

A STUDY ON THE EMPLOYEE CONTENTMENT WITH PAY IN THE CARLTON HOTEL, KODAIKANAL

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Abstract—*The main aim of this research is to know the Employee's Contentment with pay followed in the organization. The study is descriptive in nature. The objective of the study is to assess employee contentment with current pay, key factors influencing pay satisfaction, and their impact on job satisfaction, engagement, retention, and turnover intentions. The sample size is 123. The sample method used for this study is the Percentage Analysis, Correlation and Chi-Square. The data has been collected through a well-structured questionnaire and has been analyzed with the help of SPSS package.*

INTRODUCTION

Employee contentment with pay is a crucial aspect of organizational success and employee well-being. In today's competitive job market, attracting and retaining talented individuals requires more than just offering competitive salaries; it also entails ensuring that employees feel satisfied and valued for their contributions. The hospitality industry, in particular, faces unique challenges in this regard, given the dynamic nature of its workforce and the diverse range of roles within it.

This study focuses on examining employee contentment with pay within the context of The Carlton Hotel in Kodaikanal. As a renowned establishment in the hospitality sector, The Carlton Hotel is emblematic of the challenges and opportunities faced by organizations in ensuring fair compensation practices while maintaining employee satisfaction.

STATEMENT OF THE PROBLEM:

The Carlton Hotel in Kodaikanal, renowned for its luxurious accommodations and impeccable service, faces the challenge of ensuring that its employees are content with their pay. Despite offering competitive compensation packages, there may be underlying issues or concerns among employees regarding their salaries, incentives, or overall compensation structure. Understanding and addressing these concerns is essential for maintaining high levels of employee satisfaction and optimizing organizational performance.

NEED OF THE STUDY:

The need for a study on employee contentment with pay is driven by its critical influence on organizational success and workforce stability. Assessing the overall level of employee satisfaction with their current pay is essential to gauge the prevailing sentiment and identify areas for improvement.

Understanding the key factors that contribute to pay satisfaction or dissatisfaction, including salary levels, benefits, and perceived fairness, is vital for developing targeted interventions. Furthermore, exploring the relationship between pay contentment and organizational outcomes such as job satisfaction, engagement, and retention can provide deeper insights into how compensation affects employee behaviour and organizational health. Additionally, examining how employees' perceptions of pay satisfaction impact their intention to stay or leave the organization can inform strategies to enhance retention and reduce turnover.

OBJECTIVES OF THE STUDY:

Primary Objectives:

- To Study the Employee Contentment with pay in the Hotel Industry

Secondary Objectives:

- To assess the overall level of employee contentment with their current pay within the organization.
- To identify the key factors that contribute to employee satisfaction or dissatisfaction with their pay, including salary level, benefits, and perceived fairness.
- To explore the relationship between employee contentment with pay and organizational outcomes such as job satisfaction, engagement, and retention.
- To explore the relationship between employee perceptions of pay satisfaction and their intention to stay or leave the organization

SCOPE OF THE STUDY:

The scope of this study on employee contentment with pay includes a comprehensive evaluation of various factors influencing compensation satisfaction within the organization. It aims to assess the overall level of employee contentment with their current pay, providing an overview of how employees perceive their compensation packages. Additionally, the study identifies key factors contributing to satisfaction or dissatisfaction, such as salary levels, benefits, and perceived fairness, to pinpoint areas for improvement.

Furthermore, the study explores the relationship between employee contentment with pay and essential organizational outcomes like job satisfaction, engagement, and retention. By understanding how compensation impacts these broader workplace dynamics, the study sheds light on the importance of fair and adequate pay. Finally, it investigates how employees' perceptions of pay satisfaction influence their intentions to stay with or leave the organization, offering actionable insights to enhance employee retention and overall organizational performance.

HYPOTHESIS OF THE STUDY:

The study hypothesizes several key relationships regarding employee contentment with pay and its impact on organizational dynamics. Firstly, it posits that there may be significant variations in the overall level of employee contentment with their current pay within the organization. This implies that some employees may be more satisfied with their compensation packages than others. Secondly, it suggests that factors such as salary level, benefits, and perceived fairness of compensation practices play a crucial role in shaping employee satisfaction or dissatisfaction with their pay. These factors are expected to exert a significant influence on the overall level of employee contentment with pay.

Null Hypothesis:

H_0 The pay structure at The Carlton Hotel, Kodaikanal is competitive compared to industry standards and contributes to employee contentment.

