“A Study on Work Environment and Its Impact on Employees Performance in Hospitality Industry, Belagavi”

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Abstract: - The paper examines the information about the work environment and its impact on employees' performance. The work environment plays an imperative role in performance and motivation of the employees. It may create positive or negative impact about the organization work environment. The work environment is the place where the employees operate and the organization should have a proper work environment. It is assumed widely having proper work environment leads to increase in employees' performance and motivation level and also reduce the absenteeism, turnover. The study was carried out in Belagavi and sample size of 87 with 15 questions was selected for the survey. The data was collected by administering a structured questionnaire and stratified disproportionate random sampling method was chosen. The questionnaire was framed using the 5 point likert scale. The finding were quantified using excel. The paper contains factors of work environment that influence the employees performance such as physical environment factors and social environment factors.

After doing the survey it was found that work environment is more important for employees to stay loyal towards organization. It helped to understand the measure that can be taken to improve the work environment for making employees performance better.

KEYWORDS: Work Environment, Physical Environment, Social Environment, Employee Performance, Motivation.

I. INTRODUCTION

Work environment in organization is described as surrounding condition in which the employees operates. The work environment can be physical conditions such as temperature, lighting, design, equipment etc and social conditions such as motivation, teamwork, safety, relationship, supportive behavior etc and it also can be associated with the work process or procedure. In today’s competitive business, organization cannot loose the potential work force. The work environment greatly impact on the motivation and performance of the employees. The surrounding condition can create both positive and negative impact on employee morale, productivity and engagement. Since the work force is asset of the company, the organization implements the number of practice to motivate and retain their employees. To motivate the workers the organization follow practices like performance based pay, employment security etc. Hence work environment is most important for employees to stay long in organization and work hard. Service sector is the booming industry, and the work environment in organization plays very important role in motivating the employee to perform effectively which leads to growth of organization.

II. LITERATURE SURVEY

The quality and quantity of work generated by employees are influenced by work environment and it impacts may be positive or negative on employees (Dr. Anil P. Sarode & Manisha Shirsath 2014). The work environment in organization plays an important role in creating the impact on employees morale, productivity and engagement- both positively and negatively (Dr. K. Chandrashekar 2011). The work environment factors affect the quality of work life, individual quality of work life outcomes and organizational outcomes (Linda Flynn 2007). A proper workplace environment leads in reducing the number of absenteeism and also increase the level of employees performance which helps to increased productivity at workplace (Boles et al 2004). It is found that how well the employees engage with their work environment, it will have positive impact on employees performance (Ollukkaran & Gunaseelan 2003). Work environment plays an important role towards the employees performance and working environment is argued to impact immensely on employees performance either towards negative or positive outcomes (Chandrashekar 2001). It is found that having the right environment factor both physical and psychosocial will leads to increase performance (Buhter 1997). A widely accepted assumption is that better workplace environment motivates employees and produce better results. Most people spend 50% of their lives within indoor environment which greatly influence their mental status, action, abilities and performance (Sundstrom 1994).

III. OBJECTIVES

1. To study on work environment of the organization.
2. To study how the work environment (physical and social environment) influence on the employees performance.
3. To find out the impact of work environment on employees performance.

IV. METHODOLOGY

The data source is primary and secondary data. Primary data is collected through way of sample units by administering the structured questionnaire. Secondary data is collected through company website and manual. Sampling method chosen was stratified disproportionate random sampling. Sampling size was 87 and sampling unit was every employees of all departments like housekeeping staff, kitchen staff, waiter etc. The analysis was done using the M. S. Excel tool.

V. RESULTS

A) Physical Environment:

The figure (1) and (2) represents the physical environment factors important to perform better on the job.

As per the figure (1) & (2) majority respondents say that personal storage, drinking water, office design, lighting, hygiene, rest room, toilets are most important factors while performing the job because the hygiene and drinking water keeps them healthy, where as lighting and office design make them comfortable in organization to stay and work and also personal storage so that the things will remain safe that leads to mind free state to work on for given tasks. Rest room and toilet are basic necessities in working place for refreshment. The physical environment is very important for employees these amenities influence mental status, actions, abilities and performance. The comfort in working place is more important.

B) Social environment
The figure (1) and (2) represents the social environment factors important to perform better on the job.

As per the figure (1) & (2) majority respondents says that promotional opportunities, relationship, motivation, safety, uniformity, recognition, supportive behavior, communication are most important while performing the job because it helps growth in career, better relationship management, employee engagement and motivates employees to perform better. The hotel should conduct motivation programs like training and development and provide perks, benefits, recognition for better performance. It also helps to reduce the turnover and absentisem.

VI. CONCLUSION

The study undertaken has helped to understand the importance of work environment for employees. And also got to know the deeper insight of work environment and its impact on employees performance. The work environment is divided into two part they are: physical environment and social environment. Based on the findings the outcome in physical environment is basic need like personal storage, drinking water, office design, lighting, hygiene, rest room, toilets are most important factors while performing on the job and based on the social environment findings promotional opportunities, relationship, motivation, safety, uniformity, recognition are the important factor while performing on job. The work environment is associated with the employee performance. It also helps employee stay loyal towards the organization. The work environment plays an imperative role which increases the employee morale, productivity and satisfaction to get motivated for performing better on job.

NB: The name of the industry is not mentioned to adhere to the privacy policy.

REFERENCES

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