

Job satisfaction and work engagement among hotel employees in China

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Abstract

This study aims to assess the Job satisfaction and work engagement among hotel employees in China. Specifically, it determined the level of employee's happiness at work in terms of job satisfaction as to the compensation, benefits, recognition and rewards, and career development opportunities; assess the level of employee's happiness at work in terms of work engagement as to cognitive, emotional and physical work engagement; test the significant relationship between job satisfaction and work engagement. This paper used a descriptive research method and the literature research method to describe and explain the existing phenomena, laws and theories through their own understanding and verification. Respondents are generally 26-35 years old, with college degree, working in ordinary positions for 3-5 years, and most of them are men. The results show that there are significant differences in job satisfaction and job involvement among women, high school graduates, older workers, and ordinary employees. Employees agree that they are satisfied with their work, especially in terms of welfare, recognition and reward, training and development. In terms of salary and promotion, if there is a reasonable system, employees can also express recognition or satisfaction. Employees agree to participate in their work. In terms of cognition, they are convinced that their job involvement and job satisfaction are decisive factors. Especially emotionally and physically. The results show that the more satisfied the respondents are with their work, the more involved they are in their work.

Keywords: job satisfaction, hotel employee, work engagement, compensation, emotional

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1. Introduction

In today's rapid economic development, enterprises survive in global competition and can withstand long-term challenges. Performance has become the standard of measurement. As a profit-making organization, enterprises also need to improve the performance management of the organization. Organizational performance is directly related to the job performance of each employee in the enterprise. Gan (2021) believes that in the context of world economic globalization, in order to improve the development level and operation effect of domestic enterprises, we should pay attention to the links of enterprise comprehensive budget management and performance evaluation, constantly promote the improvement of enterprise comprehensive budget management level, strengthen enterprise performance evaluation, and clarify the importance of enterprise comprehensive budget management and performance evaluation, so as to better promote the improvement of enterprise economic benefits. Therefore, how to improve employees' work performance is a major issue related to the survival and development of enterprises.

Performance is reflected in all aspects. The fairness that employees feel in the work process is an important part of their motivation to create performance. Fairness and justice are not only the inevitable requirement of contemporary social development, but also the key to promote enterprise harmony. Deng (2022) believes that fairness is of great significance to enhance employees' sense of belonging, but at present, loopholes in organizational procedure fairness can still be seen everywhere in many public institutions. There is a sense of unfairness in the evaluation of excellence, on-the-job training and further study, professional title evaluation, post appointment, post promotion and other aspects, which seriously affects the work enthusiasm and work efficiency of employees. If fairness is not achieved, it will not only fail to play a positive incentive role, but also be counterproductive.

Secondly, the lack of enterprise treatment and welfare, the decline of employee opinions, complaints, self-alienation and happiness index and the increase of pressure are not conducive to the harmony of the enterprise, which has buried serious hidden dangers for the further development of the enterprise. According to the professional survey statistics of Guo (2021), 45% of the hotel turnover in China is more than 15%, 21% of the hotel turnover is 10% - 15%, and 33% of the hotel turnover is 5%. It is not difficult to see that the talent flow in China's hotel industry is too frequent. The reason lies in the employees' working attitude. When an employee is satisfied with his work, he is willing to do the job and is willing to constantly challenge difficulties to do a good job. Therefore, he can invest in a specific working state on the premise of satisfaction. Qi (2021) believes that work attitude is the internal psychological driving force of work. Only based on satisfaction can we ensure job participation. Zhang (2020) believes that if employees suffer from excessive psychological pressure for a long time and lack effective ways to deal with it, it is easy to cause a vicious circle of bad emotions.

Therefore, we need to study the satisfaction of Chinese hotel employees. To improve the core competitiveness of enterprises, improve and organize human resource management, and improve employees' own emotional management, which has an important impact on job performance, the study of employees' job satisfaction and job investment is of great significance to the performance and development of enterprises. This paper will study employee satisfaction and job involvement in the development of China's hotel industry, focusing on improving employee satisfaction and job involvement, so as to improve employees' job performance, enhance customers' feelings and improve enterprise performance. This will help improve the job well-being of Chinese hotel employees.