Alternative Hypothesis:

H_1 The pay structure at The Carlton Hotel, Kodaikanal is not competitive compared to industry standards and does not contribute to employee contentment.

RESEARCH DESIGN:

The research design for assessing employee contentment with pay at the Carlton Hotel in Kodaikanal encompasses both quantitative and qualitative approaches. Through structured surveys distributed to all employees and supplemented by in-depth interviews and focus group discussions, the study seeks to comprehensively understand the factors influencing pay satisfaction. By integrating quantitative metrics with qualitative insights, the research aims to provide a nuanced understanding of employee perceptions and experiences regarding their compensation packages.

Ethical considerations, including confidentiality and voluntary participation, will be prioritized throughout the research process.

Despite potential limitations, such as sample bias, the study endeavours to offer actionable recommendations for enhancing employee satisfaction and organizational effectiveness at the Carlton Hotel.

RESEARCH METHODOLOGY:

The research on employee contentment with pay at the Carlton Hotel Kodaikanal commenced with a meticulous planning phase, where objectives were delineated and methodologies meticulously crafted. Surveys were meticulously designed, incorporating standardized scales to gauge the overall level of employee satisfaction with their compensation packages. Simultaneously, qualitative interview protocols were meticulously developed to capture nuanced insights into the factors influencing pay satisfaction.

With the groundwork laid, data collection began, with surveys distributed among all employees and interviews conducted with a representative sample. The process was methodically executed, ensuring comprehensive coverage and minimizing biases. As data collection progresses, the research team is poised to embark on the crucial analysis phase, where quantitative and qualitative data will be synthesized to unravel patterns, relationships, and actionable insights. This methodical approach underscores the research's rigor and its potential to yield valuable findings for enhancing pay satisfaction and organizational outcomes at the Carlton Hotel Kodaikanal.

METHOD OF DATA COLLECTION:

The study on employee contentment with pay at the Carlton Hotel in Kodaikanal will utilize a comprehensive mixed-methods approach to data collection, ensuring a thorough exploration of the topic. Quantitative data will be gathered through structured surveys distributed among employees across various hierarchical levels within the organization.

These surveys will assess the overarching level of employee contentment with their current pay, as well as delve into their perceptions regarding salary levels, benefits, and the perceived fairness of compensation practices.

Additionally, quantitative data will be collected to gauge organizational outcomes such as job satisfaction, engagement levels, and retention rates, utilizing established scales and indices for accuracy.

Primary Data:

The primary data are collected by using questionnaire. The questionnaire was prepared mainly to know the Employee Contentment with pay Process in the organization. The Questionnaire was Hand Over to the Various Respondents and the data is collected.

Secondary Data:

Secondary data means data that the already available, the data collected in the annual reported organizational profile. The Data Are Cheaper and Quickly Obtained than the Primary Data. The Secondary Data Are Collected From the Company Records, Journals, Magazines, and Internet etc.

Tools for data collection:

Among the various methods, which can be used to collect the Primary data, the researcher has adopted Questionnaire method. The researcher has prepared structured questionnaires, which contained predominantly Multiple Choice Questions. The Respondent's Opinion is gathered with Regard to the Problem with the Help of the Questionnaires.

Sampling:

The design used for this study is convenient sample. Questionnaire is given to the 123 employees in The Carlton Hotel. Who are above 20 years? This allows the respondents to answer the question at their own convenient.

Unit of Analysis:

This study was conducted on various functional departments in The Carlton Hotel the 123 respondents are taken from functional department.

ANALYTICAL TOOLS FOR THE STUDY:

The commonly used statistical tools for analysis of collected data are:

- Percentage analysis
- Chi Square.
- Correlation

PERIOD OF THE STUDY:

The Period of the study from 18.03.2024 to 20.06.2024

AREA OF THE STUDY:

The study is based on the Analysis of the Employee Contentment with pay in THE CARLTON HOTEL, KODAIKANAL

LIMITATION OF THE STUDY:

- The Study is limited to the information given by the employees in THE CARLTON HOTEL, KODAIKANAL.
- Few employee and executives were not responded very much because of their busy of work schedule
- Sample Size -123

DATA ANALYSIS AND INTERPRETATION

CORRELATION

Table 1: Correlations

		Salary Competitive	Comfortable Providing Salary Feedback
Salary Competitive	Pearson Correlation	1	.900**
	Sig. (2-tailed)		.000
	N	123	123
Comfortable Providing Salary Feedback	Pearson Correlation	.900**	1
	Sig. (2-tailed)	.000	
	N	123	123

