

# **A Study on services and facilities provided to employees in hotel and textile industries with special reference Thiruvananthapuram district.**

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## **ABSTRACT**

Labour, in the broad sense of the term, may be defined as any hand or brain work, which is undertaken for a monetary consideration. Labour consists of all human efforts of body or of a mind, which is undertaken in the expectation of reward. It involves any exertion of mind and body undertaken partly or wholly with a view to some good other than the pleasure derived directly from the work. The supply and demand of labour in the market is influenced by changes in the bargaining power. It also defined as an area where the demand and supply forces of labour interact together and fix wages. It signifies a location a location – small town, large city, whole region or even wider area.The provision of various services and facilities to employees, adherence of the regulations as per the law on the part of employer and employee satisfaction from the various services and facilities are the area covered .

**Key words : Labour, services,employee satisfaction.**

## **Introduction**

India is counted among the most important emerging economies of the world even though the employment conditions in the country remain poor.The overall labour force to popular ratio is 56percentage. Even today the large proportion of workers engaged in agriculture contributes a mere 14 percentage to the GDP.Large percentage of workers are engaged in informal employment.Majority of them have only low earnings with limited or no social protection.Over half of the workers are self employed,largely with a poor asset base and around 30 percentage are casual labourers seeking employment on a daily basis.About 18 percentage of those employed are regular workers and amongst them less than 8 percentage have regular full time employment with social protection.

Even though an informal sector contribute a significant share to the exchequer the sector experience problem are also creep in this sector. Un scientific working hours ,inadequate pay, absence or deficiency of some amenities or facilities are the major issues in this sector.So in order to overcome these issues to the labour market the government of both central and state have introduced several regulatory measures from time to time.Shops and Commercial Establishment Act is an important land mark in the history of labour market in the state.

## Significance of the study

Labour is considered as the most perishable resource. The economic growth and development mainly depends on the efficient and effective utilization of this resource. Human resource plays crucial role in all the sectors. Labour market is both organized and unorganized. There are stringent rules enforced for protecting the rights of labour. However the existing rules and regulations are inadequate to protect the labour force. Today a major portion of total work force is successfully engaged in service sector. Even though there is substantial increase in quantitative aspect of labour force, the qualitative improvement in labour market was not up to the mark. Shops and Commercial Establishment Act was passed in order to alleviate the problems and to make this labour market hassle free. This Act regulates the working hours of labour force and stipulates the essential monetary and non-monetary conditions to be provided to the beneficiary workers in the sector. So a depth study of the existing service benefits and facilities and provisions of the Act and to suggest feasible solutions to overcome the existing issues in the labour market.

## Statement Of the Problem

Every organisation consists of employees or people and the development of such organisation depends significantly on the confidence of the employees working in the organisation. The role of employees within an organisation is increasing rapidly especially in the changing turbulent environment in the present world employees are considered as most valuable components in the management wheel. This is because of the fact that all other managerial factors are closely linked with efficiency of employees.

Textile and hotel industrial sector occupy a key role in accommodating a sizable number of employees working in the shops and commercial establishments in the State of Kerala. The success of textile and hotel industry in Kerala depends on the knowledge, skill, abilities and confidence of the employees working in the sector. If employees are handled with better care they will contribute maximum towards the success of the organisation providing better and adequate wages to employees, ensuring of good working conditions, creation of enthusiasm and satisfaction with their job and the provision of amenities and facilities are highly inevitable to create positive attitude among employees towards the organisation. These are also essential for improving the productivity, reputation and creation of more and more customers and finally the survival of the organisation. Of course in certain organisation in the hotel and textile industry, fixation of payment evolving conditions and other benefits are strictly based on the talent of employees working in it. However in certain cases the pay package and service benefits are not up to the mark. They are exploited by employers by fixing low wages in comfortable working hours and setting un-congenial working conditions. All these make their lives miserable and depression and finally it will adversely affect their performance.

