



“A STUDY ON JOB PERFORMANCE OF EMPLOYEES AT TGB SURAT.”

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Abstract

The study addresses the challenge of employee performance at the five-star hotel in The Grand Bhagwati. Focusing on how hotel related factor influencing employee performance. The objective is to study factor affecting the performance among employees. To identify factors which demotivates the employee. To identify factor which job performance the employee's overall interrelations among the independent variable showed a positive strong relationship and positively related to employee job performance. A sample of 100 respondents were selected through a simple random sampling method. As a result, performance makes a person want to work towards a goal. It makes people want to act.

Keywords: Employee job performance, job satisfaction, orientation and training salary, working environment.

Introduction

Job performance can be known by studying a person need. A manager marks appropriate use of performance to entuse employees. Study focuses on job performance among employees of The Grand Bhagwati. The main objective to measure job performance of employees at work. The factors which job performance employees are as given below: job satisfaction, Orientation and training, salary, working environment, feeling involved in the work process, job security, job wages and welfare facilities. Intrinsic job performance causes an employee to act toward fulfilment of work task or goal. It involves engaging in a behaviour because it is personally rewarding.

Even though many related factors have been examined in the literature regarding their impacts on employee job performance the purpose of current research is only to explore the hotel-related factors that could have an influence on the employee performance at the five-star hotels in TGB. Besides, although the separate impact of several factors on the Employee performance is established in the literature, the contribution of this research is the combination of firm-related factors which we refer to it in the present study as the hotel-related factors in addition the correlations between the and employee performance.

Review of literature

(Muhammad Shahzad Chaudhry, Farrukh shoals & Maureen riaz ,2013) A study on impact of employee relation on employee performance in hospitality industry of Pakistan to study is to understand employee relation management role in enhancement of employee performance. Hypothesis research method. This study finds overall support for the hypothesis that employee relation practices impacts positively on performance of employees.

(Mohamad soelton,2018) A study on how culture, training standard and discipline on the employee performance affect hotel management. Determine the effect of kaizen culture, training scandent and discipline on the employee's performance of front office division at Aston priority sitatunga, south Jakarta. Training standards have a positive and significant impact on employee performance in the front office division. Hypothesis research method.

(Peidi zhang, 2016) A study on of the factors that affect employee performance in UK hostel. To the hostel sector is an important segment of tourism industry in any economy. To the employees play a crucial role in delivering services to the customers. Hypothesis testing. The first chapter presents the introduction to the topic of the thesis. The second chapter provides a review of the academic literature. The research question and limitations are mentioned in the last segment.

(Ngige,2016) A study on assessing the relationship between pre-service training. Work experience and job performance among hotel employees in five-star hotels in Nairobi Kenya. To study assesses relationship between formal pre-service training, work experience and job performance among hotel employees in Nairobi. To study was carried out in selected four-star hotel in the Kenyan capital. Hypothesis testing. The findings indicated the important role played by education and formal training of employees. The higher the level of education and training, the better the job performance.

(Anwar khan, 2011) A study on employee training and performance relationship in hospitality sector A case of pearl continental hotel, karahi, Pakistan. To the study aims to examine the relationship between the different training courses and the performance of the employees. Descriptive analysis. The more training means high performance and vice versa in the pearl continental hotels. The skill & competency levels of employees are heavily dependent on the amount and type of training they get. the productivity of these hotels depends on the overall performance.

Research objectives

The aim of the research is to study the following objective:

- To measure job performance of employees at work.
- To study factors influencing job performance of employees.
- To study demographic factor affecting job performance of employees.

Research Methodology

The methodological aspects used for information is completed through the quantitative questionnaires. The survey tries to find out the factors which are affecting the happiness of employees at work and to measure the level of job performance at work. A simple random sampling technique was used in this study to select 100 employees. Based on four factors of employee job performance in the workplace which were 1) job satisfaction 2) Orientation and training 3) salary 4) working Environment a structured questionnaire was developed. A broad range of instruments were used for measuring employees job performance, firstly it consists of questions associated with the biographical information of the employees. Secondly it associated with factors affecting employees job performance.