Objectives of the Study - This study aims to assess the Job satisfaction and work engagement among hotel employees in China. Specifically, it determined the level of employee's happiness at work in terms of job

satisfaction as to the compensation, benefits, recognition and rewards, and career development opportunities; assess the level of employee's happiness at work in terms of work engagement as to cognitive, emotional and physical work engagement; test the significant relationship between job satisfaction and work engagement.

2. Methodology

Research Design - This paper used a descriptive research method to assess the job satisfaction and work engagement among hotel employees in China. It adopts the literature research method, according to a certain research purpose or topic, through the investigation of literature to obtain data, to comprehensively and correctly understand and master the problems to be studied. Its functions include: Be able to understand the history and current situation of relevant problems and help determine research topics. It can form a general impression about the research object and contribute to observation and interview. Comparative data that can obtain realistic data. Lastly, it helps to understand the whole picture of things.

Participants of the Study - The study participants included the number of people working in different positions in hotels in Chongqing, China in the past 12 months. The researchers used the total number of employees in five-star hotels, and a total of 386 hotel employees participated in the survey. They are employees from various five-star hotel, aged from 18 to 50, regardless of gender and education level. Mainly the grass-roots staff of the hotel (room attendants, restaurant attendants, hall attendants, maintenance staff, etc.). A small number of grassroots and middle-level managers participated in this study.

Research Instrument - An adopted instrument was used to measure employee's happiness at work from Muria, (2021) Happiness at Work, Organizational Climate, and Turnover Intention: Implications for Human Resource Management of Archdiocesan Schools, which has the original source from Nanjundeswaraswamy (2019) and Kuok and Taormina (2017) with overall Cronbach alpha of 0.872 and 0.847.

Data Collection Procedure - To collect data, researchers used the form of questionnaire to collect data. The questionnaire consists of two parts: the first part is the basic information of the respondents, the second part is the employees' sense of fairness, and the third part is the sources of employees' emotions. The researchers sent the questionnaire to the respondents by e-mail and gave them one month to answer and reply. Another part of the questionnaire is sent directly to the hotel to the employees and filled in on site to ensure that the most data can be obtained. After the questionnaire was collected, statistical tools were used to process the data.

Data Analysis - Descriptive statistics used to assess and present all the data collected from respondents, and they required the use of specialized data collection methods such as observation, or survey. The statistical tools to be use in the study are frequency and percentage to present the profile of the respondents as to their sex, age, occupation, education level, job nature and working years; Weighted Mean and rank to determine the Level of Employee's Happiness at Work in Terms of Job Satisfaction and Work Engagement; T test ANOVA was used to test the significant differences on the level of employee's happiness at work when group according to profile; and Spearman Rho was used to test the significant relationship between job satisfaction and work engagement.

Ethical Considerations - Ethical considerations exist in this study to keep respondents' responses and willingness to participate in this study confidential. The interviewer is fully aware of the following information, the intention of the project, the organizer, and the risk aversion that exists and will not involve the interviewer's privacy and any risks and the data is confidential and used for academic research only.

3. Results and Discussion

Table 1 presents the Level of Happiness at Work in terms Job Satisfaction as to the compensation. The weighted mean of 3.57 depicts that the respondent agrees on the Level of Happiness at Work in terms Job Satisfaction as to the compensation. Among the enumerated indicators, highest on the rank is I feel that I am being paid a fair salary for the work I do. (3.58) followed by I am satisfied with my annual salary increments.

(3.57) verbally interpreted as agree.

Table 1

Assessment on happiness at work in terms job satisfaction as to the compensation

Indicators	VM	VI	Rank
1. I feel that I am being paid a fair salary for the work I do.	3.58	Agree	1
2. I am satisfied with my annual salary increments.	3.57	Agree	2
3. There other allowance or bonuses provided for the employees.	3.56	Agree	3
Over-all Mean	3.57	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Most employees choose: I think I get a reasonable reward for the work I do. It is because the current hotel pays more attention to internal training and management, so the corresponding treatment will be given to the employees, so that the employees can be more seriously involved in their work. Every labor gains every harvest. Room service often pays wages through the cleaning quantity and quality of rooms, so that most employees clearly understand that they will get more if they work more, so they think the pay for work is reasonable. Wang and Song (2019) believed that with the increasingly fierce competition in the hotel industry, how to manage the hotel well has become an important task. Different ways of incentive should be adopted for grass-roots employees to realize the multidimensional development of the hotel. And Liu and Zhao (2019) found that the relationship between salary gap and employees' job burnout is not significant, but only when employees have external control tendency, high surface similarity and low Hotel salary level. Meanwhile, least on the rank is other allowance or bonuses provided for the employees (3.56) verbally interpreted as agree.