Considering all these practices the Government has implemented Kerala shops and commercial establishments Act in 1960. The Act contains various provisions relating to service conditions monetary and non-monetary benefits and so on. Every employer is supposed to be aware of the provisions of the Act and to adhere to the same without any deviations. Similarly when an employee joins the shops and commercial establishments he is eligible for getting all the services and benefits as per the Act.

## Scope of the study

Study is confined to the textiles and hotels coming under the purview of Kerala shops and commercial establishments Act in the urban and labour market in the state of Kerala. So it assesses the level of awareness on various provisions and facilities and services as per the Act in the part of employees.

## Objectives of the study

1. To review various services offered by the employers or proprietors of the shops and commercial establishment as per the provisions of shops and commercial establishment Act.
2. To assess the extent to which the employees are enjoying or availing on the various facilities and services as per the Act.

## Hypotheses

1. Employees in the textile and hotel industrial units do not differ significantly in enjoying various facilities and services as per the Act.
2. Employees in the textile and hotel industrial units do not differ significantly in terms of their satisfaction level on various facilities and services

## Methodology and data base

Primary data collected from the employers and employees in the hotel and textile in Kerala. Suitable sampling method was employed for the selection of employers and employees.

### Design

For the study convenience sampling method has been adopted..From Thiruvananthapuram district 50 respondents from textile sector and 50 respondents from hotel sector were selected.

### Analysis and Interpretation

Collected data were analysed with the help of statistical tools and tested with chi square test.

**Table 1.1 Gender wise classification of respondents**

Gender sector	Textile Sector				Hotel sector			
	urban	Semi urban	rural	Total	urban	Semi urban	rural	total
Male	10 83%	18 100%	20 100%	48 96%	16 80%	12 80%	13 87%	41 88%
female	2 17%	0 0%	0 0%	4 17%	4 20%	3 20%	2 13%	9 12%
Total	12 100%	18 100%	20 100%	50 100%	20 100%	15 100%	15 100%	50

Source: Primary Data

From the above table it is identified that in textile industry 96 percentage of the respondents are male and in hotel industry 88 percentage of the respondents are male. Hence from the study it is very clear that male respondents dominate in these two sectors.

**Table.1.2 Age wise classification of respondents**

Age group of respondents	Textile				Hotel			
	urban	Semi urban	rural	Total	urban	Semi urban	rural	Total
Below 30	12 (60%)	10 (77%)	8 (47%)	30 (60%)	10 (48%)	14 (61%)	3 (50%)	27 (55%)
30-50	5(25%)	2(15%)	3 (18%)	10(20%)	8 (38%)	4 ((17%)	2 (33%)	14 (28%)
Above 50	3(15%)	1 (8%)	6 (35%)	10 (20%)	3 (14%)	5 (22%)	1 ( 17%)	9 (18%)
Total	20 (100%)	13 (100%)	17 (100%)	50 (100%)	21 (100%)	23 (100%)	6 (100%)	50 (100%)

Source: Primary Data

In this study majority of respondents that is 77 percentage of the respondents are from semi urban area and come under the age group of below 30 years of age in hotel industry. In textile industry also 61 percentage of the respondents are from semi urban area and in the age group of below 30 years of age. It is very clear that majority of respondents of hotel and textile industry are from semi urban area and in the age group of below 30 years.

**Table 1.3****Form of organisation wise classification of respondents**

Organisation sector	Textiles				Hotels			
	urban	Semi urban	Rural	Total	Urban	Semi urban	Rural	Total2
Partnership firm	2 (8%)	3 (20%)	5 (56%)	10 (20%)	3 (14%)	13 (59%)	4 (67%)	20 (40%)
Sole trading firm	24 (92%)	12 (80%)	4 (44%)	40 (80%)	19 (86%)	9 (41%)	2 (33%)	30 (60%)
Total	26 (100%)	15 (100%)	9 (100%)	50 (100%)	22 (100%)	22 (100%)	6 (100%)	50 (100%)

Source: Primary Data

In this study 92 percentage of the respondents are running their business as sole trading organisation and from urban area in hotel industry .In textile industry 86% of the respondents are from urban area and doing their business as sole trading organisation .However majority of respondents of hotel and textile industry are from urban area and carrying their business as sole trading organisation.

