



KABARAK UNIVERSITY

6TH ANNUAL INTERNATIONAL RESEARCH CONFERENCE

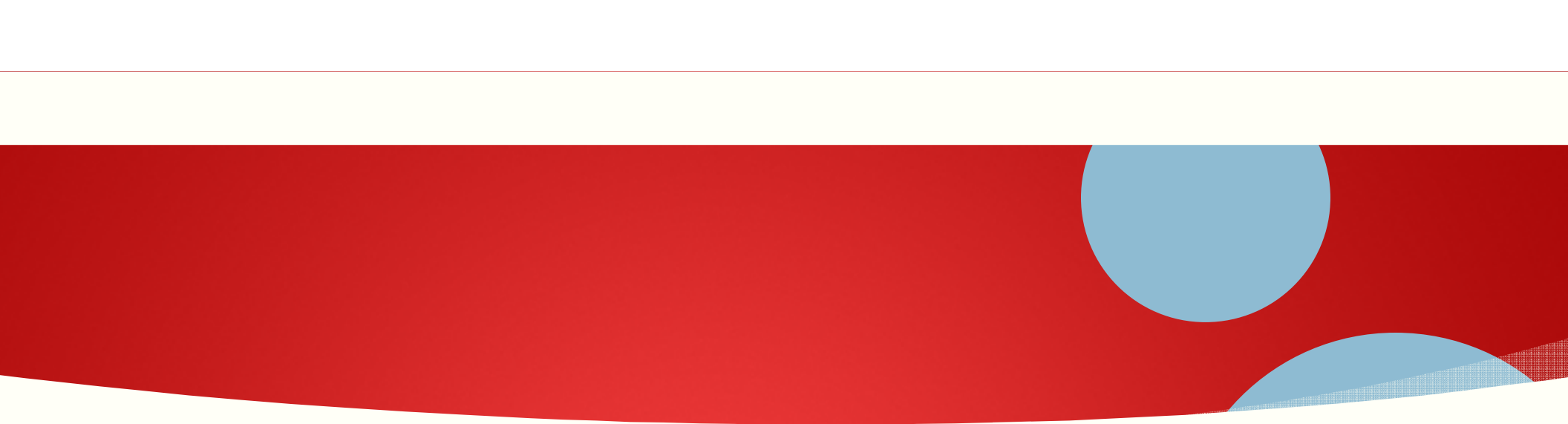
**EFFECT OF OCCUPATIONAL HEALTH AND SAFETY
POLICIES ON JOB SATISFACTION IN THE HOSPITALITY
INDUSTRY
(A SURVEY STUDY OF HOTELS IN NAKURU TOWN)**

RUTHWINNIE MUNENE

20/07/2016

Introduction / Background

According to Aldrich (2006) health and safety implementation is organized effort and procedures for identifying workplace hazards and reducing accidents and exposure to harmful situations and substances. It also involves training of personnel in accident mitigation, accident emergency preparedness and use of protective clothing and equipment.

- 
- ▶ A study to health by Menfair (2008) indicates about 2.1 billion workers and 20 million deaths worldwide are attributed to occupation diseases and injuries.
 - ▶ It is further estimated that 4% of the gross domestic products (GDP) is lost due to the occupational diseases and injuries.

Statement of the problem

- 1. Hotels being areas of high sensitivity it requires adequate safety and health policies to mitigate or avoid occurrences of accidents.
- 2. Lack of safety of the employees and environment lead to a high employee turnover, forced retirement and overall performance of the organization.



Therefore the researcher sought to determine effect of occupational health and safety policies on job satisfaction in the hospitality industry

