

A COMPARATIVE STUDY OF JOB EXPECTATIONS OF GENERATION X AND Y EMPLOYEES IN HOTELS OF UDAIPUR

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Abstract *Employee expectations have a great impact on individual performance as well as the overall organizational performance. Employee expectations also affect the workplace environment that determines employee morale, productivity and team-building abilities. Understanding how positive and negative expectations affect the workplace is an important in creating a harmonious workplace.*

With an age gap of nearly 50 years between the oldest and youngest employees in some organizations, there is a broad range of perspectives, needs, expectations, job profile, money and attitudes. In the current scenario workplace is most definitely a multigenerational one. Each generation has its own set of expectations, needs, values and working styles.

Generation X refers to the group of people born between the years of 1964 and 1979 following the traditionalist in Indian context. This generation came of age during the boom of technology. Generation Y refers to the group of people born between the years of 1980 and 2000 following the Generation X in Indian context. They are a diverse generation with an open mind and acceptance for differences in race, gender and ethnicity. Gen Y are independent, techno-savvy, entrepreneurial hard workers who thrive on flexibility.

A sample size of 60 employees from generation X and 60 employees from generation Y of the total population has been taken. Primary data has been collected by using questionnaire based on Likert's scale. Questions are framed in such a way that the answers reflect the ideas and thoughts of the respondents with regard to various parameters of job expectations.

Keywords: *Hotel Industry, Job Expectations, Gen. X, Gen. Y*

INTRODUCTION

Workplace employee expectations have an effect on every person in the organization, from the employees to the company owner. Employee expectation helps to develop the prevailing workplace environment that determines employee morale, productivity and team-building abilities. Understanding how positive and negative expectations affect the workplace is an important tool in creating a harmonious workplace.

With an age gap of nearly 50 years between the oldest and youngest employees in some organizations, there is a broad range of perspectives, needs, expectation, job, money and attitudes floating around the office. In current scenario workplace is most definitely a multigenerational one. Each

generation has its own set of expectations, needs, values and working styles.

Generation X

Generation X refers to the group of people born between the years of 1964 and 1979 following the traditionalist in Indian context (Steelcase Inc., 2011). This generation came of age during the boom of technology.

Gen X employee are seen to be in the best position in the job market at the moment as they are set to step up to the plate and fill the leadership roles when the boomers retire. Where boomers have the experience, Gen X employees also have the qualifications to go with it.

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Generation Y

Generation Y refers to the group of people born between the years of 1980 and 2000 following the Generation X in Indian context (Steelcase Inc., 2011). They are a diverse generation with an open mind and acceptance for differences in race, gender, ethnicity, and sexual orientation. Gen Y are independent, techno-savvy, entrepreneurial hard workers who thrive on flexibility.

REVIEW OF LITERATURE

Fernandes hyde (2013)

This study aims to address six points: demography, compensation lifestyle, work values, individual values and work life balance. This study focused on gathering information from both generations in order describes the priorities. He found that both Generations want to do work very hard and finish the work in given time. Creativity and functional working place important role on work place.

Rajput & Marwal (2012)

The purpose of this Research was to make a comparison of generation X and generation Y work life balance. According to this research generation X gave more importance to loyalty and dedication and commitment for the corporate career. They also gave more importance to their family related goals as compare to career related goals. They found about gen Y that they have an obsession for career development where as their counterparts (Gen. X) gave more importance to life related issues, like having flexible work schedule prioritizing proximity of workplace near to home, heaving financial stability as they have family at their backdrop as main focus.

The final result is different on some issues and mostly generation X and generation Y employee maintaining work life balance on their choice.

Zopiatis and Kaprdis (2011): revealed that differences do exist amongst the two prevailing generations, X and Y, in the hospitality workplace. In the perception of the majority of the interviewees these differences are translated into a generational ‘gap’.

