



RELATIONSHIP OF ERGONOMICS, JOB SATISFACTION AND PRODUCTIVITY AMONG HOUSE KEEPING EMPLOYEES

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Abstract:

This research paper investigates the relationship between ergonomics, job satisfaction, and productivity among housekeeping employees in the hospitality industry. The study utilizes a mixed-methods approach, including surveys, interviews, and observations to analyze the impact of ergonomic interventions on the overall job satisfaction and productivity of housekeeping staff. The results indicate a significant positive relationship between ergonomics and job satisfaction, as well as productivity. Findings suggest that the implementation of ergonomic interventions can lead to improved job satisfaction and increased productivity among housekeeping employees. This research paper delves into the complex relationship between ergonomics, job satisfaction, and productivity among housekeeping employees within the hospitality industry. Utilizing a mixed-methods approach, the study examines the impact of ergonomic interventions on the overall job satisfaction and productivity of housekeeping staff. Findings reveal a significant positive correlation between ergonomic practices and both job satisfaction and productivity. These results emphasize the importance of implementing ergonomic interventions in housekeeping departments to enhance employee well-being and organizational efficiency.

Introduction:

Ergonomics, the science of designing work environments and tasks to best suit the physical and psychological capabilities of workers, has become an important aspect of workplace safety and efficiency. In the hospitality industry, housekeeping employees are exposed to various physical and psychological stressors, which can lead to work-related injuries, decreased job satisfaction, and lower productivity levels. This study aims to explore the relationship between ergonomics, job satisfaction, and productivity among housekeeping employees and evaluate the potential benefits of ergonomic interventions.

The hospitality industry is known for its high demands and strenuous working conditions, particularly for housekeeping employees. These workers often face various physical and psychological stressors that can lead to work-related injuries, decreased job satisfaction, and diminished productivity levels. Addressing these challenges

is crucial to ensure the well-being of employees and the overall success of the industry. Ergonomics, the study of designing work environments and tasks to optimize human capabilities, has the potential to alleviate these issues and improve working conditions.

This research paper aims to explore the intricate relationship between ergonomics, job satisfaction, and productivity among housekeeping employees in the hospitality industry. The study seeks to assess the impact of ergonomic interventions on the overall satisfaction and productivity of housekeeping staff and evaluate the potential benefits these interventions may have on employee well-being and organizational success.

OBJECTIVES

1. To examine the level of job satisfaction and productivity among housekeeping employees.
2. To investigate the impact of job satisfaction on productivity among housekeeping employees.

REVIEW OF LITERATURE

Nipul Sutradhar (2018) The purpose of this study is to determine the degree to which hotel workers are satisfied with their jobs. It focuses on the relative relevance of several elements that contribute to employee work satisfaction as well as the impacts those aspects have on employees' total job satisfaction. One's level of contentment with their work is regarded as the single most essential factor in an organisation. In order for an organisation to be successful, it is imperative that its employees be happy. As a result, the primary objective of this research was to investigate the aspects that affect job satisfaction, including the nature of the job itself, the working circumstances, the sense of job security and fairness, and the quality of relationships with coworkers and supervisors. This investigation is carried out utilising a quantitative methodology, and the data are gathered through the use of a series of questionnaires. The research was conducted on the staff members of the Hotel of Dimapur, where a total of 120 respondents took part in the survey. It was requested of the respondents to rate how satisfied they are with the employment that they are currently holding. The level of perceived satisfaction with each variable was evaluated using questions based on a Likert scale with five points of differentiation.

Neveen Mohamed Mansour (2021) The job of a room attendant is widely regarded as one of the most physically taxing positions in hotels. This position requires employees to perform a variety of monotonous and draining duties, including sweeping, mopping, dusting, buffing, vacuuming, making beds, emptying garbage, and tidying the floor. The nature of this task results not only in tiredness but also in a high rate of occupational dangers, as well as pain and accidents. Recent developments in the field of managerial sciences have resulted in the creation of innovative techniques, instruments, and strategies that can help workplace organisations reduce their energy consumption, protect their employees from fatigue and occupational hazards, and maximise their employees' levels of efficiency and productivity. One of these more contemporary approaches is ergonomics, which focuses on the modification of the working environment in order to accommodate the capabilities, talents, and limitations of the personnel. The primary goals of this research were to determine the level of awareness regarding ergonomics that exists among room attendants working in the hotels that were investigated, as well as to investigate the nature of the relationship that exists between the three categories of ergonomics (physical, cognitive, and organisational) and the occurrence of health issues. In order to collect information from 30 room attendants working in three-star hotels around the greater Cairo area, a face-to-face interview was carried out.

