

# PERCEPTION OF EMPLOYEES REGARDING QUALITY OF WORK LIFE (QWL) IN HOTEL INDUSTRY



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## **ABSTRACT**

The present study is a case study of employees of three different hotels of Islamabad (Serena Hotel, Marriott Hotel, and Holiday Inn), aimed to explore their perceptions regarding quality of work life (QWL). The study also focused on comparing the perceptions regarding quality of work life (QWL) of executives and non-executives, and men and women employees. The impact of demographic variables including experience, education, and age was also studied. A sample of 30 employees, belonging to these three major hotels of Islamabad was selected. An equal number of questionnaires were distributed among the hotels, to the employees to know their perception regarding quality of work life (QWL) in hotel industry. 30 employees were selected, from that executive employees were 15 and non-executive employees were also 15, men employees were 23 and women employees were 7. The findings regarding the employees' perception of quality of work life (QWL) indicates that most of executive employees have a different perception about the quality of work life (QWL) when compared to non-executive employees and same is the case with men and women employees. The reason is that the working environment is different for different employees and also the lack of interaction and communication with among each group. The findings of the study have been discussed in human resource perspective to improve healthy work environment at the work place.

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