1=strongly disagree, 2= disagree, 3=neutral, 4=agree, 5=strongly agree

The survey was conducted during march 2021 to April 2021 by face-to-face interviews in the organization. Statistical method used to analyse the data the respondents is statistical software SPSS for the statistical analysis. During this study, the response and information collected from the survey were tested using statistical techniques like Cronbach alpha were used to test normality. The data collected from 100 respondents were analysed using descriptive statistics. In addition, regression analysis was used to analyse the relationships between factors affecting employees job performance at work level.

Hypothesis development

On the basis of factors affecting employees job performance, the following hypotheses are developed:

H1: Working Environment affects employees job performance.

H2: Job satisfaction affects employees job performance.

H3: Orientation and training affect employee job performance.

H4: Salary affect employee job performance.

Reliability statistics

TABLE NO.1

Reliability Statistics

Cronbach's Alpha	N of Items
.956	25

Reliability test was carried out by using SPSS software and the reliability test measure given below: Cronbach's alpha: .956, the standard value is at 0.5 but over here it's highly reliable, so all the questions were found reliable.

Demographic Profile

Table: 2 Demographic Profile of the respondents

Demographic variable		Frequency	Percentage
Gender	Male	80	80%
	Female	20	20%
Age	21-30	38	38.0
	31-40	46	46.0
	41-50	16	16.0
	Above 50	-	-
Education Qualifications	HSC	50	50.0
	Graduate	51	51.0
	Postgraduate	39	39.0
	Above P.G	16	16.0
Marital status	Single	35	35.0
	Married	64	64.0
	Other specific	1	1.0

Table No:2 displays the demographic information gathered from the respondents in the form of various according to study 80 percent male and 20 percent female are employee. Study shows that the majority 46% of the respondents ages between 31-40 ages,39% are below 21-30 ages, 16% are between 41-50. Aside from that, 51% of its employees have a HSC 33% of employees have graduate.as a result, it indicates that the employees company prefers both education and skilled employees. In terms of marital status, the

majority 64% married is married,35% of employee are unmarried and 1% is other.

Table: 3 Cross tabulation tests with Education

Variable	N	Percentage
How efficiently employees carry out their work at workplace?	100	90%
How efficiently employees managed their time at working hour in organization?	100	80%
How efficiently employees are participated in any meeting or to achieving their target.	100	99%
How actively employees are coordinated with their colleagues?	100	99%

Here from the table it is observation that the employees are 90 % satisfied with their work at workplace, employees are with working hour 80% satisfied employees and 99 % participated in any meeting or to achieving their target.99 % good coordinated with their colleagues.

Table: 4 Cross tabulation tests with Salary

Variable	N	Percentage
Employees receive right amount of salary to their work.	100	90%
The organization is dedicated to diversity and inclusiveness.	100	99%
The employees are influenced how their work impact the organization business goals.	100	90%
The Availability of a clear job description employee's position is clear.	100	100%
When employees do a good job or complete their task on time or before time, they receive the recognition for it.	100	100%

Here from the table it is observe that 90 % employees receive right amount of salary to their work in right time.99% organization is dedicated to diversity and inclusiveness. employees' position is clear 100%. employee do a good job or complete their task on time or before time they receive the

Conclusion and discussion

The ground study was simply observed that overall, the level of employee's job performance of employees was at the high level. And the level of opinion toward the four factors affecting employee job performance level at work was also at the high level. The most important recommendations for the five-star hotel. The current study provides a better understanding for hotel managers regarding hotel-related factors in order to foster employee's performance. We agreed here that some of the hotel-relating in a higher level of job performance. The hotel organization try to improve the people element by developing good interpersonal relationship with peoples in in the organisation results in building positive workplace, unity among employees to improve is organization culture.

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