The analysis that was done using SPSS version (24), the findings supported the first research hypothesis, and they found a significant relationship between physical ergonomics and health problems among room attendants as workload & work conditions (1.652*) and equipment & supplies (0.478*). This was based on the findings that there was a significant relationship between physical ergonomics and health problems among room attendants. The findings also indicated a statistically significant connection between cognitive ergonomics and the health issues (0.893*), as previously mentioned. It was determined that there was not a correlation between poor organisational ergonomics and the health issues experienced by the room attendants, hence this third hypothesis was disproved. According to the findings of the study, it is recommended that room attendants in three-star hotels receive on-the-job training in order to raise their awareness of ergonomics best practises.

Farah Laili Muda Ismail (2019) Due to the highly competitive nature of the hospitality sector, hotel employers and managers are required to maintain a tight and firm approach to employee discipline and performance. Employees' levels of job satisfaction and overall quality of life on the workplace may suffer as a result of this situation on occasion. Employees in the hotel business are the focus of this study, which investigates their levels of job satisfaction as well as the quality of their work lives. In total, 100 staff members from three different 4-star hotels in the Klang Valley were chosen to participate in the study. The findings indicate that factors including as working circumstances, a sense of accomplishment, the opportunity to use one's own abilities, and a sense of being "someone" in the community are among the most important factors in job satisfaction. In addition, in order to maintain a high quality of life outside of work, employees require a pleasant working environment, adequate compensation, occupations that are a good match for their skills, and the opportunity to collaborate with other employees.

Peter Heimerl (2020) In many regions of the Alpine region, the hospitality business faces a clear challenge in terms of locating and retaining people with the necessary qualifications. Therefore, it is becoming increasingly crucial for the sustainable growth of the labour market, and as a further consequence, areas and destinations, for workers to feel satisfied in their jobs. As a result, the purpose of this study is to investigate the elements that influence job satisfaction in order to acquire a deeper comprehension. Using an online questionnaire, a total of 345 workers were polled about various aspects of their level of happiness in their jobs. According to the findings of several analyses, the most significant aspects of a job that one enjoys are a good relationship with one's superior, strict adherence to one's shift schedule, and the availability of opportunities for personal growth. In contrast, factors such as salary, task portfolio, working climate, and the infrastructure that was given played a less significant role in the decision-making process. The findings point to crucial topics and directions for the continuation of research on job satisfaction. The research provides practitioners with useful insights into the successful and sustained improvement of employee work satisfaction.

Amaechi Chijioke Juliet (2019) The purpose of this study is to investigate the impact that exposure to ergonomic risk factors has on housekeepers working in hotels. "Ergonomics is the theoretical and fundamental understanding of human behaviour and performance in purposeful interacting socio-technical systems, as well as the application of that understanding to the design of interactions in the context of real settings," as defined by the American Ergonomics Association. When compared to employees of most other service industries, hotel workers are more likely to suffer severe injuries and have a higher overall risk of occupational accidents. Employees in the

housekeeping industry who fall into the categories of nonunionized workers, immigrants, or politically vulnerable persons are less likely to disclose injuries sustained on the job. The primary goals of the study are as follows: to determine the level of awareness about the concept of ergonomics among the housekeeping staff at the hotel; to determine the level of application of ergonomics in the housekeeping departments of hotels; and to determine the impact that ergonomics has on the housekeeping departments of hotels. According to the findings of the research that was carried out, it was discovered that around 96% of the housekeeping personnel is familiar with the idea of ergonomics in hotel housekeeping. The majority of the cleaning workforce, approximately 48 percent, is aware that ergonomics is a method of developing equipment. Almost 44% of the housekeeping team is aware that ergonomics refers to the practise of adapting the working environment so that it is more convenient for the housekeeping personnel. Nonetheless, the research suggests that in-house training for the housekeeping staff should be provided so that they are aware of the ergonomics standards that should be followed in the workplace. The training should focus on the correct usage of the equipment so that it does not put unnecessary strain on the body. To avoid having to pay extra for overtime, job rotation is essential in other housekeeping departments.

