

## **A Study on Impact of Sustainable Organisation Practices on Employee Work-Life Balance on Selected Companies of Hotel Industry of Hyderabad**

**Medha Gadale**

Student of BBA (Bachelor of Business Administration), Department of Management Studies, Bhavan's Vivekananda College of Science, Humanities and Commerce, Sainikpuri, Secunderabad.

**Dr.V. Ashwini**

Assistant Professor, Department of Management Studies, Bhavan's Vivekananda College of Science, Humanities and Commerce, Sainikpuri, Secunderabad.

### **ABSTRACT -**

*A Sustainable Hotel Industry is known for its demanding work environment. It faces various kinds of investigations and surveys regarding the sustainability of its organisational practices and their impact on employee well-being. Work-life blend is the seamless fusion of career and personal pursuits. Personal life includes the intersection of family and friends with the work environment. This study explores how sustainable organizational practices impact the work-life balance of employees within chosen hotel companies in Hyderabad. It aims to showcase various kinds of stress experienced by the employees of several hotels and restaurants. The research helps to understand the stress dealt by the hotel staff and management with quantitative surveys to assess the correlation between sustainable practices and employee Work-Life Balance. The data collection for this study is done through secondary data. The data is collected from selected hotels in and around Hyderabad and through various research articles. Lastly, the study helps to understand the relationship between how Sustainable Organizational practices implemented in the organisation are leading to effective work-life balance of employees.*

**KEYWORDS-** Sustainable Organisation, Work-life balance, Employee Wellbeing, Job Satisfaction and Hotel Industry.

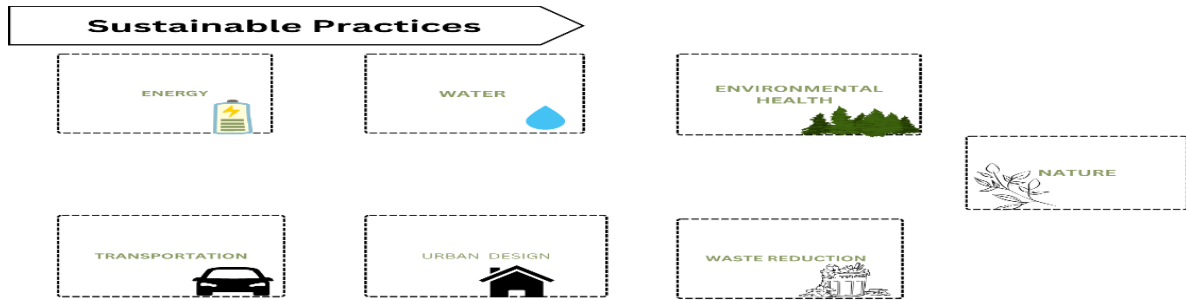
### **INTRODUCTION-**

Hotel Industry has its way of developing and facing new challenges. The hotel industry, a crucial segment of the broader hospitality sector, is vital in global tourism and business travel. It encloses various establishments, from luxury resorts to simple hotels. It helps in setting up budget accommodations and extended-stay facilities. The hotel industry plays a pivotal role in the global economy, constantly adapting to meet evolving traveller preferences and demands. The hospitality industry, particularly the hotel sector, is characterized by its dynamic and demanding nature, often requiring employees to work extended hours in high-pressure environments. Navigating these challenges poses a substantial hurdle to achieving a healthy work-life balance (WLB), a cornerstone for enhancing employee well-being, job satisfaction, and overall organizational prosperity.

According to Tromp, Debbie, and Blomme, Robert. (2012), Hotel employees deal with long hours, heavy workloads, shift duties, and demanding customers, which are familiar challenges in the hospitality industry. The Human Resources department in hotels has evolved significantly from its traditional focus on just recruitment and selection to encompass a broad range of strategic activities. It now also involves training and development in the organization. Work-life balance (WLB) refers to the harmony between one's work duties and personal life. Achieving a proper WLB is essential for physical health, mental well-being, and job satisfaction, enhancing employee productivities. While technological advancements and high work demands present significant challenges, there are effective strategies that both employees and employers can implement to improve the balance between workload and personal life. Many organizations are seeking a strategic approach in sustainable practices to enhance employee WLB and foster a supportive work environment.

Sustainable development is a multifaceted and dynamic approach that seeks to harmonize economic growth, social equity, and environmental protection. Sustainable development represents a transformational approach to growth that balances present needs with the ability to meet future generations' demands. Sustainable practices in the hotel industry involve adopting environmentally friendly, socially responsible, and economically viable strategies to minimize the environmental footprint and enhance the well-being of guests, staff, and local communities. Hotels are increasingly implementing energy-efficient systems, such as LED lighting, smart thermostats, and renewable energy sources like solar panels to reduce energy consumption. Social sustainability practices include fair labour policies, employee training programs, and community engagement initiatives.

By promoting a culture of sustainability, hotels can attract clients and customers. These practices help improve work-life balance, increasing job satisfaction and reducing turnover.



