



## RESEARCH PAPER

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## An examination of socio-economic and socio-cultural factors among hotel personnel towards promoting employee well-being in the Philippines tourism and hospitality industry

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### Abstract

Investments directed towards tourism development in a destination lead to the emergence of job openings for the local workforce, who subsequently secure employment in various establishments catering to tourists. This comprehensive study investigates the intricate relationship between socio-economic and socio-cultural factors and their impact on the well-being of 180 hotel employees within the dynamic tourism and hospitality sector. This study employed a descriptive research method, complemented by a range of statistical tools, including Frequency Distribution, Weighted Mean, ANOVA, and Linear Regression Coefficient of Correlation. These tools have been chosen to gather comprehensive information about the current conditions experienced by hotel employees and the extent to which the tourism and hospitality industries have influenced their social and economic well-being. The research presents a well-balanced demographic profile of employees, highlighting their generally positive perceptions of their roles, albeit with opportunities for enhancing their sense of belonging. Crucially, the study uncovers that hotel employees strongly associate their work environment with social development, economic stability, and multiculturalism, all of which exhibit substantial positive correlations with their overall well-being. These findings underscore the significance of adopting a holistic approach to employee well-being within the industry. Practical recommendations emphasize fostering a sense of belonging, promoting continuous learning and adaptability, and ensuring competitive compensation packages. Furthermore, the industry is encouraged to actively promote diversity and cultural integration to create an inclusive workplace. From a theoretical perspective, this research contributes to the literature by emphasizing the multifaceted nature of employee well-being in the context of socio-economic and socio-cultural factors. Future research directions include exploring the long-term effects of well-being initiatives on retention and career progression and examining the impact of external factors on employee well-being. Ultimately, by implementing evidence-based policies and practices, the tourism and hospitality sector can cultivate a more satisfied and engaged workforce, leading to its growth and success while positively influencing broader social and economic development.

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## Introduction

The arrival of tourists, both from domestic and international sources, offers an exceptional opportunity for the tourism industry to take a leading role on a global scale (Smith, 2017). When the growth of the tourism sector is sustained, it has the potential to become a significant generator of employment, not only in specific countries but across various regions. This, in turn, can profoundly enhance the social well-being of the population, often facilitated by government policies and programs. Moreover, the revenue generated from tourism activities enables governments to allocate financial resources to enhance education and healthcare. As investments flow into tourist destinations, the local workforce gains access to employment opportunities within tourist establishments. This surge in the labor force creates new demands for goods and services, which are met by third-party entities unrelated to the initial tourism investors. Importantly, these third-party entities primarily serve the workers themselves, each with their unique needs.

Consequently, employment emerges as one of the most accessible indicators for measuring the social impact of tourism (Sharpley and Telfer, 2015). Job creation, in general, serves as the cornerstone for improving living standards and fostering socio-economic progress (Butler and Russell, 2010), thereby significantly influencing the quality of life of hotel employees (Hall, 2015). Employment not only acts as an indicator of social development but also mirrors the economic advancement of a region (Swarbrooke and Horner, 2012). Consequently, individuals working in the tourism industry often lead fulfilling lives characterized by a high quality of life (Ryan and Mo, 2015). To enhance the economic quality of life for hotel employees, it is imperative to promote tourism within the city, ensuring the sustainability of the hospitality sector (Page, 2017). If sustained, economic benefits will flow into the local community, and workers in the tourism industry will continue to enjoy a high quality of life. As emphasized by Medlick (1997), tourism's role as a source of employment is particularly crucial for areas with limited alternative employment opportunities, which

is often the case in non-industrial regions with limited natural resources beyond scenic attractions and favorable climates (Sharpley, 2015). For instance, the State of Carolina experienced significant growth in travel and tourism spending in 2006, reaching \$16.7 billion, a 5% increase over the previous year (Smith and Jenner, 2017). This sector supported the employment of approximately 198,900 individuals, accounting for 10.5% of the total state employment (Smith and Jenner, 2017). Therefore, job creation resulting from the impact of tourism becomes a primary indicator for assessing social development (Hall, 2015).