In the working environment of the hotel, most of the work is completed step by step every day. The nature of the work is single. Unless promoted, the hotel rarely provides some wages, commissions and benefits. Yu (2017) believes that the incentive system of many state-owned enterprises in China is not perfect, lacks diversified welfare guarantee, the salary design is not reasonable, and the performance appraisal is a mere formality. In view of these problems, state-owned enterprises need to strengthen the construction of internal system and management, establish an all-round and multi-level incentive mechanism for employees, and improve employees' work enthusiasm. The bonus is less for grass-roots workers, which also represents the lack of salary in the hotel. Su et al. (2019) found that R&D investment can significantly improve future performance, and changes in performance will also feedback on R&D investment in the current period; At the same time, employee salary incentive has a significant negative regulatory effect on the relationship between enterprise R&D investment and corporate performance, while welfare incentive has a significant positive regulatory effect. Therefore, enterprises should maintain positive and stable R&D investment decisions, implement employee incentive policies that focus on high welfare rather than high salary, maximize the benefits brought by R&D investment and improve enterprise performance.

Table 2

Assessment on happiness at work in terms job satisfaction as to the benefits

Indicators	VM	VI	Rank
1. I am satisfied with health benefits provided by the company.	3.60	Agree	1
2. The benefits that we receive are as good as other company is offering.	3.55	Agree	4
3. The benefit packages that I receive from my company are at par and comparable with those of my co-workers.	3.56	Agree	3
4. My immediate family or relative also benefit with the benefits provided by the company.	3.57	Agree	2
Over-all Mean	3.57	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 2 presents the Level of Happiness at Work in terms Job Satisfaction as to the benefits. The weighted mean of 3.57 depicts that the respondent agrees on the Level of Happiness at Work in terms Job Satisfaction as to the benefits. Among the enumerated indicators, highest on the rank is I am satisfied with health benefits

provided by the company (3.60) followed by my immediate family or relative also benefit with the benefits provided by the company (3.57) verbally interpreted as agree.

I am satisfied with the health benefits provided by the company. Most people support this view, which shows that Chongqing Hilton has done a good job in the health and welfare of employees. It also shows that Chongqing Hilton is an enterprise that cares for employees. Wang (2020) believes that employees are the most asset of enterprises. With the increasing pressure of social work and life, “sub-health”, “sudden death from overwork” and overtime depression are emerging one after another, and employee health management is increasingly valued by domestic enterprises. It has purchased five insurances for employees to ensure their lives and let employees rely on them. It is also close to China’s social security system. Tang (2019) pointed out that the health China strategy aims to improve the national health level. The effective supply of health benefits can improve the health status of employees. As the person responsible for public goods, the government should not only play a guiding and supervisory role, but also provide health benefits by itself, to improve the public health level and realize sustainable development. Meanwhile, in the third rank is the benefit packages that I receive from my company are at par and comparable with those of my co-workers (3.56) followed by the benefits that we receive are as good as other company is offering (3.55) verbally interpreted as agree.

The benefits we get are as good as those offered by other companies. Most employees agree with this option, but he ranks lowest among other options. This phenomenon shows that, first of all, the salary conditions of Chongqing Hilton are good. At least, it does not lag other hotels. However, there are many hotels in Chongqing. Wu (2019) believes that the number of hotels is increasing rapidly, the market scale is expanding and the competition is fierce. Hotel is a simple service-oriented industry with labor-intensive and complex feelings, so human resource management is the top priority of hotel management, and employee satisfaction is the top priority of human resource management. It is inevitable that there are Hotels with better employee benefits or wages than Hilton, which makes some employees feel the comparison, so this trend is formed. Yang (2019) found that employee welfare, as an important part of social security and non-monetary compensation, has an important impact on employees. It has always been the focus of social attention, and its incentive and guarantee role has become an irreplaceable part of the role of modern social welfare. Employee welfare is always more attractive to the promotion and incentive of employees’ subjective well-being and psychological spirit than direct monetary compensation.