**Table: 1.4****Marital wise classification of respondents**

Marital status	Textiles				Hotels			
	urban	Semi urban	rural	Total	urban	Semi urban	rural	Total
Married	25 (81%)	5 (42%)	3 (43%)	33 (66%)	26 (72%)	4 (50%)	2 (33%)	32 (64%)
Un married	6 (19%)	7 (58%)	4 (57%)	17 (34%)	10 (28%)	4 (50%)	4 (67%)	18 (36%)
Total	31 100%	12 100%	7 100%	50 100%	36 100%	8 100%	6 100%	50 100%

Source: Primary Data.

From the above table it is very clear that in textile industry 81% of the respondents are married and from urban area. In hotel industry 72 percentage of the respondents are from married group and from urban area. Hence from the table it is inferred that majority of respondents are married and from urban area.

**Table: 1.5****Education wise classification of sample respondents**

Education wise classification	Textiles				Hotel			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
SSLC	5 19%	8 50%	4 50%	17 34%	9 35%	6 43%	5 50%	20 40%
PRE DEGREE	6 23%	6 38%	3 38%	15 30%	7 27%	5 38%	2 20%	14 28%
DEGREE	14 54%	2 13%	1 13%	17 34%	10 38%	3 21%	3 30%	16 32%
POST GRADUATION	1 4%	-	-	1 2%	-	-	-	
PROFESSIONALS	-	-	-	-	-	-	-	-
Total	26 100%	16 100%	8 100%	50 100%	26 100%	14 100%	10 100%	50 100%

Source: Primary Data

From the table it is clear that majority of respondents in textile and hotel industry are of SSLC holders and they belong to rural area. Rest of the respondents are of pre degree and degree holders. Most of the

respondents of these two industries from urban and rural area. Hence it is very clear that most of the respondents are less educated.

**Table 1.6**

**Experience wise classification of respondents**

Experience wise classification	Textiles				Hotels			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
Less than 2 years	6 32%	7 (35%)	5 (45%)	18 (36%)	10 (48%)	6 (35%)	4 33%	20 40%
2-5 years	8 42%	5 (25%)	3 (27%)	16 (32%)	6 (29%)	7 41%	3 25%	16 32%
5-10 years	5 26%	8 (40%)	3 (27%)	16 (32%)	5 (24%)	4 24%	5 42%	14 28%
Above 10 years	-	-	-	-	-	-	-	-
total	19 100%	20 100%	11 100%	50 100%	21 100%	17 100%	12 100%	50 100%

Source: Primary Data

The above table shows the experience wise classification of respondents .Experience in this field provides an added advantage to respondents .In textile division majority of respondents have two years of experience and they are from rural area. In hotel division majority of respondents have 2 to 5 years of experience and from semi urban area .In textile industry 42 percentage of the respondents from urban area and 41 percentage of the respondents from semi urban area.

**Table : 1.7**

**Membership of trade organisation**

membership	Textiles				Hotels			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
yes	15 60%	12 60%	3 60%	30 60%	16 57%	8 57%	4 50%	28 56%
No	10 40%	8 40%	2 40%	20 40%	12 43%	6 43%	4 50%	22 44%
Total	25 100%	20 100%	5 100%	50 100%	28 100%	14 100%	8 100%	50 100%

Source: Primary Data.

From the table it is clear that 60 percentage of the respondents from textile industry have membership in their association and from urban and semi urban area .In hotel sector 57 % of the respondents have member ship in their association and they are from urban and semi urban area . It is very clear that majority of respondents have membership in this organisation.