At the local level, the revenue generated by tourism facilities often plays a vital role in the economic well-being of the area and its residents (WTO, 2022). This impact is further amplified by a significant concept known as the multiplier effect, as explained by Cruz (1999). The multiplier effect estimates the direct and secondary effects of tourist expenditures, considering them as external income injected into the local economy (Sharpley and Telfer, 2015). When a tourist initially spends money in a destination, this income circulates to local tour operators, handicraft store owners, hoteliers, and taxi drivers (Sharpley and Telfer, 2015). Hoteliers, for example, use this income in the first round of transactions to purchase supplies, pay wages, and retain profits (WTO, 2022). In the second round, this income may be spent or saved, further stimulating the local economy (WTO, 2022). Tourism also plays a vital role in fostering peace by bringing various parts of the world together through economic and social interactions within local communities (Deng and Ritchie, 2015). As emphasized by Robinson (1999), the economic and social impacts on the local community depend on the portion of income generated by tourists that reaches the host communities (Deng and Ritchie, 2015). Cultural interactions between tourists and hosts can promote changes in local culture while preserving or revitalizing indigenous ethnic and cultural identities (WTO, 2022). Such interactions may contribute to breaking down social or natural prejudices, promoting better understanding, and fostering positive social change (Sharpley and Telfer, 2015).

Gill (2010) defines social development as the product of converging concepts aimed at improving a country's citizens' well-being, raising living standards, increasing employment opportunities, and fostering conditions of economic and social progress. Sethi's study (2010) in Nepal with the Khumbu Sherpas illustrates that tourism has significantly improved financial well-being, living standards, and access to improved medical and educational facilities (Sethi, 2010). Tourism's advent in the region has brought about profound changes in livelihood patterns, with many traditional local occupations diminishing in significance. On the socio-cultural front, Coltman (1996) explains that socio-cultural impacts result from the direct and indirect interactions of host communities with tourists and the tourism industry (Coltman, 1996). These impacts manifest when tourism induces changes in value systems and behavior, potentially threatening indigenous identities. Consequently, community structures, family dynamics, traditional lifestyles, ceremonies, and moral values can experience shifts. Furthermore, tourists may inadvertently introduce items, behaviors, or attire that disrupt the local culture while they are in the host destination, as pointed out by Mitchell and Ashley (2006) (Mitchell and Ashley, 2006). Acejo's study (2004) on the socio-economic impacts in Boracay underscores the alarming change or loss of identity that tourism can bring about (Acejo, 2004). Tourism can commodify local culture when religious traditions, customs, and festivals are modified to align with tourist expectations, resulting in what's known as "reconstructed ethnicity." The impact of tourism on local economies can be both positive and negative, depending on the extent to which tourism is developed in a particular region. Each region has its carrying capacity, representing the limit of incoming influence that does not harm the host community (WTO, 2022). While tourism is rapidly expanding, little to no effort has been made to assess the extent of development and the quality of life of hotel employees in the tourism and hospitality business (WTO, 2022). Hence, this study aims to provide valuable insights into the impacts of tourism on local communities, particularly those directly involved with the activities and presence of travellers-the hotel employees.

### *Theoretical grounding*

This study is anchored in Maslow's "Theory of Human Motivation" (1943), which posits that individuals are driven by a continuous pursuit of self-improvement. According to this theory, an individual's fundamental needs must be satisfied before they are motivated to pursue higher-level needs. Maslow also introduced the concept of "metamotivation" to describe individuals who transcend basic needs and aspire to constant self-enhancement. Another facet of this theory, as elucidated by Bass *et al.* (2008), underscores the significance of profound introspection, the quest for improved self-development, and effective task execution. Inspirational and motivational actions articulate a vision and inspire employees to excel in their work. Motivated individuals tend to uphold high moral standards, exhibit optimism regarding their future goals, and are dedicated to challenging tasks. Visionary leadership is found to be engaging and uplifting for employees and workers, contributing to their social and economic well-being. This theory is aligned with the "Social Development Theory," as delineated by Hoffman (2010), which focuses on concrete development outcomes and effective strategies for achieving those outcomes, rather than abstract principles or theoretical concepts. Social development encompasses a convergence of concepts aimed at enhancing the overall well-being of a nation's citizens, elevating living standards, increasing employment opportunities, and fostering conditions of economic and social progress. Job creation is a readily available indicator for evaluating the social impact of hotel tourism, as it generally leads to improved living standards and socio-economic progress (Gil, 2011). Importantly, the development's focus lies in comprehending the underlying processes rather than solely fixating on surface-level activities and outcomes. Development initiatives, policies, strategies, programs, and outcomes are inherently context-specific and limited, while social development encompasses a potentially boundless field in terms of scope and duration (Hoffman, 2010).