Study objectives

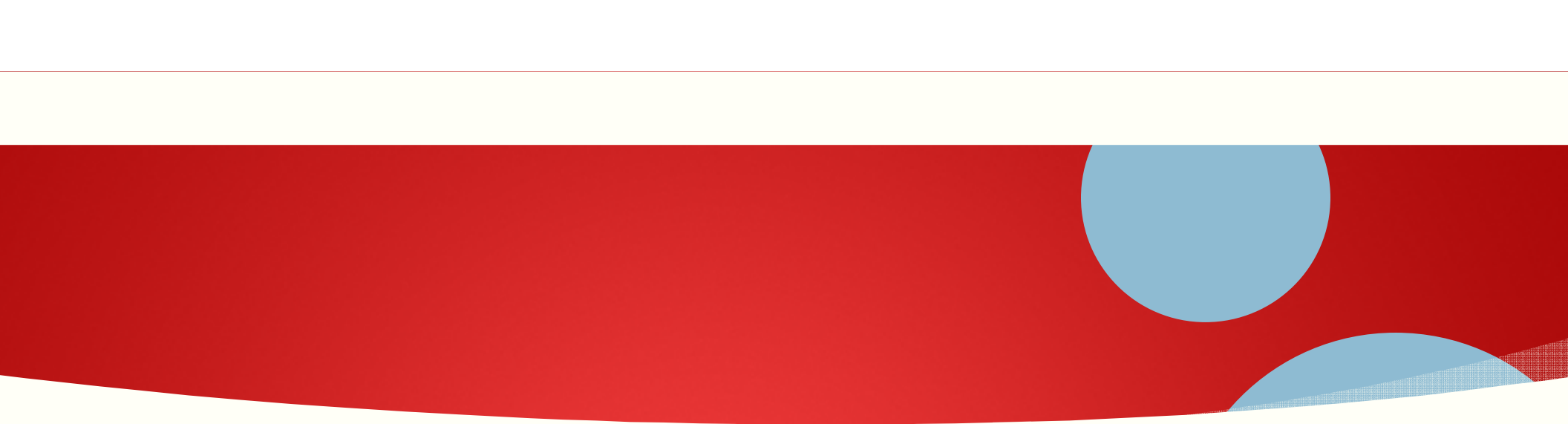
- . To establish the effect of physical Safety on job satisfaction in the hospitability industry in Nakuru town
- . To establish the effect of welfare facilities on job satisfaction in the hospitability industry in Nakuru town
- . To find out the effect of working tools and equipment on job satisfaction in the hospitability industry in Nakuru town

Significance of the Study

- . The study will also be of great importance to the management of hotels in establishing health and safety policies this will lead to less accidents and improve organizational performance.

Theoretical Review

1. Maslow hierarchy of needs theory- (physiological needs), safety needs, social needs and self-actualization needs .
2. Herzberg's motivation-hygiene theory-hygiene factors cannot distribute job satisfaction

- 
- 1. **Physical Safety**-poor working tools and equipment exposes the employee to more accidents and injury and also taking long working hours to complete a simple task.
 - 2. Welfare/working facilities-housing facilities, transportation facilities. Medical facilities, recreational and cultural facilities, libraries ,gym and health club