Table:1.8

## Provision of salary

PROVISION OF SALARY	Textiles				Hotel			
	URBAN	SEMI URBAN	RURAL	TOTAL	URBAN	SEMI URBAN	RURAL	TOTAL
STRONGLY AGREE	3 15%	4 25%	3 21%	10 20%	4 24%	3 18%	5 31%	12 24%
AGREE	6 30%	2 13%	4 29%	12 24%	3 18%	2 12%	3 19%	8 16%
NO OPINION	2 10%	3 19%	3 21%	8 16%	3 18%	4 24%	3 19%	10 20%
DISAGREE	1 5%	1 6%	1 7%	3 6%	5 29%	6 35%	4 25%	15 30%
Highly satisfied	8 40%	6 38%	3 21%	17 34%	2 12%	2 12%	1 6%	5 10%
total	20 100%	16 100%	14 100%	50 100%	17 100%	17 100%	16 100%	50 100%

Source: Primary Data

area	df	Chi square	P value
urban	4	11.204	0.000 *
Semi urban	4	11.323	0.023 *
rural	4	13.283	0.010 *

\*Significant at 5% level. \*\* Not significant at 5% level

From the above table it is identified that in textile industry 25 percentage of the respondents from semi urban area strongly agree with salary and other provisions. But in hotel industry 31 percentage of the respondents from rural area have strong opinion regarding salary and other provisions. In textile industry 29 percentage of the respondents and 19 percentage of the respondents from rural area agreed to this provisions. But 21 percentage of the respondents of textile division of rural area have no opinion. In hotel industry 24 percentage of the respondents have no opinion to this.

In textile industry 7 percentage of the respondents from rural area have against this and 35 percentage of the respondents from semi urban area against this. However 40 percentage of the respondents of textile industry from urban area were highly satisfied this provision and 12 percentage of the respondents from urban and semi urban area were highly satisfied this provision

The statistical test reveals that the difference in opinion of employers between rural areas in the provision of overtime salary is significant at 5 per cent level

**Table 1.9****Terms of payment of salary****Opinion of employers regarding the terms of payment of salary**

Terms of payment of salary	textiles				Hotels			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
daily	4 27%	10 42%	6 54%	20 40%	7 30%	3 21%	5 38%	15 30%
weekly	5 33%	7 29%	2 18%	14 28%	12 52%	8 57%	4 31%	24 48%
monthly	6 40%	7 29%	3 27%	16 32%	4 17%	3 21%	4 31%	11 22%
total	15 100%	24 100%	11 100%	50 100%	23 100%	14 100%	13 100%	50 100%

Source: Primary Data

From the above table it is clear that 54 percentage of the respondents of textile industry have the opinion that salary is in daily basis and they belongs to rural area .and 33percentage have the opinion that remuneration is on weekly basis and 40 percentage says that remuneration is on monthly basis. But in hotel industry 38 percentage of the respondents from rural area and 57 percentage have the opinion that remuneration is on weekly basis 31 percentage says that remuneration is on monthly basis.

**Table:1.10****Opinion regarding the Payment of salary in time**

opinion	textiles				Hotels			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
Strongly agree	10 67%	12 60%	8 53%	30 60%	7 41%	8 40%	5 38%	20 40%
agree	5 33%	8 40%	7 47%	20 40%	10 59%	12 60%	8 62%	30 60%
No opinion	-	-	-	-	-	-	-	-
disagree	-	-	-	-	-	-	-	-
Highly dissatisfied	-	-	-	-	-	-	-	-
total	15 100%	20 100%	15 100%	50 100%	17 100%	20 100%	13 100%	50 100%

Source: Primary Data

Area	df	Chi sq value	P value
Urban	4	5.548	* 0.236
Semi urban	4	1.162	**0.884
Rural	4	9.472	* 0.009

\* Significant at 5% level. \*\* Not significant at 5% level

In textile division 67 percentage of the respondents of textile division from urban area have strongly opined that salary is provided in time and in hotel division 41 percentage of the respondents in urban area have strongly opined that salary is provided in time. The difference in opinion of employees between the textile and hotel industry in urban and rural areas in the matter of payment of salary in time is statistically significant at 5 per cent level. It can be represented in figure 4.2.