Table 3

Assessment on happiness at work in terms job satisfaction as to the recognition & rewards

Indicators	VM	VI	Rank
1. When I do a good job, I receive the recognition from my school.	3.66	Agree	1
2. I feel that the work I do is being appreciated.	3.60	Agree	4
3. There are monetary incentive to reward good work done by employees.	3.64	Agree	3
4. There are non-monetary incentive to reward good work done by employees.	3.52	Agree	5
5. Recognition and reward system in our company is fair and justified.	3.65	Agree	2
Over-all Mean	3.61	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 3 presents the Level of Happiness at Work in terms Job Satisfaction as to the Recognition & Rewards. The weighted mean of 3.61 depicts that the respondent agrees on the Level of Happiness at Work in terms Job Satisfaction as to the Recognition & Rewards. Among the enumerated indicators, highest on the rank is when I do a good job, I receive the recognition from my school (3.66) followed by recognition and reward system in our company is fair and justified (3.65) and there is monetary incentive to reward good work done by employees (3.64) verbally interpreted as agree.

When I do a good job, I will be recognized by the school. This data in the survey, the most people chose to agree. It is because we have learned the proper knowledge in school, and then enter the enterprise in the society to work. When working in the hotel, we carried forward the professional knowledge learned in the school and

the spirit of hard work to take our work seriously. Moreover, many hotel jobs come from school enterprise cooperation, that is, training employees for schools and enterprises. Therefore, when our work is recognized, the school will also recognize our practical achievements.

As supported by the research of Huang (2019) which shows that the school has rich experience in talent training and considerable strength and scale in school enterprise cooperation. Also, Guo (2019) found that college students' career planning education can enable college students to establish their life ideals and career goals as soon as possible, reasonably plan their college study life according to the ideals and goals, and improve their comprehensive quality and ability, so as to enhance their competitiveness and smoothly realize employment. Meanwhile, in the third rank is I feel that the work I do is being appreciated (3.60) followed by there are non-monetary incentive to reward good work done by employees (3.52) verbally interpreted as agree.

I feel appreciated for my work. Ranked fourth in the list, relatively backward, but some people still chose to agree. It shows that there is admiration and encouragement in the working environment of Chongqing Hilton, but it is not enough. In the process of work, when we finish our own work and do additional work with high quality, it will make people gain a sense of achievement if we are praised. This is a mental health incentive mechanism. Non-monetary incentives to reward employees for their excellent work. Although many employees agreed, they came last. There are various incentive mechanisms for employees, not necessarily from money. But for employees, it is essential. Hence, Song (2021) believes that the introduction of incentive mechanism in hotel management can enhance the enthusiasm of employees and improve the effectiveness of hotel management. Further, Zhou (2021) believes that enterprises should pay more attention to human resource management and apply the incentive mechanism scientifically, so as to improve the effect of human resource management, further stimulate the work enthusiasm of employees and improve the overall work level of the enterprise.

Table 4

Assessment on happiness at work in terms job satisfaction as to the career development opportunities

Indicators	VM	VI	Rank
1. When I do a good job, I receive the recognition from my school.	3.66	Agree	1
2. I feel that the work I do is being appreciated.	3.60	Agree	4
3. There are monetary incentive to reward good work done by employees.	3.64	Agree	3
4. There are non-monetary incentive to reward good work done by employees.	3.52	Agree	5
5. Recognition and reward system in our company is fair and justified.	3.65	Agree	2
Over-all Mean	3.61	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 4 presents the Level of Happiness at Work in terms Job Satisfaction as to the career development opportunities. The weighted mean of 3.52 depicts that the respondent agrees on the Level of Happiness at Work in terms Job Satisfaction as to the career development opportunities. Among the enumerated indicators, highest on the rank is the management provides ample opportunities for professional advancement for employees (3.61) verbally interpreted as agree.

The management provides sufficient career promotion opportunities for employees. In order to reduce the turnover rate of employees in Chongqing Hilton Hotel, an incentive promotion mechanism is adopted to increase the promotion opportunities of employees. Wang (2019) believes that the current loss of hotel human resources is relatively serious, which has a great impact on the normal operation and good development of the hotel and the stable progress of the whole hotel industry. On the other hand, Fu (2020) found that it is very important to revitalize existing talents, implement talent management strategy and reduce brain drain under modern enterprise management. Proper talent flow is the norm of enterprises, but when the turnover rate is always higher than that of peers and the market, enterprises should pay attention to it. Grass roots employees have promotion guarantee and more performance opportunities, so that they can better stand in the hotel and have a better long-term development. Meanwhile, lease rank is being satisfied with the career opportunities available at company I am working at (3.42) verbally interpreted as agree.