Sarika Joshi (2020) The job of housekeeping is one that requires a high level of physical stamina and entails a wide variety of responsibilities. When evaluating the housekeeping services, one discovers that many of the jobs are of a repetitive character, such as making the bed, buffing, and vacuuming, emptying the garbage, tidying, dusting, and cleaning the floors. It is clear to understand that many different forms of injuries are directly related to the duties that are performed in housekeeping operations. Housekeeping room attendants are expected to transport or move tonnes of trash and soiled linen every day. Ergonomics is the process of developing tools and work tasks so that they are appropriate for the abilities of the person doing the work. It would unquestionably lower the likelihood that those working in housekeeping would develop musculoskeletal diseases. The fundamental objective of this body of research was to investigate the degree to which modern hotels are aware of ergonomics and the extent to which this awareness has a direct bearing on the effectiveness of the cleaning crew. The research was carried out with the purpose of determining the level of awareness regarding ergonomics in the housekeeping department, as well as the degree to which it was used and the results it produced. The overall conclusion reached by the research that were given was that the job of housekeeping comprises of activities that have a high risk of causing muscular injuries, which in turn have an influence on the efficiency of the housekeeping crew. It is possible for the hotels to unite their efforts in order to include ergonomics concepts into their working environment in order to better accommodate the housekeeping staff's working circumstances.

Maureen Snow_Andrade(2020) This study provides a global comparative analysis of variables associated with job happiness for hotel housekeepers. These variables include work-life balance, intrinsic and extrinsic rewards, and work relations. Specifically, the study focuses on the effect of job satisfaction on work relations. Using data from the International Social Survey Program, the research examines these variations across all 29 nations. The findings indicate significant differences in job satisfaction for hotel housekeepers across countries, lower job satisfaction for hospitality occupations compared to all other occupational categories, lower job satisfaction for hotel housekeepers than employees in other hospitality occupations, and a statistically significant positive impact on job satisfaction of certain aspects of work-life balance, intrinsic and extrinsic rewards, and coworker relations. The findings also indicate significant differences in job satisfaction for employees working in other hospitality occupations. The hotel sector is known for having a poor work-life balance, high employee turnover rates, and

few opportunities for financial compensation. Housekeepers at hotels report lower levels of job satisfaction compared to workers in other areas of the hospitality industry, including work-life balance, compensation, connections with management, usefulness of work, and interestingness of work. Housekeepers are vital to the overall quality of a hotel as well as the overall satisfaction of its patrons. As a result, it is essential for managers to gain an awareness of the elements that contribute to job satisfaction for hotel housekeepers and to take action to address those problems.

Myint et al. (2016) conducted research to determine the elements that contribute to job satisfaction for employees working in the private banking sector in Myanmar. In addition to this, the study investigated how different demographic factors influenced levels of overall job satisfaction, as well as satisfaction with specific job aspects. According to the findings, employees who had been with the company for a longer period of time reported greater levels of overall job satisfaction.

Kiruthiga and Magesh (2014) used exploratory factor analysis to research the influence that job-based factors have on the level of job satisfaction experienced by employees working in star category hotels. The attitudes and perceptions of satisfaction about job-based variables were elicited from five hundred hotel employees through the collection of data from those employees. The regression analysis showed that possibilities for professional progress have the greatest influence on levels of job satisfaction.

AlBattat and Som (2013) provided an outline of the factors that contribute to employee discontent on the job, which can lead a person to consider leaving their current work in favour of alternative employment options. The purpose of the study was to investigate whether or not there is a correlation between employee happiness and characteristics such as the working environment, job stress, demographic parameters, and job satisfaction. According to the findings, Malaysian hospitality industry stakeholders should be aware that unfavourable working conditions, inadequate pay, and treatment of workers unfairly will cause employees to leave their jobs and look for other employment.

Celik (2011) conducted research on the theoretical approach to job satisfaction. He aimed to place an emphasis on the theories that explain job satisfaction, the importance of the job satisfaction works, and the relationship between job satisfaction and employee attitudes.

Bhawana Pande (2020) Because the hospitality industry is such an integral part of the overall service industry in the country, hotels account for approximately 41 percent of the total engaged manpower. The overall hospitality industry has a value of more than 3 trillion US dollars and takes up the majority of the overall service industry in the country. It is of the utmost significance that, at this juncture, companies do everything in their power to keep on board their current workers, particularly those workers who have experience and a positive attitude. The hotel industry in Lucknow is not an exception to the general rule, and all of the benefits and drawbacks associated with employee satisfaction are valid in this sector as well. The researcher chose five international hotels located in close proximity to the city and then carried out this investigation using their data. This study is based on primary data, and it takes into consideration a total of two hundred employees who vary in age, experience, and rank. For the purpose of data analysis, SPSS Version 22.0 is utilised.

