

## **Impact of age of Employees of Employee Engagement on Opinion Index at Hospitality Industry**

**S. Venkateswara Rao<sup>1</sup>, Prof. A. Sree Ram<sup>2</sup>**

<sup>1</sup>Research Scholar, Department of Management, GITAM (Deemed to be University), GITAM-HBS, Hyderabad Campus, Email ID: [svraos@gmail.com](mailto:svraos@gmail.com)

<sup>2</sup>Professor, Vignana Jyothi Institute of Management (VJIM), Bachupally, and Hyderabad.

### **Abstract:**

**Purpose:** To understand the concept of employee engagement in the context of hospitality industry and to study how effective it is on opinion index, in the present competitive environment.

**Research Design/Methodology:** The study was done based on the purposive sampling technique method and gathered 310 respondents through structured Questionnaire. The inference drawn from the One Way ANOVA.

**Findings:** The study found that, it tends to be seen that all the ten factors of opinion index have a huge positive relationship with the age of the respondents as the mean qualities are over satisfaction levels.

**Originality/Value:** This is first attempt to exploratory analysis on age of Employees of Employee Engagement on Opinion Index at Hospitality Industry

**Keywords:** Employee, Employee Engagement, Opinion Index and Hospitality Industry

### **Introduction**

It is the level of obligation and commitment that an employee feels towards his or her organisation and its characteristics that is measured by employee engagement. An agent's positive or negative energetic association with their work, partners, and affiliation can be measured, and the level of this association has a significant impact on their ability to learn and perform at their place of employment. Employee responsibility manifests itself in a variety of shades and arranged definitions, as it is widely acknowledged that it clearly combines a horrendously basic yet diverse layers and shades that increase its unpredictability while remaining horrendously basic. Because levels of interest vary from one member of staff to another in an organisation, the significance of engagement and the way in which one characterises it will differ depending on his or her job, association, singular fulfilment, and surprisingly close to home joy in different situations. The culture of organisational scholars has had an impact on organisational performance for the last three centuries, according to research. In contrast, it is widely acknowledged that culture operates on a variety of different levels.

### **Literature Review**

**Mortimer (2010)**, explained that there are a variety of factors that keep employees involved and motivated in their jobs, such as quality initiative, regard for businesses, motivators, and professional stability, among others. It is necessary for the organization's supervisor to hire labourers who are respectful and responsible in their work. A safe and beneficial working environment can increase the profitability of labourers while also motivating them to participate in authoritative action. **Thompson (2009)**, it was discovered that it is difficult for human resource managers to hire talented labourers and place them in the best possible position based on their experience and mastery, as well as to include them in their positions. Representatives should be enthralled by the way their job is completed and should be open to new ideas. Positive ideas, a stable corporate environment, human activities, and an inspiring disposition to authoritative life all imply that labourers are enthusiastic about their jobs and their careers. **Dicke, et al. (2007)**, revealed how a commitment impacts the undertaking at different scales, including the miniature and large-scale levels, under different headings to achieve successful results, the Manager must be aware of the organization's strengths and weaknesses, and he or she must find a way to mitigate the shortcoming.

### **Research Gap**

From the literature survey, it has been discovered that there are no recognised examinations in India for employee engagement in the hospitality industry. As a result, employee engagement in the hospitality industry was taken into consideration for my research project.

### **Objectives of the Study**

1. To study the impact of age of employees of employee engagement in hospitality industry.
2. To offer suggestions and strategies for further improvement of employee engagement in the context of

DOI: 10.9756/INT-JECSE/V14I3.97

hospitality industry.

### Hypothesis of the Study

1. There is a significant relationship between opinion index and demographic factors (age).

### Research Methodology

Reliability: The alpha scale technique was used for reliability analysis for opinion index measurement.

Sample Size: 310 respondents

Sample Technique: Purposive Sample Technique

Data: Primary Data was gathered form 310 respondents through structures questionnaire.

### Data Analysis & Interpretation

The alpha scale technique was used for reliability analysis for opinion index measurement.

S. No	Dimensions	Alpha	Statements / Variables
1	Opinion Index	0.851	10

Source: Primary Data

From the alpha, we came to know that the statements are mentioned in the questionnaire are understood by the respondents.