Ali Balc and Sütheyla Bozkurt (2013) they did comparative study on gen X and Gen Y teachers they found that gen x identify themselves more committed to their organisation. Also found teachers of gen x are more goal focused to organisation as well as personal. Further they found Gen Y

wants to use high technology and values performance and skills rather than rank compared.

OBJECTIVES OF THE STUDY

- To measure the job expectation level of generation X and generation Y in hotel.
- To compare the job expectation level of generation X and generation Y in hotel.

RESEARCH DESIGN

The research design used for this study is of the descriptive type. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or a group.

Sample Size: 60 employees from generation X and 60 employees from generation Y of the total population through convenience sampling.

Data Collection: The primary data was collected by using questionnaires. The questionnaire has 22 questions.

Questionnaire Schedule: Questions were framed in such a way that the answers reflect the ideas and thoughts of the respondents with regard to level of expectation of various factors of job expectation.

The liker scaling techniques has been used for each question in the interview schedule.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

ANALYSIS & INTERPRETATIONS

1. Opinion on job to allow use creativity of Gen. X and Gen. Y

Table 1

Mean Score of Gen. X	Mean Score of Gen. Y
3.7	4.6

Interpretation: From the above table it can be seen that employees of hotel who belong to generation X agreed with the above statement where as employees of generation Y were found highly or strongly agree with above statement.

2. Opinion on enjoyable workplace of Gen. X and Gen. Y in Hotel.

Table 2

Mean of Gen. X	Mean of Gen. Y
4.0	4.4

Interpretation: From the above table it can be seen that employees of hotel who belong to both generation X and Y expect that the working place should be enjoyable.

3. Opinion on Identify self with job

Table 3

Mean of Gen. X	Mean of Gen. Y
3.5	4.2

Interpretation: From the above table it can be observed that employees of hotel who belong to generation X agreed with the above statement where as employees of generation Y were found highly or strongly agree with above statement.

4. Opinion on provide knowledge of and training at workplace

Table 4

Mean of Gen. X	Mean of Gen. Y
4.0	4.6

Interpretation: According to the above table it can be observed that employees of hotel who belong to generation X agreed with the above statement where as employees of generation Y were found highly or strongly agree with above statement.

5. Opinion on promotion basis of working performance not ranks Identify of Gen. X and Gen. Y employees in Hotel.

Table 5

Mean of Gen. X	Mean of Gen. Y
2.6	4.3

Interpretation: From the above table it is found that employees of hotel who belong to generation X were found neutral with promotion on basis of working performance where as employees of generation Y were found highly or strongly agree with above statement.

6. Opinion on Job Development Training to be Functional

Table 6

Mean of Gen. X	Mean of Gen. Y
3.5	3.9

Interpretation: According to the above table it can be said that employees of hotel who belong to generation X are neutral with the above statement where as employees of generation Y were found agree with above statement.

Opinion on promotion Basis of skill rather than rank in work place of generation X and Generation Y employee in hotel.

Table 7

Mean of Gen. X	Mean of Gen. Y
2.6	4.1

Interpretation: From the above table it can be seen that employees of hotel who belong to generation X disagreed with the above statement where as employees of generation Y were found agree with above statement.

8. Opinion on do not want job to be just a tool to pay our bills of Gen. X and Gen. Y employees in Hotel.

Table 8

Mean of Gen. X	Mean of Gen. Y
3.3	4.0

Interpretation: From above statement employees of gen x could not make any statement however, Gen Y agreed that job should not be just a tool to pay bills.

Opinion on work with people who have good human relation instead of with developed technical skill of Gen. X and Gen. Y employees in Hotel.

Table 9

Mean of Gen. X	Mean of Gen. Y
3.9	4.0

Interpretation: According to the above table it can be said that both Gen X and Gen Y employees of hotel want to work with people who have good human relation instead of with developed technical skill.

Opinion on Receive a salary in line with my educational level and experience of Gen. X and Gen. Y employees in Hotel.