Being satisfied with the job opportunities in my company. Many employees choose to agree with this option but rank last in the ranking. This shows that although employees are satisfied with the employment opportunities of the company, the employment opportunities are still relatively weak compared with other systems. Employment opportunities also have a direct impact on work income and will also be affected by the different proportion of men and women. Dong (2017) research shows that in recent years, with the weakening of the quantitative advantage of China’s working population and the change of population gender ratio, female working groups have gradually become a new driving force for economic growth. At present, exploring the gender differences in the labor market, accurately estimating the degree of gender differences in the labor market and analyzing the causes and structure of gender differences are not only the inevitable trend of theoretical development, but also in line with the inevitable requirements of social reality. Moreover, Tong and Zhong (2021) believe that all elements of human capital have a significant positive impact on employment opportunities. Among them, the number of awards, English level and internship and part-time experience have become the three main factors affecting employment opportunities. The more human capital investment, the more significant the impact on employment opportunities. However, if we really want to implement the employment opportunity mechanism, we need to invest in the human resources of the hotel.

Table 5

Assessment on happiness at work in terms of cognitive work engagement

Indicators	VM	VI	Rank
1. My mind is often full of ideas about my work.	3.55	Agree	4
2. Wherever I am, things happen that often remind me of my work.	3.53	Agree	5
3. My mind is fully engaged with my work.	3.37	Agree	6
4. I rarely think about time when I am working.	3.57	Agree	2.5
5. My thoughts are fully focused when thinking about my work.	3.61	Agree	1
6. I gave a lot of mental attention to my work.	3.57	Agree	2.5
Over-all Mean	3.53	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 5 presents the Level of Happiness at Work in terms Cognitive Work Engagement. The weighted mean of 3.53 depicts that the respondent agrees on the Level of Happiness at Work in terms Cognitive Work Engagement. Among the enumerated indicators, highest on the rank is my thoughts are fully focused when thinking about my work. (3.61) followed by I rarely think about time when I am working and I gave a lot of mental attention to my work (3.57) verbally interpreted as agree.

When I think about my work, my mind is completely focused. This item ranks first. The work of hotel staff is mainly hands-on and busy. Under such circumstances, our mental attention is focused. Moreover, when hotel employees are working, a strong attention is the premise for them to complete their work better. Wu (2020) pointed out that contemporary people are busy and nervous in study, work and life, but their efficiency is low. To a certain extent, it is because the focus of doing one thing is often scattered and tired of dealing with multiple heads. When one thing is not done well, they actively or passively join another thing. In the end, they often fail to do anything well and fall into a state of low efficiency, busy and cycle. This state occurs in almost every group of people regardless of identity, occupation and age. It is essential to concentrate on completing every work. The concentration of thinking and work also shows the degree of professionalism and sense of responsibility of hotel staff. Chen (2020) explained that concentration is the psychological state of a person when he focuses on something or activity, which is related to a person’s learning and work efficiency. The improvement of concentration plays a very important role in one’s learning and development. Meanwhile, in the fourth rank is my mind is often full of ideas about my work. (3.55) followed by wherever I am, things happen that often remind me of my work (3.53) and least in the rank, my mind is fully engaged with my work. (3.37) verbally interpreted as agree.

I am absorbed in my work. This option ranks lowest among the overall options, indicating that the employees of Chongqing Hilton are still disturbed by some factors in the process of work. For example: The task

is too heavy to complete, Personal affairs and Affected by mobile phones and other electronic products. As supported by the study of Tang and Fu (2020) who believe that deep work is a guide for self-control, concentration, energy management and time management in the era of information fragmentation. Also, Zhao (2019) pointed out that many people have to subconsciously watch their mobile phones countless times every day. Even in work, meetings and training, it is difficult to get rid of the magic of mobile phones. Mobile phone mobile phone Tiktok has more than one billion users nationwide, plus micro-blog, WeChat, today's headlines, jitter, and Kwai's new mobile apps, making people a "idle family" with no time to spare. The convenient use of mobile phones has overturned many of people's previous habits, such as reading, studying knowledge and skills. More importantly, it has compressed people's attention to a very small area.