**Table :1.11**

**Opinion regarding the payment of incentive**

opinion	Textile				Hotel			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
Strongly agree	15(68%)	10 (71%)	10 (71%)	35(70%)	10(59%)	15(71%)	5 (42%)	30(60%)
agree	7(32%)	4 (29%)	4 (29%)	15(30%)	7 (41%)	6(29%)	7 (58%)	20(40%)
No opinion	-	-	-	-	-	-	-	-
disagree	-	-	-	-	-	-	-	-
Highly disagree	-	-	-	-	-	-	-	-
total	22	14	14	50	17	21	12	50
	100%	100%	100%	100%	100%	100%	100%	100%

Source: Primary Data

area	df	Chi sq	P value
urban	4	4.394	0.355**
Semi urban	4	11.818	0.019*
rural	4	14.745	0.009*

\* Significant at 5% level. \*\* Not significant at 5% level

From the table it is very clear that 71% of the respondents in textile and hotel industry industry strongly agreed about the incentive system. None of them have against it. Hence it is inferred that incentives are correctly paid by these industries.

The statistical test shows that the difference in opinion of employees regarding the payment of incentives in time between the textile and hotel industry in semi-urban and rural areas is significant at 5 per cent level.

**Table: 1.12****Opinion of employees regarding the provision of rest time**

Provision of rest time	textile				Hotel			
	urban	Semi urban	rural	total	urban	Semi urban	rural	total
Strongly agree	10 58%	12 80%	13 72%	35 70%	10 59%	13 65%	5 38%	28 56%
agree	7 42%	3 20%	5 28%	15 30%	7 41%	7 35%	8 62%	22 44%
No opinion	-	-	-	-	-	-	-	-
disagree	-	-	-	-	-	-	-	-
total	17 100%	15 100%	18 100%	50 100%	17 100%	20 100%	13 100%	50 100%

Source: Primary Data

area	df	Chi sq	P value
urban	4	4.394	.355 **
Semi urban	4	11.818	0.019 *
rural	4	14.745	0.005 **

\* Significant at 5% level. \*\* Not significant at 5% level

From the above table it is very clear that 80 percentage of the respondents of textile division from semi urban area strongly agreed about the provision of rest time provisions and 65 percentage of the respondents from hotel division of semi urban area. However 42 percentage of the respondents from textile division and 62 percentage of the respondents from hotel division agreed to this. The statistical test shows that the difference in opinion of employees regarding the payment of incentives in time between the textile and hotel industry in semi-urban and rural areas is significant at 5 per cent level.

**Findings**

1. The Major chunk of the employers in Textile as well as in Hotel industry is male. In textile industry 100 per cent of employers are male and in hotel industry 83 per cent of employers are male. It is an indication that in Textile and Hotel industries are run by male and male domination is more in these industries
2. The majority of the employers is youngster and is in the age group of between 25-50
3. Nature wise organization revealed that 80 percent belonging to soletrader form of organization and 20 percent belongs to partnership firm. The sector wise result also shows that in textile and hotel industry majority of organization is formed in sole trader form.
4. As regards the marital status, of the employers 66 per cent of the employers are married.
5. As regards educational qualifications 34 per cent of employers are having secondary education, 50 per cent of them have education upto SSLC, 14 per cent of employers are graduates and 2 percent have post graduate degree. The study results show that in both the sectors employers having formal education.

8. With regard to work experience of employers, majority of employers in textile industry (58 per cent) are having experience in their respective fields for a period of more than 10 years and 29 per cent of them are having experience in their field for a period ranging between 5-10 years. In hotel industry most of the employers (56.50 per cent) are having Experience for a period more than 10 years in their field and nearly 30 per cent of the employers are having experience of 5-10 years in their fields. This point out the fact that employees in textile and hotel industry in Kerala are having moderate work experience in their respective field.