Conceptual framework

Independent Variables

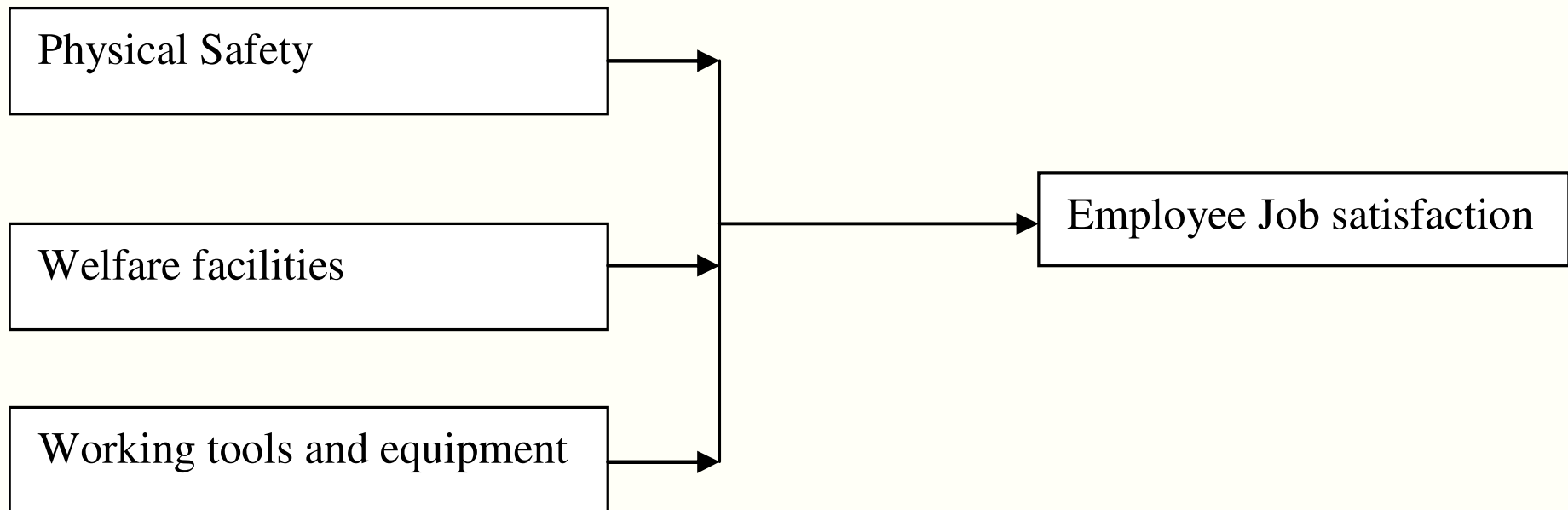
Physical Safety

Welfare facilities

Working tools and equipment

Dependent Variables

Employee Job satisfaction




Methodology

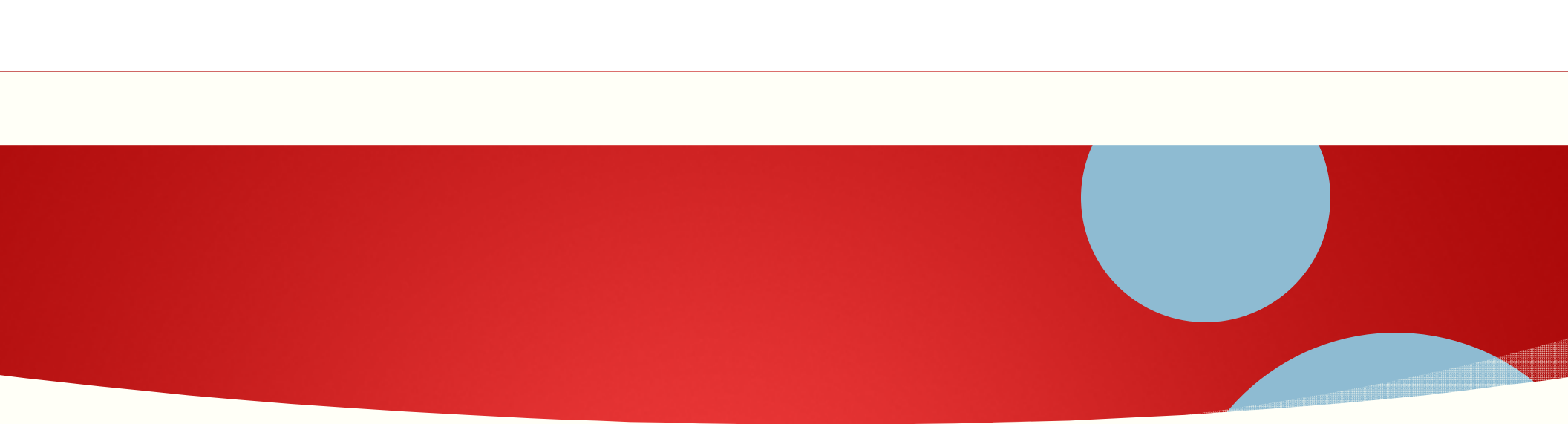
1. descriptive survey research method
2. target population was 211 employees in 10 hotels in Nakuru town.
3. stratified random sampling to sample out (45) employees from the various hotels.
4. questionnaire was used as the data collection instrument.

Findings / Results

health hazards - Majority (82%) of the respondents are exposed to mechanical hazards, 8% stated they are exposed to chemical hazards while 10% are exposed to electrical hazards.



tools and equipment -30% of respondents stated that they have grooves in their hotel, 17% of respondents stated that they have apron in their hotel, 5% of respondents stated that they have helmet in their hotel 25% of respondents stated that they have gumboots in their hotel while 23% of respondents stated that they have fire extinguisher in their hotel.



physical safety facilities -13% of the respondents stated that they have CCTV Camera while 87% stated they have security personnel. This ensured safety from robbers and terrorists.

working tools and equipment- most (74%) respondents said that tools and equipment affect employee job satisfaction while (26%) of the respondents stated that tools and equipment doesn't affect employee job satisfaction.

Conclusions

majority of employees in hotel are exposed to mechanical hazards, chemical Hazards, electrical Hazards but most common form of hazards is mechanical hazards.