The Republic of the Philippines, with its burgeoning tourism and hospitality industry, recognizes the importance of studies like this one, which delve into the well-being of hotel employees. As a nation striving for sustainable economic development and social progress, the Philippines acknowledge the critical role of the tourism sector in providing employment opportunities and contributing to its overall growth. By supporting research initiatives that explore the socio-economic and socio-cultural dimensions of employee well-being in this sector, the Philippine government and relevant authorities demonstrate their commitment to fostering a conducive work environment that not only drives tourism but also ensures the welfare of the local workforce. The findings and practical recommendations from this study align with the nation's aspirations for balanced development, inclusive growth, and the cultivation of a thriving tourism and hospitality sector that benefits both employees and the broader community.

#### *Research gap*

The research gap addressed by this study lies in the limited understanding of how socio-economic and socio-cultural factors collectively influence the well-being of hotel employees within the tourism and hospitality sector, particularly in the context of the Philippines. While previous research has explored various aspects of employee well-being and its connection to work environments, there is a scarcity of comprehensive studies that investigate the specific relationship between socio-economic conditions, socio-cultural factors, and the overall well-being of hotel staff in this region. Furthermore, this study delves into the nuanced connections between socio-economic and socio-cultural factors, which are often treated separately in existing literature. By examining their combined impact, this research aims to provide a more holistic perspective on employee well-being, shedding light on how these interconnected factors affect hotel employees' quality of life, job satisfaction, and their contributions to the broader social and economic development of the city. In essence, this study bridges a research gap by offering a comprehensive exploration of the multifaceted nature of employee well-being in the tourism and hospitality

sector, with a specific focus on the Philippines. It seeks to fill the void in the literature by providing valuable insights that can inform evidence-based policies and practices within the industry, ultimately contributing to the enhancement of employee well-being and the sector's overall growth and success.

One practical problem addressed by this study is the need to enhance employee well-being within the tourism and hospitality sector in the Philippines. The study recognizes that despite the positive aspects of hotel employees' roles and perceptions, there are still opportunities for improvement in fostering a stronger sense of belonging, continuous learning, and adaptability. This practical issue highlights the challenge faced by the industry in ensuring that its workforce not only performs their duties effectively but also experiences a high level of job satisfaction and overall well-being. By identifying these areas of improvement, the study contributes to addressing the practical problem of how to create a more fulfilling and engaging work environment for hotel staff in the tourism and hospitality sector, ultimately leading to a more satisfied and motivated workforce.

#### *Research objectives*

The general objective of this study is to comprehensively investigate the socio-economic and socio-cultural factors influencing the well-being of hotel employees in the tourism and hospitality sector within the Philippines. Specifically, it aimed to: (1) assess the well-being of hotel employees in the tourism and hospitality sector, including their perceptions of roles, job centrality, sense of belonging, and career satisfaction; (2) examine the socio-cultural and socio-economic variables related to the quality of life of hotel employees, focusing on social development, economic stability, and multiculturalism in the workplace; (3) determine the relationships between socio-cultural/socio-economic factors and the well-being of hotel employees in the tourism and hospitality sector; (4) provide practical recommendations for organizations in the tourism and hospitality sector to enhance the well-being of their employees, based on the study's findings and insights.

### *Hypotheses of the study*

These hypotheses guided the statistical analysis and testing of relationships in the study.

First, there is no significant relationship between the socio-cultural and socio-economic factors and the well-being of hotel employees in the tourism and hospitality sector

Second, there are no significant relationships between specific socio-cultural/socio-economic factors (e.g., social development, economic stability, multiculturalism) and the overall well-being of hotel employees in the tourism and hospitality sector.

### **Materials and methods**

#### *Research design*

This study adopts a descriptive research design to comprehensively investigate the socio-economic and socio-cultural implications on hotel employees within the tourism and hospitality industry. Descriptive research allows for the systematic collection of data to describe and analyze the current conditions, characteristics, and relationships within a specific context. By employing this research design, the study aims to provide a detailed and accurate account of the various factors influencing hotel employees' well-being and the broader societal impact of their employment in the tourism and hospitality sectors.

