

**A STUDY ON ANALYZING THE RELATIONSHIP BETWEEN EMPLOYEE
ENGAGEMENT AND JOB SATISFACTION AT LEMON TREE HOTELS**

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Abstract

The purpose of this study is to investigate the connection between work satisfaction and staff engagement at Lemon Tree Hotels. Employee engagement and job happiness are two crucial factors that contribute to employee retention and overall organizational success. The study uses a mixed-methods approach, collecting data from participants through both qualitative interviews and quantitative surveys. employees across various departments. The findings show that there is a positive relationship between job satisfaction and employee engagement, meaning that workers who are more invested in their work typically have greater job satisfaction levels. The results further underscore the significance of professional development opportunities, efficient communication, and organizational support in cultivating employee engagement and job satisfaction. This study provides valuable insights for Lemon Tree Hotels and for other companies looking to improve work happiness and employee engagement.

Key words: Employee engagement, job satisfaction, Job design & role clarity, Diversity and inclusion, Rewards and recognition, Organizational culture, Career development

Introduction

Staff engagement and work satisfaction are essential things that contribute to a healthy work environment and driving organizational performance. In today's competitive business landscape, Organizations understand the importance of engaging and fulfilling their staff to retain top talent and achieve sustainable success. Lemon Tree Hotels, a leading hospitality company, also recognizes the importance of Job happiness and engagement among staff members in its operations. This study aims to analyse the link between job happiness and workforce participation specifically within the context of Lemon Tree Hotels.

Background of the study

The hospitality industry, including hotels, places a strong emphasis on the satisfaction and engagement of its employees as they are critical in providing high-quality services to guests. Recognizing the importance of This study investigates the relationship between worker

involvement and fulfilment with work at Lemon Tree Hotels.

The engagement of workers relates to an employee's level of passion, enthusiasm, and dedication to their work and organization. It is characterized by factors such as job involvement, emotional connection, and inspire. On the other hand Satisfaction with work relates to how satisfied employees are with their occupations, which includes elements such as working conditions, salary, recognition, and prospects for advancement.

Statement of the problem

Employee engagement and work happiness are critical for the success of hotels, especially Lemon Tree Hotels. However, more research into this connection and its particular factors within the context of Lemon Tree Hotels is required. The purpose of this research is to examine the link between employee engagement and work satisfaction at Lemon Tree Hotels, with an emphasis on job design, diversity and inclusion, incentives and recognition, organisational culture, and career development. The study tries to uncover the influence of these elements on employee well-being, performance, and organisational success by examining them. The findings will be useful in improving employee engagement and job satisfaction in order to promote overall organisational success.

The objective of the research

- To determine the factors of employee involvement at Lemon Tree Hotels.
- To determine the elements that impact job satisfaction among Lemon Tree Hotels employees.
- • Investigate the relationship between staff engagement and work satisfaction at Lemon Tree Hotels.
- To find out wither there is employee engagement's influence on work satisfaction at Lemon Tree Hotels.

Scope of the study

Focus on Lemon Tree Hotels: The study specifically Within the environment of Lemon Tree Hotels, this study investigates the relationship between employee engagement and job happiness. It is limited to this particular organization. Employee Engagement and Job Satisfaction: The study seeks to identify the elements that influence employee engagement and job satisfaction at Lemon Tree Hotels., exploring their relationship and impact on each other.

Literature review

Prameswari. M. (2020)

According to the research, social support, which refers to help and encouragement from others, can have a moderating impact on the connection between staffs engagement and work happiness. To put it another way, when employees perceive a high degree of social support from their co-workers and managers, the beneficial impact of involvement on job happiness is boosted. This result emphasises the significance of establishing a helpful work atmosphere and cultivating good relationships among workers in order to increase employee involvement and job happiness. Recognizing the role of social support allows organisations to create strategies to promote a culture of cooperation and teamwork, which can lead to better employee performance and retention.

Koo. (2019)

Koo, (2019) conducted a study That aimed to investigate the influence of work resources on job satisfaction among service sector personnel. Work resources like as incentives, advancement, and social support were found to have a considerable beneficial influence on employee job satisfaction in the study. In particular, incentives were shown to be the most powerful predictor of work satisfaction, followed by advancement and social support. The study also discovered that employees with a greater level of organisational commitment had a stronger association between work resources and job happiness. According to the findings, organisations should spend in providing enough work resources to improve employee job satisfaction, which may lead to enhanced organisational commitment and improved employee performance.

Potnuru

According to Potnuru et al. (2019), the organizational culture within a company significantly influences employee job satisfaction. The study reveals a gap in implementing an effective organizational culture, leading to job dissatisfaction. Team building activities and employee empowerment are identified as crucial factors in enhancing job satisfaction. Prioritizing team building fosters collaboration and a supportive work environment, while empowering employees allows them to make decisions and feel valued. Additionally, the report highlights the importance of staff capabilities, emphasizing the need for proper training and development opportunities. Companies may build a healthy work environment that fosters job satisfaction, employee engagement, and overall organizational performance by strengthening

these characteristics of organizational culture.

Fachrunnisa Olivia et al

Fachrunnisa Olivia et al. (2014) conducted research on the relationship between employee engagement, work satisfaction, and organizational performance. The study discovered a significant relationship between employee engagement and job satisfaction, which led to improved organizational performance. Employees who are engaged and feel valued and appreciated are more likely to be content with their jobs and to be more productive, quality of work, and willingness to contribute beyond their job responsibilities. This, in turn, fosters creativity, innovation, and efficiency, ultimately improving overall organizational performance. The study suggests that organizations should prioritize increasing employee engagement and job satisfaction to drive positive outcomes for the organization.