### Hypothesis: There is a significant relationship between opinion index and demographic factors (age)

Mean values associating Opinion Index and age

Sl. No.	Variables	20-25 Years	26-35 Years	36-45 Years	Average
1	I see how my occupation adds to accomplishing key bearings.	4.83	4.70	4.73	4.75
2	I have the fundamental aptitudes to add to nonstop improvement endeavours.	4.22	4.33	4.17	4.27
3	My Superior viably defies issues before they become serious issues.	4.67	4.67	4.20	4.62
4	My organization is light-footed in reacting to employee needs.	4.50	4.43	4.60	4.47
5	I have career discussions with my Superior.	4.25	4.76	4.72	4.58
6	I study the actions and focuses for our objectives to make upgrades.	4.59	4.38	4.30	4.45
7	I have caused changes in my work during the latest year to improve steadiness and finish.	4.26	4.63	4.63	4.50
8	My administrator is requesting my contribution on the improvement of departmental goals.	4.58	4.42	4.03	4.44
9	My Superior provides useful performance feedback.	4.45	4.53	4.62	4.51
10	I acknowledge how my work prompts improving fundamental adequacy.	4.64	4.57	4.57	4.59
<b>Average</b>		<b>4.50</b>	<b>4.54</b>	<b>4.46</b>	<b>4.52</b>

Source: Primary Data

It has been revealed that a graphic insight into the relationship between the opinion index and the age of the respondents has been revealed. According to the findings of the study, respondents in the age group of 26-35 years have a stronger relationship, with a mean estimation of 4.54, followed by respondents in the age groups of

20-25 years (4.50) and 36-45 years (4.50). (4.46). When comparing respondents from different age groups, it has been discovered that those between the ages of 20 and 25 years are more closely associated with the opinion index factors. Respondents between the ages of 20 and 25 years old were particularly enthusiastic about one variable: 'I see how my occupation contributes to accomplishing key objectives,' which received an average rating of 4.83 out of 5. My superior successfully defies issues before they become serious issues' and 'I acknowledge how my work prompts improving fundamental adequacy' are the second and third exceptionally appraised factors, respectively, with mean estimations of 4.67 and 4.64.

When it comes to respondents between the ages of 26 and 35, the most highly valued variable is 'I have career discussions with my superior', which has a mean estimation of 4.76 out of 5. "I see how my occupation contributes to accomplishing key bearings" and "My Superior successfully defies issues before they become serious issues" are the second and third most highly rated factors, achieving mean estimations of 4.70 and 4.67, respectively, in the second and third places. With a mean estimation of 4.73, the variable 'I see how my occupation contributes to accomplishing key bearings' is the most highly regarded among respondents between the ages of 36 and 45 years old. The second and third profoundly evaluated factors are 'I have made changes in my work over the past year to improve steadiness and finish' and 'I have made changes in my work over the past year to improve steadiness and finish', with mean estimations of 4.72 and 4.63, respectively. It is generally accepted that all ten factors of the opinion index have a critical positive relationship with the age of the respondents, as long as the mean qualities are greater than 4.

Opinion Index and age – ANOVA (One-Way)

Variables	F	Sig.
I see how my occupation adds to accomplishing key bearings.	2.313	.101
I have the fundamental aptitudes to add to nonstop improvement endeavours.	2.052	.130
My Superior viably defies issues before they become serious issues.	9.205	.000
My organization is light-footed in reacting to employee needs.	1.309	.271
I have career discussions with my Superior.	33.910	.000
I study the actions and focuses for our objectives to make upgrades.	5.469	.005
I have caused changes in my work during the latest year to improve steadiness and finish.	17.597	.000
My administrator is requesting my contribution on the improvement of departmental goals.	10.763	.000
My Superior provides useful performance feedback.	1.359	0.259
I acknowledge how my work prompts improving fundamental adequacy.	0.564	0.569

Source: Primary Data

The opinion index and age of the respondents is appeared. It tends to be seen that among the ten factors, My Superior viably defies issues before they become serious issues ( $F=9.205$ ;  $p=0.000 < 0.05$ ), I have career discussions with my Superior ( $F=33.91$ ;  $p=0.000 < 0.05$ ), I have caused changes in my work during the latest year to improve steadiness and finish ( $F=17.597$ ;  $p=0.000 < 0.05$ ), My administrator is requesting my contribution on the improvement of departmental goals ( $F=10.763$ ;  $p=0.000 < 0.05$ ), and I study the actions and focuses for our objectives to make upgrades ( $F=5.469$ ;  $p=0.005 < 0.05$ ) have huge positive connection between the opinion index and the age of the respondents.