#### *Respondents*

The study targets a sample of 180 respondents who are actively employed in nine different tourism and hospitality businesses within the selected city. The selection of these respondents is a critical aspect of the research, as their first-hand experiences and perspectives are highly relevant to understanding the study's objectives. The inclusion criteria for respondents involve direct involvement in the tourism and hospitality industry, ensuring that their insights provide valuable information for the research. As shown in Table 1, it presents the demographic profile of the respondents, painting a comprehensive picture of the sample, reflecting a diverse group in terms of gender, age, civil status, education, income, position level, and length of service.

These demographic factors will be instrumental in evaluating how socio-economic development initiatives influence the well-being of hotel employees in the dynamic tourism and hospitality sector.

The study showcases a reasonably balanced gender distribution, with 42% male and 58% female respondents. This balance allows for a diverse range of perspectives and experiences, which is particularly relevant in examining the impact of socio-economic development initiatives on both genders within the industry. As to age, respondents span a broad range of ages, with 41% falling in the 20-25 years old category, while the other age groups are relatively evenly distributed. This diversity in age groups provides an opportunity to explore how employees at different stages of their lives perceive the influence of socio-economic initiatives on their well-being. The civil status distribution reveals that 55% of the respondents are single, while 45% are married. This factor may play a role in understanding the personal and financial considerations that hotel employees, particularly those who are married, take into account regarding their well-being and socio-economic development. As to educational attainment, the majority of respondents (59%) possess vocational education, while 41% have completed a bachelor's degree. The absence of respondents with master's or doctorate degrees suggests that the sample primarily comprises individuals with practical vocational and undergraduate backgrounds. This educational mix is relevant in exploring how various levels of educational attainment intersect with well-being in the industry. The income distribution indicates that a significant majority (56%) earn between Pp 10,000.00 and Pp 14,999. This suggests that a significant portion of the sample falls within a lower to middle-income bracket. Income levels can significantly impact well-being, making it crucial to examine how socio-economic initiatives affect individuals across different income brackets. The majority of respondents (85%) are classified as "Rank and File," indicating non-management roles. This distribution reflects the hierarchical structure within the industry, with only 15% in "Middle Management."

The positions held by employees can influence their perceptions of the impact of socio-economic development initiatives, as well as their own well-being. A substantial number of respondents (68%) have worked in the industry for less than 5 years, with 28% falling in the 5 to 9 years' bracket and only a few

(4%) having ten or more years of experience. This distribution points to a relatively young and less experienced workforce. Understanding how tenure in the industry correlates with perceptions of socio-economic development and well-being is crucial for the study's objectives.

**Table 1.** Profile of the sampled respondents

	Respondents profile	Frequency (N= 180)	Percentage
Gender	Male	75	42
	Female	105	58
Age	20-25 years old	74	41
	26-31 years old	35	19
	32-37 years old	38	21
	38-43 years old	20	11
	44-49 years old	13	7
Civil status	Single	99	55
	Married	81	45
Educational Attainment	Vocational	107	59
	Bachelor	73	41
	Masters	0	0
	Doctorate	0	0
Monthly income	Below Pp 10,000.00		0
	Php 10,000.00 – 14,999	100	56
	Php 15,000.00 – 19,999	65	36
	Php 20,000.00 – 24,999	15	8
Position level	Top Management	0	0
	Middle Management	27	15
	Rank and File	153	85
Length of service	Below 5 years	123	68
	5 – 9 years	50	28
	10 – 14 years	7	4

#### *Ethical considerations*

Ethical considerations are paramount in conducting this research. The study will adhere to ethical principles and guidelines, including informed consent from all participants, ensuring the confidentiality and anonymity of respondents, and obtaining necessary permissions from relevant authorities and organizations involved in the research. The research will also take into account any potential conflicts of interest and ensure that no harm or discomfort is caused to the participants during data collection.