Table 10

Mean of Gen. X	Mean of Gen. Y
3.2	4.2

Interpretation: With regard to salary in line hotelier of Gen X were found neutral however, hotelier of Gen Y highly agreed with regard.

11. Opinion on more payment to work more of Gen. X and Gen. Y employees in Hotel.

Table 11

Mean of Gen. X	Mean of Gen. Y
4.4	4.3

Interpretation: Both generations X and Gen Y hotelier strongly mentioned that for working more they should be paid more.

- 12. Opinion on flexible working hours in hotel for Gen. X and Gen. Y employee.

Table 12

Mean of Gen. X	Mean of Gen. Y
1.5	2.5

Interpretation: Employees of both the generations marked their disagreement with the flexible working hours in Hotel.

- 13. Opinion on high technology to be efficient in job

Table 13

Mean of Gen. X	Mean of Gen. Y
3.1	3.9

Interpretation: With regard to high technology to be efficient in job Gen X hotelier were found neutral However, Gen Y agreed for the same.

- 15. Opinion on do not expect rigid rules at work place

Table 15

Mean of Gen. X	Mean of Gen. Y
3.5	3.8

Interpretation: From the above table it can be observed that both Gen X and Y do not want rigid rules at work place with mean score of 3.1 & 3.9.

- 17. Opinion on commitment with my colleagues in hotel

Table 17

Mean of Gen. X	Mean of Gen. Y
3.4	3.9

Interpretation: It is denoted that both Gen X & Y want to be committed with their colleagues.

Opinion on respect colleagues in workplace not only experienced level but they act in a certain way that earns respect.

Table 18

Mean of Gen. X	Mean of Gen. Y
3.8	4.4

Interpretation: Similarly with regard to above statement both Gen X and Y were found agreed.

- 19. Opinion on do not want experienced employee oppress young employee.

Table 19

Mean of Gen. X	Mean of Gen. Y
2.6	2.6

Interpretation: From the above table it can be said that employees of hotel who belong to generation X and Y are neutral with the above statement.

- 20. Opinion on young employee to be respectful towards experienced employee at workplace.

Table 20

Mean of Gen. X	Mean of Gen. Y
3.4	4.2

Interpretation: It is depicted that employees for Gen X are agreed with statement “young employees to be respectful towards experienced employees. However, Gen Y employees found strongly agreed with this regard.

- 22. Opinion on leadership qualities to superiors employee of Gen. X and Gen. Y employees in Hotel.

Table 22

Mean of Gen. X	Mean of Gen. Y
4.1	4.3

Interpretation: From the above table it can be seen that employees of hotel who belong to generation X were agreed with the above statement where as employees of generation Y were found strongly agreed with above statement.

- 23. Opinion on participate decision regarding individual in workplace

Table 23

Mean of Gen. X	Mean of Gen. Y
4.1	4.3

Interpretation: From the above table it is found that employees of hotel who belong to generation X agreed with the above statement where as employees of generation Y were found strongly agreed with above statement.

- 24. Opinion on concord between the organisation goals and personal goals in workplace.

Table 24

Mean of Gen. X	Mean of Gen. Y
3.8	4.0

Interpretation: It is depicted that both Gen X and Gen Y employees are agreed with above statement with the mean score 3.8 and 4.

CONCLUSIONS

It is concluded from the above discussion that hotels employees are highly expected with the work itself, salary, working time, job security, creativity, respect, decisions, training. The employees of generation X and generation Y in hotel feel happy with their work and mostly agreed with creativity instead of routine work place. They want enjoyable workplace.

SUGGESTIONS

- Appropriate promotion policies should be adopted.
- Fair amount should be paid to the employees for their work.
- Job security should be provided to the employees, so that they remain in the organization.

- Organization should adopt such type of evaluation technique which evaluates the performance of employee fairly.
- Organization should encourage employees to set limits on where work stops and home life begins.
- Employees should reward for the innovative ideas.

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