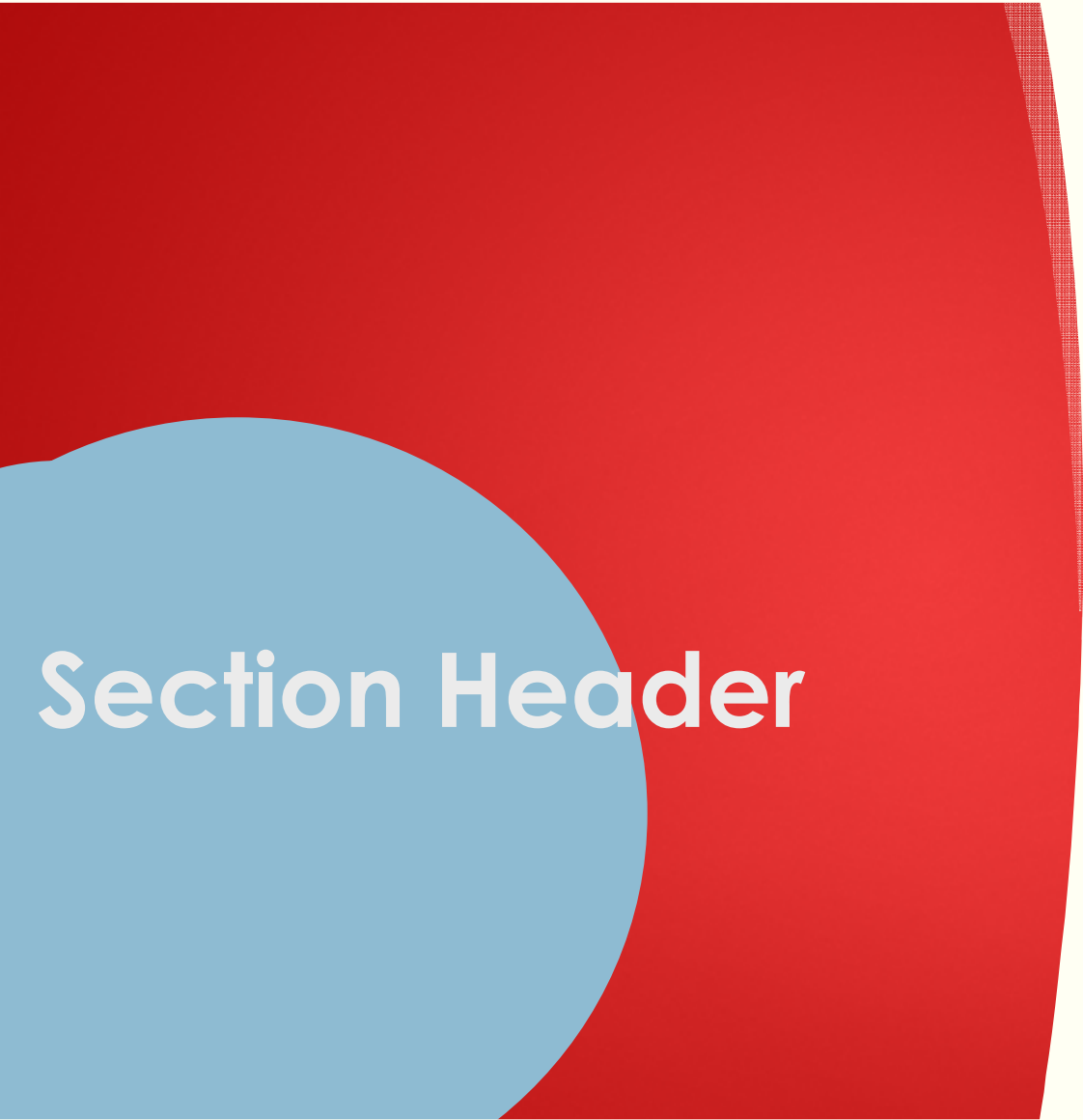
Majority of safety tool and equipment in hotels are the grooves but hotels also uses helmet, gumboots and fire extinguisher. Finally on the effect of tool and equipment the researcher conclude that tool and equipment affect job satisfaction to a very great extent.

Recommendations

- ▶ there is need for hotels to train their employee on health and safety policies to foster a sense of security among employee this will result to more satisfied employee and hence improve their respective productivity.

Areas for further study

- effects of health and safety policies training on managing risk in boarding secondary schools in Kenya.



Section Header

THE END