#### *Data gathering and statistical analysis*

The principal instrument for data collection in this study is a custom-designed questionnaire. While drawing inspiration from established instruments used by previous researchers, this questionnaire has been tailored to align with the specific context and goals of this study. The questionnaire will be administered to the selected respondents through face-to-face interviews or online surveys, depending on their convenience and preference. The data collection process will involve open-ended and



closed-ended questions to capture both quantitative and qualitative information. This study employed statistical tools, including Frequency Distribution, Weighted Mean, ANOVA, and Linear Regression Coefficient of Correlation. These tools have been chosen to gather comprehensive information about the current conditions experienced by hotel employees and the extent to which the tourism and hospitality industries have influenced their social and economic well-being.

In this study, various statistical tools were employed to analyze the data collected from 180 hotel employees within the tourism and hospitality sector in the Philippines. One crucial step in the data analysis process was to assess the normality of the

data distribution, which is essential for determining the appropriateness of parametric statistical tests. The normality of the data was assessed using the Shapiro-Wilk test, which is a widely recognized test for assessing the normality of data. This test measures whether the data follows a normal distribution or not. Upon conducting the Shapiro-Wilk test on the collected data, the results indicated that the data did not follow a perfectly normal distribution ( $p < 0.05$ ). This deviation from normality was expected, as real-world data often exhibits some degree of skewness or non-normality. These tests were instrumental in evaluating the relationships between socio-economic and socio-cultural factors and the well-being of hotel employees within the tourism and hospitality sector.

**Table 2.** Assessment on the well-being of hotel employees in the tourism and hospitality sector

Statements	Weighted mean	Interpretation
I find fulfillment in roles with significant responsibilities	3.67	Strongly Agree
My job holds a central place in my life	3.43	Agree
I feel a sense of belonging to my organization	2.72	Disagree
I am willing to devote most of my days to my organization	3.22	Agree
I believe I have chosen the ideal career path	3.07	Agree
I've improved my social connections and interactions	3.34	Agree
I've gained an appreciation for people's preferences and aspirations	3.56	Agree
Constantly seeking new ideas and information is part of my role	3.67	Strongly Agree
I've improved my ability to interact effectively over distances	3.57	Strongly Agree
I am proficient at identifying individual needs and values	3.47	Strongly Agree
Grand mean	3.72	Agree

Legend: 4.20-5.00: Very High/ Strongly Agree, 3.40-4.19: High/ Agree/ somewhat, 2.60-3.39: Moderate, 1.80-2.59: Low/ Disagree, and 0-1.79: Very Low/ Strongly Disagree.

## Results

### *Assessment on the well-being of hotel employees in the tourism and hospitality sector*

The assessment of the well-being of hotel employees in the tourism and hospitality sector, as presented in Table 2, reveals several key insights. The weighted mean scores, along with their corresponding interpretations based on the provided legend, provide a comprehensive understanding of the employees' perceptions of their well-being in this context. The grand mean score of 3.72 indicates an agreement among hotel employees regarding their well-being in the workplace. However, the lower score for the sense

of belonging to the organization suggests room for improvement in fostering a stronger organizational culture.

Looking at the statements, firstly, it is evident that hotel employees generally hold positive views regarding their roles and experiences in the workplace. For instance, the statements "I find fulfillment in roles with significant responsibilities" and "My job holds a central place in my life" both received high mean scores of 3.67 and 3.43, respectively, indicating that employees strongly agree and agree, respectively, with these statements.

This suggests that hotel employees find their work meaningful and significant in their lives, which is a positive indicator of well-being. However, there are areas where employees express concerns. Notably, the statement "I feel a sense of belonging to my organization" received a lower mean score of 2.72, indicating disagreement. This implies that employees may not feel a strong sense of belonging to their organization, which can have implications for their overall well-being and job satisfaction. On the positive side, employees appear to be open to dedicating a significant portion of their time to their organization, as indicated by the statement "I am willing to devote most of my days to my organization," which received a mean score of 3.22, suggesting agreement. Furthermore, the statements related to continuous improvement and adaptability, such as "Constantly seeking new ideas and information is part of my role" and "I've improved my ability to interact effectively over distances," both received high mean scores (3.67 and 3.57, respectively). This reflects that employees are proactive in embracing change and enhancing their skills, which can contribute positively to their well-being.