Tri Wiyana (2020) The goal of this study is to investigate how the level of motivation held by employees at Hotel Alila, Jakarta influences their level of productivity. The quantitative research method was utilised throughout the course of this study. The methods of descriptive analysis and simple linear regression analysis are utilised in this study's analysis. The findings of this research indicated that employee performance is affected by motivation, which is shown to have an effect on employee performance. According to the findings of a straightforward linear regression analysis, the value of the correlation coefficient was found to be 0.714, and the significant value was found to be 0.05. This indicates that there is both a substantial level of effect and a very strong association level. The value of the determination coefficient is 0.509, which indicates that the proportion of effect on employee performance is 50.9%. The remaining 49.1% of employee performance is influenced by other variables, however, which were not investigated in this study.

Mercy Busayo Bello (2021) This study investigated the relationship between employees' levels of job satisfaction and their level of productivity in the hotel business in Lagos State. The research used structured questionnaires to collect information from 330 staff working in 63 hotels located across Lagos State's 20 local government areas (LGAs). Partial Least Square Structural Equation Modelling was utilised in order to carry out the task of data analysis. The study revealed that there is a statistically significant connection between job stress, promotion opportunity, and supervisory support, as well as employees' performance. This conclusion was reached as a result of the findings of the study. In addition, there is not a strong relationship between the payment system, the environment of the workplace, and the performance of the employees. The findings provide notable inferences for hotel managers in Lagos State, which suggest that they should give more attention to the promotion matters of their workers in order to improve job performance. The findings provide important meaning for hotel operators in the state of Lagos to take worker support efforts seriously, which is another significant consequence provided by the findings. To the best of our knowledge, this study is the first large study that, for hotels in Lagos State, proposes and validates a job satisfaction and employees' performance (JOPEF) model. The new model offers new insights into the link between job happiness and employees' performance of hotels in economies that are still developing, which can be beneficial to hotel business operators, the government, and academics.

Vipin Singh (2021) This article's goal is to provide an overview of the ergonomics risk factors that are present in the hotel business. The purpose of this article is to provide an introduction to ergonomics along with a concise definition of the term. The ergonomics risk factors that are associated with humans and the nature of their employment will be investigated as part of this study. According to the research that has been done, the most significant risk factors when it comes to ergonomics are inappropriate posture when doing occupational tasks, force, and repetition of specific movements, including vibration. A static position that is uncomfortable, contact stress on muscles and tendons, and conditions that are extremely hot or cold are all factors that are associated with poor ergonomics. The findings of this study will help raise awareness of the potential dangers faced by those working in the hotel business.

Methods:

A mixed-methods approach was used to gather data from housekeeping employees in various hotels. The study utilized a quantitative survey and qualitative interviews to explore participants' perceptions of their work

environment, ergonomic interventions, job satisfaction, and productivity levels. Additionally, direct observations were conducted to assess the implementation of ergonomic practices in the housekeeping department.

Results:

The results revealed a significant positive relationship between ergonomics and job satisfaction among housekeeping employees. Participants reported that ergonomic interventions, such as adjustable equipment, appropriate training, and task rotation, contributed to a more comfortable and efficient work environment, leading to higher job satisfaction levels.

Additionally, the study found a positive relationship between ergonomics and productivity. Employees who reported a higher level of ergonomic interventions in their workplace were more productive, demonstrating the importance of ergonomics in improving employee performance.

Discussion:

The study's findings highlight the importance of implementing ergonomic interventions in the housekeeping department of the hospitality industry. These interventions can lead to improved job satisfaction and increased productivity among housekeeping employees. By addressing the physical and psychological stressors associated with housekeeping tasks, ergonomic interventions can contribute to the prevention of work-related injuries and the enhancement of employees' overall well-being. In turn, this can lead to increased employee retention and reduced turnover rates in the hospitality industry, benefiting both employees and organizations.

Conclusion:

This research paper establishes the significant positive relationship between ergonomics, job satisfaction, and productivity among housekeeping employees in the hospitality industry. Implementing ergonomic interventions can lead to improved working conditions, higher job satisfaction, and increased productivity levels, benefiting both employees and organizations. Future research should focus on identifying specific ergonomic interventions that can be tailored to different hospitality settings to optimize employee well-being and organizational efficiency.

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