization for next 12 months, 40% of the respondents' are said we stay in the organization for next 12 months and 13% of the respondents' are not ready to stay in the organization.
➢ 37% respondents' are satisfied' with the opportunities provided by the organization, 28% of the respondents' are feel neutral and 14% of the respondents' are feel dis satisfied.
➢ 44% of the respondents' are satisfied product or service provided by them through company, 18% of the respondents' are feel neutral respondents' are Highly dissatisfied.
➢ 40% respondents' are satisfied, 27% are highly satisfied, 18% of the respondents' are dissatisfied.
➢ 39% respondents' are highly satisfied, 14% are dissatisfied, 28% of the employee's are satisfied.
➢ 33% respondents' are satisfied with the flow of communication in the organization,05% of the respondents' are feel neutral and 18% of the respondents' are feel dissatisfied.
➢ 67% of the respondents' are said yes supervisor would respond appropriately towards their queries,08% of the respondents' are feel neutral and 06% of the respondents' are feel dis satisfied.
➢ 54% of the respondents' are highly satisfied with the resource provided by the supervisor, 11% of the respondents' are feel neutral and 13% of the respondents' are dissatisfied.
➢ 64% of the respondents' are satisfied with training provided by the organization,12% of the respondents' are feel neutral and 18% of the respondents' are feel dis satisfied.
➢ 48% of the employee's are satisfied with medical facilities provided by the resort,
➢ Majority of the respondents' are said organization is utilizing appropriate skills to solving a problem in the organization, 10% of the employee's are satisfied.

SUGGESTIONS

➢ Management has to take care of employee and employer relationship
➢ Management has to improve the working conditions that will helps to employee job satisfaction
➢ Company should provide proper safety measures

to the employees
➢ Management should provide proper leaves to the employees
➢ Company has to take proper welfare measures to the employees
➢ Management has to provide opportunities to the employees for taking decisions
➢ Company should provide promotional opportunities.

CONCLUSION

As a part of the project work, I got an opportunity to spend a period of one month at royal orchid central kireeti hotel, It has helped me to analyze the working of the organization which helped me to implement the theoretical aspects into practical implementation.

The present study is an earnest attempt to determine the Employees satisfaction at royal orchid central kireeti hotel. It is indeed necessary to understand the need of the employees and to full fill before they leave the organization. If nothing is done to fulfill the needs of employees then there is chance of losing the talented employees by the Growing Spaces to its competitors. Hence it is necessary to ensure Employee satisfaction in any sector.

I hopefully believe that the Growing Spaces can future bring out their employees with full satisfaction and obtain good results.