The factors, I see how my occupation adds to accomplishing key bearings ( $F=2.313$ ;  $p=0.101 > 0.05$ ), I have the fundamental aptitudes to add to nonstop improvement endeavours ( $F=2.052$ ;  $p=0.13 > 0.05$ ), My Superior provides useful performance feedback ( $F=1.359$ ;  $p=0.259 > 0.05$ ), My Organization is light-footed in reacting to

employee needs ( $F=1.309$ ;  $p=0.271 > 0.05$ ), and I acknowledge how my work prompts improving fundamental adequacy ( $F=0.564$ ;  $p=0.569 > 0.05$ ) don't have a huge connection between the opinion index and the age of the respondents. As a result, it is reasonable to conclude that most of the factors demonstrate a significant relationship between the opinion index and the age of the respondents.

## Conclusion

According to the findings of the study, it can be observed that all ten factors of the opinion index have a significant positive relationship with the age of the respondents, as the mean qualities are higher than the satisfaction levels. According to the findings of the study, it can be concluded that among the ten factors, I have caused changes in my work during the latest year to improve steadiness and finish ( $F=17.597$ ;  $p=0.000 < 0.05$ ), I have career discussions with my Superior ( $F=33.91$ ;  $p=0.000 < 0.05$ ), and there is a large positive relationship between the opinion index and the respondents' age.

## References

1. Lochhead, C., & Stephens, A. (2004). *Employee retention, labour turnover and knowledge transfer: Case studies from Canadian plastics sectors*. Canadian Labour and Business Centre. Retrieved from [http://www.nald.ca/library/research/cpsc/employee\\_retention/employee\\_retention.pdf](http://www.nald.ca/library/research/cpsc/employee_retention/employee_retention.pdf)
2. Lockwood, N. R. (2007). Leveraging Employee Engagement for Competitive Advantage: HR's Strategic Role. *SHRM® Res. Q.*, 2-11.
3. Louise, P. (2011). *Employee engagement, -Ignition passing through purpose, participation and progress*. White paper, Infosys. Retrieved from <http://www.infosysbpo.com/offering/functions/humanresources-outsourcing/white-papers/Documents/employee-engagement.pdf>
4. Maccoby, M. (2007). *The leaders we need*. Boston, MA: Harvard Business School Press.
5. Macey, W. H., & Schneider, B. (2008). The meaning of employee engagement. *Industrial and organizational Psychology*, 1(1), 3-30.
6. Mani, V. (2011). Analysis of employee engagement and its predictors. *International Journal of Human Resource Studies*, 1(2), 15-26.
7. Manuel, F. D. (2014). *The Effect of Training and Development on Perceived Business Performance*. Research project for Gordon Institute of Business Science, University of Pretoria.
8. Markos, S., & Sridevi, M. S. (2010). Employee engagement: The key to improving performance. *International Journal of Business and Management*, 5(12), 8994.
9. Maslach, C., & Leiter, M. P. (2008). Early predictors of job burnout and engagement. *Journal of Applied Psychology*, 93, 498-512.
10. Mortimer, D. (2010). Employee engagement: 5 Factors that matter to employees. Retrieved from <http://www.hrreview.co.uk/analysis/analysiswellbeing/employee-engagement-5-factors-that-matter-to-employees/8221>
11. Thompson, Y. G. (2009). Enhancing employee engagement. (Master's thesis, Royal Roads University). Retrieved from <http://www.yvonnethompson.ca/documents/EnhancingEmployeeEngagement.pdf>
12. Dicke, C., Holwerda, J., & Kontakos, A. M. (2007). *Employee engagement: What do we really know? What do we need to know to take action?*. Paris: Centre for Advance Human Resource Studies.