Implications for policy development could include initiatives aimed at strengthening the sense of belonging among employees, such as team-building activities or recognition programs. Additionally, promoting continuous learning and adaptability could be beneficial in enhancing job satisfaction and overall well-being. The literature on employee well-being in the hospitality sector supports these findings. Studies have shown that a sense of belonging, meaningful work, and opportunities for skill development are crucial factors in enhancing the well-being and job satisfaction of employees in this industry. The results of this assessment align with these established trends and highlight areas for targeted interventions to further improve the well-being of hotel employees in the tourism and hospitality sector.

*Socio-cultural economic variables related to the quality of life of hotel employees*

The assessment on the socio-cultural economic variables of hotel employees provides valuable

insights into their perceptions of various aspects related to their work environment and social development. The weighted mean scores, along with the provided legend for interpretation, shed light on the employees' perspectives on these variables. With an average grand mean of 3.90 falling into the "Agree" category, it is evident that hotel employees, on average, view their work environment positively in terms of socio-cultural economic variables (Table 3). This is a promising indicator of the industry's ability to provide a well-rounded and satisfying work experience.

**Table 3.** Assessment on the socio-cultural/socio-economic variables of hotel employees

Socio-economic variables	Weighted mean	Interpretation
Social development variables	4.27	Strongly agree
Economic variable	3.34	Agree
Multi-cultural diffusion	4.10	Agree
Average grand mean	3.90	Agree

Legend: 4.20-5.00: Very High/ Strongly Agree, 3.40-4.19: High/ Agree/ somewhat, 2.60-3.39: Moderate, 1.80-2.59: Low/ Disagree, and 0-1.79: Very Low/ Strongly Disagree.

The assessment of socio-cultural economic variables related to the quality of life of hotel employees reveals several significant insights into their perspectives on their work environment: First and foremost, it is clear from the high weighted mean score of 4.27 for "Social Development Variables" that hotel employees strongly agree that their work environment positively contributes to their social development. This suggests that they believe their jobs not only provide economic stability but also foster personal and social growth. The high score underscores the importance of the hotel industry as a platform for employees to develop valuable interpersonal and teamwork skills, which can enhance their quality of life. Furthermore, the "Economic Variable" receives a respectable mean score of 3.34, indicating that employees agree that their work has economic benefits. While it may not be the sole driver of job satisfaction, this agreement



suggests that financial stability plays a significant role in their overall quality of life. This balance between social development and economic stability is crucial for ensuring the well-being of hotel employees. The assessment also highlights the importance of cultural diversity within the workplace, as reflected in the "Multi-Cultural Diffusion" score of 4.10. This score indicates that employees agree that their work environment embraces and encourages diversity and cultural exchange. Such an inclusive environment can enrich the quality of life for employees by exposing them to different cultures and fostering a sense of belonging and respect. In terms of implications, these findings suggest that the hotel industry should continue to invest in programs and initiatives that promote social development, offer economic stability, and celebrate cultural diversity. By doing so, hotels can create an environment that not only attracts but also retains talented employees, ultimately contributing to higher job satisfaction, enhanced quality of life, and a thriving industry.

*Test of relationship between the socio-cultural/ socio-economic factors on the well-being of hotel employees in the tourism and hospitality sector*

Table 4 presents the Correlation Values of Socio-Cultural/ Socio-Economic Factors on the well-being of hotel employees in the tourism and hospitality sector. This analysis highlights the significance of multiple factors, including social development, economic stability, and multiculturalism, in influencing the well-being of hotel employees in the tourism and hospitality sector. These findings suggest that a well-rounded approach to employee well-being, encompassing both socio-cultural and socio-economic aspects, can lead to a more satisfied and productive workforce. Organizations should consider these insights when developing policies and practices aimed at improving employee well-being within the industry.

**Table 4.** Correlation values of socio-cultural/ socio-economic factors

Factors/Variables	Correlation values	Interpretation	p-values
1. Social Development Variables	0.267	Moderate	< 0.05
2. Economic Variables	0.352	Moderate	< 0.01
3. Multi-Cultural	0.7325	Strong	< 0.001

Legend for correlation coefficients: 0.00 to 0.19: Very Weak, 0.20 to 0.39: Weak, 0.40 to 0.59: Moderate, 0.60 to 0.79: Strong, and 0.80 to 1.00: Very Strong

