Tourism is growing at a phenomenal rate. The increased travel of people around the globe has resulted in significant and positive ripple effects on all the component sectors of the tourism business. A major sector running parallel to the growth of travel is the growth of accommodation sector that has mushroomed in the form of hotels, resorts, vacation villages, motels, camping grounds, and all kinds of ancillary accommodation. Commercial accommodation has come to be dominated by the hotels industry, to cater to all kinds of tourists at all times of the year. Considered to be a “home away from home” the hotel business is geared at welcoming and hosting the guests and providing them the best services and hospitality throughout their stay.

The hotel industry is characterized specially by being a “labor intensive” industry, besides being capital intensive as well. In terms of being labor intensive, it implies that the hotel industry has its foundation in the form of a substantial manpower resource without which the existence of the ‘service element’ is not possible. Hence it becomes imperative for the senior management of hotels to pay special attention the needs of its employees in order to maintain a satisfied and happy workforce which can be instrumental in making the customers satisfied and happy for the success of the business. In this regard the prime focus nowadays is for the management of organizations to address the burning issue of ‘quality of work life’ of employees, and to create a working environment that is ‘rich’ in terms of adequate remuneration, job security, good interpersonal relations, work devoid of stress and an environment that empowers the employees through growth and development opportunities and gives them a feeling that their work makes a valuable contribution to the success of the organization.

Acknowledging the importance of quality of work life of employees that can be detrimental for the success of any business this present research studies
the quality of work life of employees in Star category of hotels (3, 4, and 5) in North India.

The study is divided into Five Chapters.

Chapter One introduces the concept of tourism and the importance of the growing tourism business all over the world substantiated with latest tourism statistics and the forecast of growth for tourism worldwide. It also highlights the tourism industry in India. The chapter emphasizes the importance of the key factor i.e. “manpower’ in tourism as a service sector, highlighting the characteristics of employment in the service business. The importance of accommodation sector in tourism is conveyed and the quality of work life issues in hotel employment are addressed in this chapter.

The literature review in Chapter Two provides an in-depth insight into the research and studies on Quality of Work Life. Taking a wider view the chapter discusses concepts related to QWL like, human resource management, job satisfaction, theories of motivation, psychological and occupational stress, burnout and turnover. The chapter reviews the studies on these aspects of QWL both internationally and with respect of India. The apparent dearth of research on quality of work life in the hotel industry in India is highlighted to identify the research gap that justifies the necessity and importance of the embarking on the present research.

The Third Chapter explains the research methodology used in this particular research. Besides stating the problem to be investigated, it justifies the need and scope of the study, conveys the area and sample of study and comprehensively explains the various sections of the questionnaire administered to the respondents to procure the data. The techniques of analysis have also been explained.

The results of the study are discussed in Chapter Four under various sections of the questionnaire. The chapter offers an overview of the personal and work profile of the sample of respondents and an assessment on their perception of their quality of work life (on the various component dimensions of QWL) in the
hotels that they are working in. The chapter discovers through the results that employees of the different Star category hotels report differently on different aspects of the component sub scales of their quality of work life.

The *Fifth Chapter* finally concludes the research with the finding that while for 4 and 5 Star hotel employees salary and working conditions result in the perception of good physical and monetary quality of working life; the excessive work pressure, hectic work schedules and a level of mental stress is the negative part of their quality of work life. For 3 star hotels employees, while less work pressure, good interpersonal relationships with management and less stress contribute to the positive aspect of their work; low salary, lack of knowledge and skill advancement, and lack of a good physical working environment are aspects associated with the negative quality of their work life. The chapter thereafter offers several recommendations for the 3, 4, 5 start category hotels to address the aspects of QWL in their hotels to create a happy workforce to serve the hotel industry.