Table 6

Assessment on happiness at work in terms of emotional work engagement

Indicators	VM	VI	Rank
1. I feel very delighted about what I am doing whenever I am working.	3.50	Agree	5
2. I am very eager to do my work.	3.70	Agree	1
3. I am very happy when I am carrying out my responsibilities at work.	3.59	Agree	2
4. I feel very good about the work that I do.	3.57	Agree	3.5
5. I feel strong enthusiasm for my work.	3.57	Agree	3.5
6. I feel a sense of gratification with my work performance.	3.48	Agree	6
Over-all Mean	3.57	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 6 presents the Level of Happiness at Work in terms Emotional Work Engagement. The weighted mean of 3.57 depicts that the respondent agrees on the Level of Happiness at Work in terms Emotional Work Engagement. Among the enumerated indicators, highest on the rank is I am very eager to do my work (3.70) followed by I am very happy when I am carrying out my responsibilities at work (3.59) verbally interpreted as agree.

I am very eager to do my work. Many employees chose to agree and ranked highest. Explain that this job is what employees want to do and are willing to do. This reflects the loyalty and sense of responsibility of Chongqing Hilton employees, driving them to complete their work. This also reflects that an effective salary incentive system can make employees accept work psychologically. Liu (2021) believes that establishing effective salary incentive mechanism, clear system, clear reward and punishment, creating a good corporate atmosphere, establishing corporate image, attracting and retaining talents, and establishing promotion channels for sound development can improve employee loyalty. Gui (2020) believes that the sense of responsibility, as the core feature of self-motivation, is related to the work input and work results of supermarket employees, drives the overall quality and cohesion of supermarket employees, and ultimately affects the competitiveness of supermarkets. After psychological acceptance of work, under the implementation of a powerful incentive system, it can affect the overall quality of employees. Meanwhile, on the least rank is having the feeling of delighted about what I am doing whenever I am working (3.50) followed by I feel a sense of gratification with my work performance (3.48) verbally interpreted as agree.

Being satisfied with the work is very important. Employees generally agree with this option, but it ranks last. In essence, most of the work content of the hotel is service work. According to Xu et al. (2021), the improvement of employee satisfaction can significantly improve employee innovation efficiency and enterprise total factor productivity, indicating that higher employee satisfaction is conducive to the improvement of enterprise efficiency and long-term value. Cao (2021) believes that salary management, as the main part of human resource management, plays an important role in the development of enterprises. Whether the salary management is reasonable or not affects the satisfaction of employees. From the development of Chinese enterprises at the present stage, the salary management system of most enterprises is unreasonable, which leads to the general low satisfaction of employees with their work.

In the process of work, the waiter needs to keep dealing with people and deal with all kinds of guest problems. It is hard to avoid being wronged in the process of work, and it is also hard. In terms of salary, although there is an incentive mechanism, it is also slightly lower than that of some other companies in terms of welfare, which leads employees to believe that this item is not enough for other aspects.

Table 7

Assessment on happiness at work in terms of physical work engagement

Indicators	VM	VI	Rank
1. No matter how much I work; I have a high level of energy.	3.59	Agree	1
2. I have a great deal of stamina for my work.	3.47	Agree	5
3. I am often physically driven by my work.	3.52	Agree	3
4. I am frequently energized by my work.	3.55	Agree	2
5. I find work to be physically invigorating	3.51	Agree	4
Over-all Mean	3.53	Agree	

Legend: 4.50-5.00 = Strongly Agree; 3.50- 4.49 = Agree; 2.50-3.49 = Moderately Agree; 1.50-2.49 = Disagree; 1.00-1.49 = Strongly Disagree

Table 7 presents the Level of Happiness at Work in terms Physical Work Engagement. The weighted mean of 3.53 depicts that the respondent agrees on the Level of Happiness at Work in terms Physical Work Engagement. Among the enumerated indicators, highest on the rank is no matter how much I work; I have a high level of energy (3.59) followed by I am frequently energized by my work (3.55) and I am often physically driven by my work (3.52) verbally interpreted as agree.

