



Future Prospects of Workers in Service Industry; Perception in Workers Views

KEYWORDS

Front office worker, workplace health hazards, job satisfaction

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ABSTRACT Workplaces comprise a large component of life participation. The complexity of work organization makes it challenging to understand how the environment impacts the health of workers and who is responsible for creating a health workplace. The purpose of combining ergonomics with front office workers is to reduce occupational health hazards of the workers. Front office is an important industry where numbers of human resources are involved in front office task. There is enough information contained here to allow a single employee to set up their own workstation to suit the way they work. This paper provides with the information and tools necessary to analyze job satisfaction amongst front office workers. The interview schedule was found to be an appropriate tool, which would adequately gather information pertaining to research work. This would then enhance job satisfaction, health status and lifestyle of the employees at official level.

Introduction

Often when we imagine the kind of workers who get workplace injuries, we think of those who need to exert a lot of physical energy on the job. It is true that employees in these work environments may be at greater risk for injury, but office workers are also at risk. Many office injuries are caused by the repetitive tasks that put strain on our muscles and joints.

Front office is a business term that refers to a company's departments that come in contact with clients, including the marketing, sales, and service departments. In the hotel industry, the front office welcomes guests to the accommodation section: meeting and greeting them, taking and organizing reservations, allocating check in and out of rooms, organizing porter service, issuing keys and other security arrangements, passing on messages to customers and settling the accounts. In Indian professional sports, the term refers to upper management of a club, especially player personnel decision-makers.

Front Office work is rapidly changing, as new developments in computer technology come along which can make our jobs easier, but which also can present new problems for both management and employees. This project provides you with the information and tools necessary to analyze office jobs find problems and develop solutions for them. There is enough information contained here to allow a single employee to set up their own workstation to suit the way they work, and for a small-to-medium sized company to evaluate all of their office jobs and begin a comprehensive ergonomics program. Larger companies may require assistance from an ergonomics consultant, or may wish to hire an in-house ergonomist.

Hence, considering the above facts the present investigation entitled "**Future Prospects of Workers in Service Industry; Perception in Workers Views**" is planned with the following objectives:-

Objectives:-

- To assess the satisfaction level of amongst front office workers.
- To find out their attitudinal feeling while performing the task.

Methodology

Methodology is a crucial step of research as it directly influences the whole research and its findings. Appropriate research methodology and skilful management of the same are imperative in the successful execution of the research project. It forms an important part of any research venture and is the way to systematically solve the research problems.

Descriptive research design is concerned with analysis of the relationship among variables and generalization. A descriptive research enumerates the existing conditions in which the researcher has no control over the variables and can report only actual conditions.

The interview schedule was found to be an appropriate tool, which would adequately gather information pertaining to research work. Considering the objective of the study, research was carried out at Pancham Hotel of Bareilly. A sample size is a definite plan for obtaining a sample from a given population. Total sample sizes of 40 were selected.

Results and Discussion

Table 1: Job Satisfaction amongst front office workers.

(N=40)

Statements	Responses										Total	
	Disagree strongly		Disagree		Neutral		Agree		Agree Strongly			
	M	F	M	F	M	F	M	F	M	F		
job satisfaction												
Satisfied with this job			-	-	-	-	9 (22.5)	8 (20)	15 (37.5)	8 (20)	40 (100)	
Think of quitting job	2 (5)	9 (22.5)	13 (32.5)	12 (30)	2 (5)	2 (5)	-	-	-	-	40 (100)	
Generally satisfied with the kind of work I do							11 (27.5)	15 (37.5)	13 (32.5)	1 (2.5)	40 (100)	

Able to concentrate on what I am doing						12 (30)	16 (40)	12 (30)		40 (100)
Capable of making decisions						13 (32.5)	15 (37.5)	11 (27.5)	1 (2.5)	40 (100)
Feel unhappy and depressed	13 (32.5)	8 (20)	11 (27.5)	8 (20)						40 (100)
Reasons for working shifts										
Part of the job						11 (27.5)	5 (12.5)	13 (32.5)	11 (27.5)	40 (100)
More convenient for domestic reasons					2 (5)	12 (30)	12 (30)	10 (25)	4 (10)	40 (100)
Higher rates of pay					12 (30)	10 (25)	12 (30)	6 (15)		40 (100)
Only job available	7 (17.5)	5 (12.5)	17 (42.5)	11 (27.5)						40 (100)

Note: Figures in parentheses indicate the percentage of total respondents in the category.