Abid et al.

Abid, (2013) conducted a study highlighting the importance of job design in aligning organizational objectives with individual worker needs, health, safety, and ergonomics. Job design involves integrating various aspects of a job, including tasks, methods, autonomy, and the work environment. It aims to create well-structured roles that contribute to organizational goals and promote employee growth, satisfaction, and well-being. Effective job design leads to increased motivation, job satisfaction, and performance, as employees can utilize their skills in a meaningful and safe work environment.

Research design

This study employed a descriptive research design, which entails identifying characteristics of a given phenomenon through observation or investigating the relationship between two or more occurrences. (Williams, 2007).

Sources of data

Primary data is being collected through surveys, interviews, or focus groups of the employees working at Lemon Tree Hotels.

Sampling technique:

The sample for the study is being collected using a basic random method approach.

Data Collection methods

The survey questionnaire is being used to collect data for the study. The questionnaire will include questions related to employee engagement and job satisfaction.

Statistical analysis tools

- Correlation analysis
- Regression analysis

Research model

The employee engagement has been measured through its factors Job design and role clarity, diversity and inclusion, between rewards and recognition, organizational culture, career development and how employee engagement impacting on Job satisfaction. This model explains this. To validate this model, inter correlation and regression has been performed.

Hypothesis:

Hypothesis 1:

H0: There is no statistically significant relationship between employee involvement and job happiness.

H1: There is a statistically significant relationship between employee involvement and job happiness.

Limitations of the study

- The study was conducted for a short duration of time.
- This study's findings may be exclusive to Lemon Tree Hotels and may not be immediately transferable to other hotel chains or sectors. Lemon Tree Hotels' distinct organisational culture and policies may have an impact on the outcomes.

Data analysis and interpretation

Analysis 1: Correlation analysis for Employee Engagement and job satisfaction.

H0: There is no significant correlation between employee engagement and job satisfaction.

H1: There is a significant positive correlation between employee engagement and job satisfaction.

Correlations			
		EE	JS
EE	Pearson Correlation	1	.777**
	Sig. (2-tailed)		.000
	N	100	100
JS	Pearson Correlation	.777**	1
	Sig. (2-tailed)	.000	
	N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).			

Analysis and interpretation: Employee engagement and job satisfaction have a Pearson correlation value of 0.777, indicating a strong and positive relationship between the two variables. According to the findings, there is a substantial positive association between employee involvement and work satisfaction.

Analysis 2: Regression analysis for employee engagement and job satisfaction

H0: Employee engagement does not have a significant impact on job satisfaction

H1: Employee engagement has a significant positive impact on job satisfaction

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.777 ^a	.604	.600	2.601
a. Predictors: (Constant), Employee engagement				

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1011.591	1	1011.591	149.490	.000 ^b
	Residual	663.159	98	6.767		
	Total	1674.750	99			
a. Dependent Variable: Job satisfaction						
b. Predictors: (Constant), Employee engagement						

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1		4.188	1.977		2.119	.037
	Employee engagement	.623	.051	.777	12.227	.000
a. Dependent Variable: JS						

Analysis and interpretation

The model's R-squared value of 0.604 indicates that employee involvement may explain around 60.4% of the variance in work satisfaction. Employee engagement has a regression coefficient of 0.623, which means that for every one-unit increase in employee engagement, there is a corresponding 0.623-unit increase in job satisfaction. The connection is statistically significant, with a p-value of 0.000, demonstrating a strong positive relationship between employee involvement and work satisfaction. When staff engagement is zero, the intercept

term (constant) of 4.188 represents the expected work satisfaction. According to the findings of the regression test, employee involvement has a considerable beneficial impact on job satisfaction.

Findings

- As per the survey findings indicate that the majority of employees in the organization are Diploma graduates.
- Findings indicate that a majority of employees (88%) expressed satisfaction with their job at Lemon Tree Hotel.
- It has been discovered that there is a strong positive association between employee engagement and work satisfaction.
- Employee involvement has been found to have a significant impact on job satisfaction.

Conclusions

The current study examines the relationship between employee involvement and work satisfaction. For the study primary data was collected through questioners. The study sampling taken for analysis is 100 sampling. In the organization we found varies factors for employee engagement are Job design and role clarity, diversity and inclusion, between rewards and recognition, organizational culture, career development. According to the findings of the study, employment engagement has a favorable link with job satisfaction. It has also been discovered that employee engagement has a major impact on job satisfaction. The analysis also relives that the factors of employment engagement like Job design and role clarity, diversity and inclusion, between rewards and recognition, organizational culture, career development has a favorable link with job satisfaction and has an impact on job satisfaction. From the study we understood that when the employee engagement and its factors level is increase the job satisfaction also increases.

Suggestions

Organizations should prioritize clear job descriptions, effective communication, and feedback to define roles and responsibilities, fostering a positive work environment. Embracing diversity and inclusion activities further enhances job satisfaction, employee engagement, and overall well-being. Rewards and recognition programs, coupled with career development opportunities, contribute to employees' sense of achievement and motivation, creating a positive workplace atmosphere. By prioritizing employee engagement through communication, involvement, recognition, and growth opportunities, organizations can

significantly impact job satisfaction and cultivate a happy workforce.

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