The table presents correlation values and their associated p-values that measure the relationship between socio-cultural/socio-economic factors and the well-being of hotel employees in the tourism and hospitality sector. Social Development Variables (Correlation Value: 0.267, p-value < 0.05 - Moderate). The moderate positive correlation between social development variables and well-being suggests that there is a statistically significant relationship between these factors. This implies that as hotel employees experience personal and social growth within their work environment, their overall well-being tends to improve to a moderate extent. Implications here include the importance of fostering an environment that encourages social development, such as teamwork, communication and personal growth opportunities, to

enhance employee well-being. As to the Economic Variables (Correlation Value: 0.352, p-value < 0.01 - Moderate), the moderate positive correlation with a p-value less than 0.01 indicates a statistically significant relationship between economic variables and employee well-being. This suggests that financial stability and economic benefits play a notable role in influencing employee well-being. For hotel management, this finding highlights the importance of competitive compensation, benefits, and financial incentives to improve and maintain employee well-being. Looking at the Multi-Cultural (Correlation Value: 0.7325, p-value < 0.001 - Strong), it shows a strong positive correlation with a very low p-value indicates a robust statistical relationship between multi-cultural factors and employee well-being.

This suggests that a diverse and inclusive work environment, promoting cultural exchange and understanding, significantly contributes to higher well-being among hotel employees. Implications here emphasize the need for organizations to actively promote diversity and cultural integration as part of their workplace culture to enhance employee well-being.

### Discussion

The present study provides valuable insights into the well-being of hotel employees in the tourism and hospitality sector, with a focus on socio-cultural and socio-economic factors. The profile of the respondents showed that a balanced gender distribution allows for a comprehensive exploration of gender-related factors influencing well-being. The broad range of ages in the sample offers an opportunity to assess how well-being perceptions vary across different life stages. Civil status, educational attainment, income levels, position levels, and length of service all play essential roles in shaping employee well-being and job satisfaction (Robbins *et al.*, 2017). For instance, married employees might prioritize different aspects of well-being than single individuals. Similarly, income levels can significantly impact overall well-being and job satisfaction (Kang *et al.*, 2020). The assessment of hotel employees' well-being indicate that employees generally find fulfilment in their roles, consider their jobs central to their lives, and are willing to devote their time to the organization. However, there is room for improvement in fostering a stronger sense of belonging to the organization. The moderate score for this aspect highlights an opportunity for management to focus on enhancing the organizational culture to boost employee well-being. This finding aligns with previous research indicating that a sense of belonging is a crucial factor in employee well-being (Dutton *et al.*, 2010). Meanwhile, the socio-cultural and socio-economic variables related to the quality of life of hotel employees showed high scores for "Social Development Variables" and "Multi-Cultural Diffusion" indicate that employees perceive their work environment as contributing positively to their social development and cultural inclusiveness.

This aligns with studies suggesting that a supportive work environment fosters employee well-being (Salanova *et al.*, 2011). The positive perception of "Economic Variables" demonstrates the importance of financial stability in employee well-being (Judge and Bono, 2001). In like manner, the correlation between socio-cultural and socio-economic factors and employee well-being. The results show that social development, economic stability, and multiculturalism are positively correlated with well-being. These findings support existing literature suggesting that social support, economic security, and inclusive workplaces enhance employee well-being (Lyubomirsky *et al.*, 2005; Kawachi and Berkman, 2001).

The multifaceted nature of factors influencing the well-being of hotel employees in the tourism and hospitality sector underscores the complexity of their work environment. This complexity requires a holistic approach to address various aspects that impact employee well-being and job satisfaction. By considering socio-cultural and socio-economic factors, management can develop strategies that lead to a more harmonious and productive workplace. One crucial aspect highlighted by this study is the need to enhance a sense of belonging among hotel employees. The lower score in this area suggests that employees may not feel a strong connection to their organization. To address this, management can implement team-building activities, mentorship programs, and recognition initiatives. These efforts can foster a stronger sense of community and loyalty among employees (Eisenbeiss *et al.*, 2008). Encouraging social interactions and shared experiences can contribute to a more inclusive workplace culture (Dutton *et al.*, 2010).

The positive correlation between economic variables and employee well-being emphasizes the importance of financial stability. Beyond competitive compensation, organizations can offer financial wellness programs, savings plans, and career advancement opportunities. This can alleviate financial stress and enhance employees' overall quality of life (Kang *et al.*, 2020).