9. Among the employers surveyed, majority of the employers in hotel industry are having membership in trade organisations but in textile industry majority of the employers are having no membership in any sort of trade organisations. In hotel industry 56 per cent of the employers surveyed are having membership in trade associations while 60 per cent of the employers in textile industry are having no membership in trade associations

10. An analysis of payment of salary as per Kerala State Commercial Establishment Act, the 100 per cent of the employers in textile as well as hotel industry agree that the payment of salary to employees strictly as per the provisions of Kerala State Commercial Establishment Act. It was thus observed that textile and hotel industry in Kerala strictly adhere the provisions of Kerala State Commercial Establishment Act for in fixing the salary structure of employees.

11. On observing the terms of payment of salary, majority of the (52 percent) employers in textile and hotel industry opined that they are providing salary to employees on a weekly basis. Hence, it is inferred that a system of weekly payment of salary is prevailing in textile and hotel industry in Kerala.

12. Among the employer surveyed, 100 per cent of the employer responded that they are providing salary to their employees on time. The sector wise results also show that in both the sectors cent percent of the employer are of the same opinion. In textile industry 50 per cent of the employers strongly agree and remaining 50 agree with the timely payment of salary. In hotel industry 60 per cent of employers agree and 40 per cent of employers strongly agree with regard to the timely payment of salary. It was thus observed that regularity in payment of salary is common in textile and hotel industry in Kerala.

13. An analysis of the provision of overtime salary, cent per cent of the employees in textile and hotel industry agrees that they are providing overtime salary for overtime work. The sector wise results show that, in textile industry and hotel industry 100 per cent of the employer has this opinion. It was thus observed that in textile and hotel industry in Kerala there exists the provision of overtime salary for overtime work.

14. As regards the payment of incentives on time, it is revealed that in both the sectors 100 per cent of the employers are agree that they are providing incentives to employees on time. It is an indication that in textile and hotel industry in Kerala there is provision of incentive payments and the incentives are given to employees on time.

15. On analyzing provision of free medical insurance facilities, it is clear that in. Among the employer surveyed, 100 per cent of the employer responded that they are providing salary to their employees on time. The sector wise results also show that in both the sectors cent percent of the employer are of the same opinion. In textile industry 50 per cent of the employers strongly agree and remaining 50 agree with the timely payment of salary. In hotel industry 60 per cent of employers agree and 40 per cent of employers strongly agree with regard to the timely payment of salary. It was thus observed that regularity in payment of salary is common in textile and hotel industry in Kerala

14. As regards the payment of incentives on time, it is revealed that in both the sectors 100 per cent of the employers are agree that they are providing incentives to employees on time. It is an indication that in textile and hotel industry in Kerala there is provision of incentive payments and the incentives are given to employees on time

15. Among the employers surveyed, 100 per cent of the employers opined that they are providing proper rest to employees during working hours regularly. The sector wise results also shows that in both the sectors cent per cent of employers agrees that there exists the provision of rest time in their organization and are provided among the employees regularly. It was thus observed that employers in textile and hotel industry in Kerala provide enough rest during the working hours to perform their assigned task in a cooled and relaxed manner.

16. While assessing the awareness of employees regarding Shops and Commercial Establishment Act, majority of employees (78 per cent) are not aware about Shops and Establishment Act. Only 22 per cent of employees are aware about Shops and Establishment Act.. This shows that employees in textile and hotel industry are working in their respective sectors without having enough knowledge about Shops and Commercial Establishment Act.

17. The analysis of level of satisfaction derived by the employees in respect of salary revealed that 65.16 per cent of employees are dissatisfied with the prevailing salary package, 22.33 per cent of employees are highly dissatisfied with prevailing salary package offered to them, 9.5 per cent of employees are highly satisfied with the existing salary offerings and remaining 4.17 per cent of employees are satisfied in respect of existing salary package. The sector wise analysis shows that in both the sectors majority of employees opined that the current salary package is not capable of creating satisfaction among the employees. In textile industry 88.33 per cent of employees and in hotel industry 86.67 per cent of employees have this opinion. This finding provides the evidence that the prevailing salary structure of textile and hotel industry in Kerala had no role in creating satisfaction among the employees.48.