Table 1 includes listing down of the various statements related to job satisfaction of the front office workers involved in reservation section.

Responses related to satisfaction from the type of job ranged from agree to strongly agree for all the sample population. Twenty two percent male respondents and 20 percent female respondents agreed to be satisfied with their job profile and whereas 13.5 percent males and 20 percent female respondents strongly agree to be satisfied with their job.

Approximately 22.5 percent male respondents and 5 percent female respondents reported that they disagree strongly to quit their job whereas 32.5 percent male respondents gave negative response to quitting their job. Very few percentages gave neutral response.

On fourth male population (27.5 percent) and 37.5 percent female reported that they were satisfied with the kind of work that they performed at their job whereas 32.5 percent male respondents and a very few 2.5 percent female respondents were strongly satisfied with the kind of work that they used to perform at their job.

About 30 percent male respondents and 40 percent female respondents reported that they were able to concentrate on the kind of work they were doing while 30 percent respondents of both categories strongly agree to the statement.

More than half of the male and female respondents agree that they were capable of making decisions about things and the remaining strongly agreed to decisions making capability.

Opinion regarding feeling unhappy and depressed with the system was totally nullified by all the male and female office workers.

Data pertaining to reasons for working shift reveal 27.5 percent male and 12.5 percent female agree that they do their shifts as a part of job not for any other reasons and the remaining 32.5 percent males and 27.5 percent female strongly agree with this statement.

Thirty percent male and female office workers agree that this type of job is more convenient for their domestic responsibilities and 25 per cent males and 10 percent strongly agree and only 5 percent males gave neutral response.

Reservation counter employees opinion regarding that it was the only job available for them was strong disagreement by both male and female (17.5 percent and 12.5 percent respec-

tively), followed by 45 percent male and 25 percent female respondents giving negative responses to the above statements.

Table 2: Attitudinal Feeling about front office workers. (N = 40)

Attitude	Males	Females	Total
Extremely unsupportive	-	-	-
Fairly unsupportive	-	-	-
Quite indifferent	-	-	-
Fairly supportive	18 (45)	6 (15)	24 (60)
Extremely supportive	6 (15)	10 (25)	16 (40)

Note: Figures in parentheses indicate the percentage of total respondents in the category.

Table 2 envisages the attitudinal feelings of all the respondents who were involved in reservation section. Overall result revealed that the office system was supportive with 60 percent describing the system as fairly supportive and 40 percent justified it by saying extremely supportive.

Tabulating the responses of the respondents as envisaged in Table 2, it was found that 24(60 percent) respondents agreed that their shift system fairly supportive and 16 (40 percent) felt that office system was extremely supportive.

All respondents of the male category expressed their feeling regarding working office as fairly supportive (45%) and extremely supportive (15%).

Six respondents from female category (15 percent) felt that office system is fairly supportive and 25 percent respondents extremely supportive about their front office working pattern.

Conclusion

Front office refers to a company's departments that come in contact with clients, including the marketing, sales, and service departments. Many office injuries are caused by the repetitive tasks that put strain on our muscles and joints. There are several health related problems faced by office workers which affect their daily working schedule such as chronic back pain, gastric bronchial, asthma, diabetes, depression, arthritis, anaemia and headache. It also addresses the efficacy of various intervention strategies in reducing employee

stress, and their implications for organizational practices and human resource policies.

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