No matter how much work I do; I' m full of energy. Most people chose to agree and ranked first. Employees need to be focused and physical at work. Many employees will choose to exercise in their spare time, play badminton, table tennis, swimming and so on, so that their bodies can adapt to work. Peng (2021) believes that aerobic exercise has many health benefits in addition to weight loss. Good for heart health. Aerobic exercise helps improve the efficiency of blood and nutrition that the heart pumps blood to the body. Aerobic exercise helps keep the heart healthy, which in turn helps prevent the accumulation of cholesterol, meaning blood circulation; It helps to reduce heart rate and high blood pressure, so as to keep the heart healthy. Improve blood circulation. Muscles and organs need constant supply of oxygen ring, which is easier and more efficient. Xu (2019) believes that exercise is the best way to keep healthy and energetic. Meanwhile, on the least rank is to find work to be physically invigorating (3.51) followed by having a great deal of stamina for my work (3.47) verbally interpreted as agree.

Most of these people choose to agree, but they are at the bottom of the list, which is close to the first item. Due to the impact of the epidemic, the number of tourists to Chongqing has decreased sharply compared with previous years, but there are still many people on holidays. Although the work is trivial and busy, it is still easier than before. Especially after employees strengthen exercise, they will have a lot of energy. Zhang (2020) believes that the cultivation of craftsman spirit in the new era has gone beyond the original narrow scope, expanded from manual workers to “workers” and “scientific and technological workers”, and changed from paying attention to the quality of “things” to the spiritual care of “people”, which is of great significance to the comprehensive construction of a socialist modern power It is of great significance to deeply implement the strategy of strengthening the country through education and continuously deepen the innovative development of Ideological and political education. Zhou (2021) believes that while consolidating her professional skills, it is also important to continuously cultivate the spiritual quality of craftsmen.

Table 8 displays the relationship between level of job satisfaction and work engagement. The computed rho-values indicates a very strong direct correlation, and the resulted p-values were all less than the alpha level of 0.05, thus a significant relationship exists. Result implies that the more that the respondents are satisfied, the more that they are engaged in the organization.

Table 8*Relationship between job satisfaction and work engagement*

Variable(X)	Variable(Y)	Pearson r value	p-value	Interpretation
Job Satisfaction (JS)	Work Engagement (WE)			
Compensation	Cognitive	.563	0.000	Significant
	Emotional	.477	0.000	Significant
	Physical	.390	0.000	Significant
	OVERALL WE	.560	0.000	Significant
Benefits	Cognitive	.557	0.000	Significant
	Emotional	.593	0.000	Significant
	Physical	.508	0.000	Significant
	OVERALL WE	.651	0.000	Significant
Recognition & Rewards	Cognitive	.586	0.000	Significant
	Emotional	.616	0.000	Significant
	Physical	.466	0.000	Significant
	OVERALL WE	.653	0.000	Significant
Career Development Opportunities	Cognitive	.478	0.000	Significant
	Emotional	.461	0.000	Significant
	Physical	.366	0.000	Significant
	OVERALL WE	.512	0.000	Significant

Legend: Significant at p-value < 0.05

There is a relationship between salary and work input. The higher the salary, the more reasonable it is, and the employees will be more engaged in their work. People have the psychology of reward and punishment, and higher wages will mobilize their state and mood to work. Ma (2020) believes that the influencing factors of nurses' work input in emergency department include individual factors, work factors and hospital management. 2. Health status, humanistic management perception, performance salary satisfaction and hidden absence can predict the work investment of nurses in emergency department. If the salary does not match the difficulty and content of the work, but the low salary does very hard work, it will greatly dampen the employees' work engagement. Fu and Chen (2018) research shows that: the sense of fairness in salary distribution has a disturbing regulatory effect on the negative relationship between salary reduction and work input; Salary reduction will have an impact on job investment through the sense of fairness in salary distribution and salary satisfaction, which can continuously mediate the relationship between the main effects.

