A DESCRIPTIVE STUDY OF JOB SATISFACTION AMONG EMPLOYEES OF HOTELS AND RESTAURANTS IN SOLAN

DR. BHAWANA BHARDWAJ*

*Assistant Professor,
Central University of Himachal,
CUHP, Dharmashala.

ABSTRACT

Human resources are most valuable assets in any organization. Satisfaction of employees is critical for the success of an organization or an industry. As it is a known fact that satisfied workers are efficient and productive workers. The present study has been conducted to assess the level of satisfaction of employees in hotels and restaurants in Solan. A structured and pre-tested questionnaire was designed to collect the responses of the employees. The study was conducted in Solan town of Himachal Pradesh in India. A sample of 80 employees was selected as representative of the population. A multistage sampling was used for the selection of respondents. If we know the extent of job satisfaction among employees we can further improve it and that is my this paper focuses on measuring the satisfaction level of the employees so that we can make strategies to improve it further.

KEYWORDS: Job Satisfaction, Hotel and Restaurants, Job Expectation.