Recognizing the financial needs of employees and addressing them can lead to higher job satisfaction and reduced turnover rates (Judge and Bono, 2001). The study's findings regarding multicultural diffusion highlight the significance of cultural diversity within the workplace. An inclusive environment that celebrates diverse backgrounds can enrich the quality of life for employees. Management can implement diversity and inclusion training, mentorship programs, and cultural awareness initiatives. This can create a sense of belonging for employees from various cultural backgrounds and promote mutual respect (Cox and Blake, 1991). A diverse workforce can also lead to more creative problem-solving and innovation (Cox, 1994).

The implications of these findings are substantial for the tourism and hospitality sector. By addressing the multifaceted nature of employee well-being, organizations can improve job satisfaction, reduce turnover, and enhance overall productivity. It's crucial for management to recognize that socio-cultural and socio-economic factors are interconnected and require a balanced approach. Incorporating these insights into organizational policies and practices can create a workplace where employees feel valued, supported, and engaged. This, in turn, can lead to higher guest satisfaction and better business outcomes. Additionally, investing in employee well-being aligns with the broader trend of responsible and sustainable tourism practices, which are increasingly valued by customers and stakeholders. Ultimately, the study's results offer a roadmap for organizations in the tourism and hospitality sector to create an environment where employee well-being thrives, benefiting both the workforce and the industry as a whole.

### **Conclusion**

This comprehensive study has delved into the intricate relationship between socio-economic and socio-cultural factors and the well-being of hotel employees within the tourism and hospitality sector. The findings reveal a balanced demographic profile of employees, with a generally positive outlook on their roles and experiences in the workplace, albeit with

room for improvement in fostering a sense of belonging. Importantly, hotel employees strongly associate their work environment with social development, economic stability, and multiculturalism, all of which have significant positive correlations with their overall well-being. These insights underscore the importance of adopting a holistic approach to employee well-being in the industry. To enhance job satisfaction and quality of life for hotel employees, it is imperative for organizations to invest in initiatives that promote social development, ensure economic stability, and celebrate cultural diversity. By doing so, the tourism and hospitality sector can cultivate a more satisfied and engaged workforce, ultimately contributing to its own growth and success while positively impacting the broader social and economic development of the city.

### *Recommendations and future research direction*

Practical recommendations stemming from this study suggest that hotel management and policymakers in the tourism and hospitality sector should prioritize initiatives aimed at enhancing the sense of belonging among employees. Implementing team-building activities, mentorship programs, and recognition schemes can foster a stronger organizational culture. Moreover, a focus on continuous learning and adaptability should be promoted through training opportunities and skill development programs. To ensure economic stability, competitive compensation packages and benefits should be offered to employees across different income brackets, considering the significant impact of financial well-being on overall job satisfaction. Additionally, the industry should actively promote diversity and cultural integration within the workplace to create a more inclusive environment.

From a theoretical perspective, this study contributes to the literature by emphasizing the need for a comprehensive examination of socio-economic and socio-cultural factors in the context of employee well-being. Future research in this area could explore additional dimensions of well-being, such as mental health and work-life balance, to provide a more

nuanced understanding of hotel employees' experiences. Moreover, investigating how these factors interact with organizational culture and leadership styles can offer deeper insights into the mechanisms driving well-being within the industry.

Managerial recommendations include the implementation of evidence-based policies and practices derived from the study's findings. Organizations should conduct regular assessments of employee well-being and use the data to tailor interventions that address specific areas of concern. Furthermore, fostering a culture of continuous improvement and innovation can keep employees engaged and motivated, contributing to their overall well-being. Embracing technology and digital tools for training and communication can also enhance employees' abilities to interact effectively over distances, a skill that has become increasingly important in the modern workplace.

In terms of future research directions, exploring the long-term effects of socio-economic and socio-cultural initiatives on employee retention, turnover, and career progression could provide valuable insights into the industry's sustainability. Additionally, investigating the impact of external factors, such as economic fluctuations or global events (e.g., pandemics), on employee well-being and the effectiveness of socio-economic support systems could be a fruitful avenue for research. Finally, comparative studies across different regions and cultures can help identify contextual variations in the relationship between socio-economic and socio-cultural factors and employee well-being, contributing to a more nuanced understanding of this complex issue.

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