There is a significant relationship between welfare and work input, and welfare is also the direct benefit to employees in the salary incentive system. Let employees get benefits personally and actually, and employees also have a sense of gratitude, so as to better devote themselves to their work. Scientific and reasonable flexible welfare settings can make employees satisfied and more willing to work. Li (2018) believes that enterprises can improve employee welfare satisfaction and overall job satisfaction through the design of scientific and reasonable flexible welfare system, so as to affect employees' work input and organizational commitment, and finally create more competitive organizational performance. And Dryamin Andrey (2019) believes that (1) flexible corporate welfare has a significant positive impact on employees' welfare satisfaction and job engagement. (2) Welfare satisfaction plays an intermediary role between flexible enterprise welfare and employees' work input, that is, flexible enterprise welfare affects employees' perception of flexible enterprise welfare, that is, welfare satisfaction, and then affects employees' work input. (3) Welfare communication positively regulates the elasticity between enterprise welfare and employee welfare satisfaction. Specifically, the deeper the degree of welfare communication between enterprises and employees, the greater the positive impact of flexible enterprise welfare on employee welfare satisfaction, and the higher the degree of flexible enterprise welfare affecting employees' work engagement through employee welfare satisfaction.

Wu (2021) believes that (1) organizational support has a significant positive impact on job engagement; (2) Job remodelling has a positive impact on employees' job engagement. There is a significant relationship between recognition and reward and work engagement. Recognition will give employees comfort and encouragement psychologically, and then work better with gratitude and moving psychology. Wu (2021) believes that (1) organizational support has a significant positive impact on job engagement; (2) Job remodelling has a positive

impact on employees' job engagement. And Zhang (2019) work engagement can most directly reflect employees' cognitive state and emotional preference for work tasks and organizational goals, which is an important factor in nurturing employees' innovation. Innovation performance refers to the innovative achievements obtained by employees after perfecting and applying new ideas or ideas with novel and practical value to practice, which are helpful for the organization to obtain competitive advantage in the market.

There is a significant relationship between career development opportunities and job engagement. Career development opportunities affect the turnover rate of employees and whether employees are willing to work for the company for a long time. Only when there are upward development vines in the career can we encourage the new generation of employees to climb up, put themselves into work and feel the fun brought by efforts. Tang (2020) believes that managers can create certain conditions for employees to engage in active professional behaviour (for example, arrange guidance from their superiors, increase skills training opportunities, etc.) to stimulate employees' self-enthusiasm, so that employees can focus more on their current work and improve work performance. And Yu (2017) believes that the purpose of the new generation of employees to work hard is no longer simply around the needs of survival, but to seek the value and significance brought by the work itself, and is keen to devote passion and harvest fun in career development. This means that there is indeed a spiritual force that can more effectively motivate the new generation of employees. The concept of professional sense came into being.

4. Conclusion and Recommendations

4.1 Conclusion

- Respondents are generally 26-35 years old, with college degree, working in ordinary positions for 3-5 years, and most of them are men. The results show that there are significant differences in job satisfaction and job involvement among women, high school graduates, older workers and ordinary employees.
- Employees agree that they are satisfied with their work, especially in terms of welfare, recognition and reward, training and development. In terms of salary and promotion, as long as there is a reasonable system, employees can also express recognition or satisfaction.
- Employees agree to participate in their work. In terms of cognition, they are convinced that their job involvement and job satisfaction are decisive factors. Especially emotionally and physically.
- The results show that the more satisfied the respondents are with their work, the more involved they are in their work.

4.2 Recommendations

- According to the respondents' age, educational background and working years, it is very important to cultivate grass-roots employees with long working years and high loyalty. We should give young employees opportunities for their growth, give them more training to help them develop, select excellent employees from many grass-roots employees, promote them to management positions and improve their work enthusiasm. And establish a correct positioning of the work salary system, with multi work and multi salary as the main goal, so that employees can work under a fair salary system.
- Increase incentives for employees, distribute more consolation products and allowances on holidays, set more year-end rewards, complete the specified goals at the end of the year, and give strong encouragement and praise to excellent employees to encourage them to work harder. Introduce excellent training contents into employee retraining, so that employees can grow every year.

- If some employees have cognitive and psychological problems. The company can set up psychological counseling posts to guide employees with psychological problems in time, avoid outbreaks at work and understand employees' inner feelings. The infirmary is set up to help employees provide timely help when they feel tired or have physical problems at work.
- During the research process, many employees agreed in the options, but not strongly agreed, which indicates that there is still room for improvement in all aspects of the company's treatment. Only when you are satisfied with the company and your work can you stimulate your work enthusiasm and put yourself into work better. Therefore, we need to improve employee satisfaction through the above methods.
- For future researchers, we should further study the balance point (salary, welfare and bonus) in the salary system structure, improve employees' job satisfaction, stimulate employees' potential and improve employees' work motivation from the perspective of training.

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