## 7.6 Conclusions

Based on the findings of the study the following major conclusions have been drawn.

1. The unorganized labour market is facing severe exploitation. The working environment is not at all satisfactory for the career as well as the personal development of the employees
2. The legal frame work of the Act is well organized. However, the implementation of the law is not effective. The authorities have not properly conducted any programmes for making aware the employees as well as employers level. Even after implementation of the Act, there exist severe exploitation of employees and there are allegations leveled against the poor working conditions
3. The salary package, rest time, incentives/bonus are not yet market based and helps the employees to increase the standard of living.
4. There is lack of awareness among the part of employees regarding the various provisions of the Act.
5. Most of the employees are not provided with free accommodation facility.
6. The work culture including the attitude of co-workers are not conducive for the overall career as well as personal growth and development of the employees
7. The employees are not all satisfied with the facilities of rest time, weekly off, insurance and medical facilities, health and safety measures and cleanliness.

## Recommendations

The existing situation in the sector immediately be reengineered and the authorities should pay due attention for the proper development of the sector along with development of employees. As this sector makes a significant contribution to the exchequer the steps taken by the government will definitely leads to economic growth and development. Suitable restructure of implementation part is to be made and a monitoring committee for ensuring the proper implementation of the Act should be formulated at district level. Each units came under the jurisdiction of the committees should seek reports from the units periodically and the committee should publish the report through a web site created. In the web site there should be provisions for interacting with the employees and the employees can make complaints to the authority without revealing their identity. The effort made in this study touches only the top of the ice berg and intensive analysis should be made by the Government for having a more vivid picture of the scenario. Such study will help both the employees as well as to the employers. It will also ensure proper utilisation of most precious resource: labour.

Based on the findings of the study and conclusions drawn from it, the following recommendations are offered for improving the present situation.

1. It is found that though employees with minimum educational qualification dominate in hotel and textile industries in Kerala. It will definitely affect the quality of customer service and customer satisfaction. Hence urgent steps should be taken by the authorities to revamp the existing salary and packages in order to attract and retain qualified and talented employees in these sectors.

2.The availability of experienced employees is almost absent in hotel and textile units in Kerala. This is mainly because of the reason that the quality of work life and work life balance is not conducive. Hence efforts should be made by the employers to make the working environment more employees' friendly and to have a proper work life balance.

3.A system of permanent working hours may be enforced for the employees

4.Shops and commercial establishment Act has been implemented by the authorities in order to protect the interest of the employees working in the unorganized sector. However, the majority of the employees working in the textile and hotel industry are unaware of the various provisions of shops and establishment act. Hence ,regular legal awareness programmes can should be organized for employees at regular intervals according to their convenience.

5.For bringing the employees more closer to the organisation and to enhance their morale, health protection schemes and similar facilities are to be provided. Existing medical facilities available in the hotel and textile sector in Kerala are not capable of creating satisfaction among the employees. Efforts should be taken for compulsory enrolment in ESI and similar sickness relief benefit schemes for the employees in shops and commercial establishments.

6.The Prevailing incentives package to employees in textile and hotel industry in Kerala is not up to the mark from the perspective of employees. Incentives such as bonus, commission, participation in employer sponsored tour programmes etc. are inevitable for enhancing the morale and keeping the satisfied work force in the organisation. The employers may recognize this basic facts and implement such incentive schemes.

7. Proper rest time during working hours is essential for employees to perform their assigned task in better and relaxed manner. The shops and commercial establishment Act has provision for ensuring this basic facility. But the rest time available to employees in hotel and textile units in Kerala is not capable of creating

satisfaction among the employees. Hence proper implementation of rest time as per rules by the employer should be checked by the authorities..

8. “The employee’ satisfaction audit ” should be conducted by the officials concerned at frequent intervals. It may be on voluntarily or mandatory basis. The report of such an audit should be forwarded to the higher authorities and the authority should compile these Reports obtained and publish the data periodically. This measures will in turn motivate the employers to adhere the provisions of the Act properly.

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