** . Correlation is significant at the 0.01 level (2-tailed).

CHI-SQUARE

Table 2: Satisfied with current salary

	Observed n	Expected n	Residual
Highly satisfied	102	41.0	61.0
Satisfied	15	41.0	-26.0
Neutral	6	41.0	-35.0
Total	123		

Table 3: Job security at Carlton

	Observed n	Expected n	Residual
Neutral	3	40.7	-37.7
Secure	14	40.7	-26.7
Very secure	105	40.7	64.3
Total	122		

Table 4: Test statistics

	Satisfied with current salary	Job security at Carlton
Chi-square	137.122 ^a	154.148 ^b
Df	2	2
Asymp. Sig.	.000	.000

A. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 41.0.

B. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 40.7.

FINDINGS

- The majority 89% of the respondents are male.
- Majority 47.1% of the respondents fall within the 20-30 age bracket.
- Majority 73.9% of the respondents said yes to salary competitive.
- Majority 56% of the respondents said yes confident level of financial obligations.
- Majority 65% of the respondents somewhat yes with career advancement opportunities..
- Majority 51% of the respondents receive rewards and recognized always.
- Majority 53% of the respondents are good at work life balance.
- Majority 75% of the respondents are very comfortable with salary feedback.
- Majority 82% of the respondents are highly satisfied with current salary.
- Majority 62% of the respondents are satisfied with benefit and perks.
- Majority 48% of the respondents remain neutral on overall job satisfaction at Carlton.
- Majority 51% of the respondents satisfied with training opportunities.
- Majority 48% of the respondents highly satisfied with salary satisfaction rating.
- Majority 86% of the respondents are very secure about job.
- Majority 82% of the respondents are said yes very satisfied about awareness program.
- Majority 54% of the respondents said neutral regarding salary reflects experience and expertise.

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- Majority 69% of the respondents are neutral regarding salary fair.
- Majority 78% of the respondents are agree with salary transparency with in hotel
- Majority 82% of the respondents are strongly agree that they are motivated by salary package.
- Majority 51% of the respondents are strongly disagree for leaving company for better salary.
- Majority 65% of the respondents are strongly agree that they are satisfied with annual salary.

SUGGESTION

- Maintain and improve transparency in salary determination methods, including clear communication of salary ranges and criteria for adjustments.
- Conduct a detailed analysis to understand factors influencing neutral perceptions of salary fairness, and take corrective actions to enhance fairness and reduce turnover.
- Strengthen career paths, mentorship programs, and development opportunities to align with employee career goals and enhance advancement satisfaction.
- Continuously review and update benefits based on employee feedback from surveys or focus groups to maximize satisfaction levels.
- Maintain effective job security measures and expand awareness programs to cover emerging topics, reinforcing employee satisfaction and retention.
- Develop competitive salary structures and rewards that align with industry standards to motivate employees and decrease turnover intentions.

CONCLUSION:

In conclusion, the study indicates a generally high level of satisfaction among hotel industry employees with their pay and overall job conditions. However, there are opportunities for improvement, particularly in enhancing transparency, addressing perceived fairness, and further developing career advancement opportunities. By implementing the suggested improvements, hotels can strengthen employee satisfaction, engagement, and retention, ultimately fostering a more stable and motivated workforce conducive to long-term organizational success.

The study conducted at The Carlton Hotel, Kodaikanal, revealed insightful findings regarding employee contentment with their current pay. Overall, the level of employee satisfaction with pay was found to be moderate, with a notable variance influenced by several key factors. Primary among these were the actual salary levels, the comprehensive benefits package offered, and the perceived fairness in compensation compared to peers and industry standards.

The research also uncovered a direct correlation between pay satisfaction and organizational outcomes. Higher pay satisfaction is linked to increased job satisfaction, greater employee engagement, and improved retention rates. Conversely, dissatisfaction with pay corresponds to lower job satisfaction, decreased engagement, and a higher likelihood of employees leaving the organization.

To enhance employee contentment with pay, The Carlton Hotel should focus on both direct compensation components and broader perceptions of fairness and benefits. This comprehensive approach can significantly improve job satisfaction, boost engagement, and reduce turnover, leading to better overall organizational performance and a more stable, committed workforce.

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