**Figure No.1.1**

The primary purpose of this study is to explore how sustainable organizational practices affect the employee work-life balance in selected hotels within Hyderabad's dynamic hospitality sector. This study fills the gap in understanding the employee's well-being and overall job satisfaction received from this sector. Its main aim is to reach valuable insights into the benefits of sustainability in the industry's development. This study aims to underscore the importance of sustainable practices not only for environmental stewardship but also for improving employees' quality of work life in the hotel industry. Maintaining a healthy WLB helps manage an employee's professional commitments with their personal and family obligations. However, from an employer's viewpoint, it might be difficult to create a productive office environment that encourages workers to concentrate on their jobs during working hours. Additionally, it provides a fresh take on human resource management principles meant to promote the achievement of a healthy balance among workers' work and personal lives. The hotel or hospitality sector depends heavily on a large workforce to operate efficiently. This leads to understanding the balance of work and personal life. It also leads to reaching the ultimate goal of becoming a sustainable organization. Due to heavy workload, almost 80%-90% of employees have improper balance and arise of problems between work and personal life. Work-life imbalance can have profound effects on individuals, organizations, and society. This can lead to consequences such as Mental and Physical Health Issues, Reduced Job Satisfaction, Strained Relationships with family and friends, Generational Impact, Social and Economic instability, Reduced Productivity, Increased Turnover, Lower Employee Morale, and lastly Heavy Damage to the Reputation of the Organisation. In summary, the hotel industry in Hyderabad is at a pivotal point where the integration of sustainable organizational practices and the enhancement of employee work-life balance are becoming essential for long-term success. This study aims to explore the intricate relationship between sustainability initiatives and employee well-being, providing a focused examination of selected hotels in Hyderabad. This comprehensive approach will not only enhance the sustainability of hotel operations but also promote a healthier, more balanced, and productive workforce.

### **LITERATURE REVIEW-**

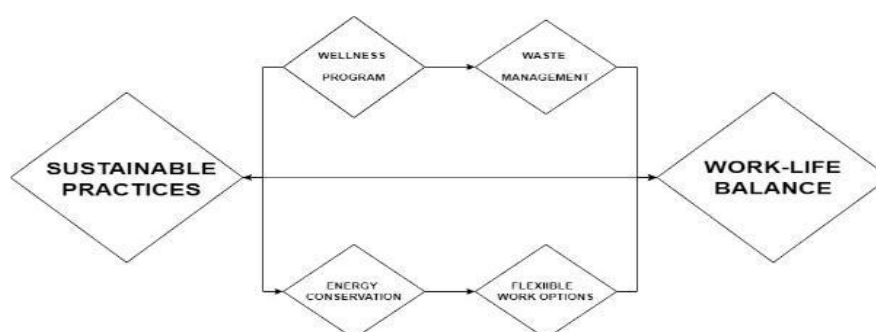
In 1903, Jamshedji Tata established India's first grand hotel in Mumbai, marking a significant milestone in the country's hospitality sector (Allen, 2008). This pioneering effort laid the foundation for subsequent developments in the Indian hotel industry, which later saw the establishment of standards and objectives through the Hotel Standards and Rate Structure Committee in 1956, under the leadership of M.S. Oberoi (Seth, 2006). In the competitive hotel industry, qualified and skilled manpower serves as a strategic advantage. HR practices in the hotel industry, highlighting the impact of monetary benefits, non-monetary benefits, work-life balance, and career growth on employee satisfaction and performance. Today, HR departments play a pivotal role in attracting, retaining, and developing skilled manpower, which is crucial in a labour-intensive industry like hospitality (Dr. Arun Sherkar and Saurabh Kothawade ,2020). Effective HR practices not only impact employee satisfaction and performance but also contribute to organizational culture and productivity (Wan-Jing April Chang, 2010). The hotel industry has increasingly embraced sustainable organizational practices, driven by regulatory pressures, consumer demand, and a growing awareness of environmental issues. In response to regulatory pressures and growing environmental awareness, hotels in Hyderabad and Bangalore have embraced sustainable organizational practices. These practices include energy-efficient systems, waste management strategies, and corporate social responsibility initiatives (Bogdanovic & Zientara, 2008). The research underscores the significant impact of these practices on employee work-life balance. Employees in organizations with strong sustainability practices report higher job satisfaction and better work-life balance (Lee & Shin, 2020). This is crucial in a sector known for its demanding work environment, characterized by long hours, high stress, and irregular shifts (Derry, 2014). Swamy (2007) described work-life balance as a method that seeks to provide employees with the opportunity to balance their work with the obligations and interests, they have outside of their jobs. This study examines the relationship between Work-Life Balance, Employee Turnover, and Work Pressure and Stress with an understanding of Sustainable Practices in this sector.

Hotel Industry is a labour-intensive industry, and employees often face long hours, low pay, and a high amount of stress. The integration of sustainable practices in hotels can directly impact employee's work-life balance.

Work-life balance (WLB) is crucial for employee satisfaction and productivity in the hotel industry. Poor WLB negatively impacts employees' psychological well-being and family life. The Enhancement in WLB can improve job commitment and performance of employees and may benefit the organization's success (Dr.S. Damayanthi Edirisinghe and Hasanthi Dileka,2019). Long hours, overtime, and job stress negatively impact employee performance and satisfaction. Employees often prioritize work over personal life, leading to missed family occasions. Future research should focus on productivity-enhancing work-life balance strategies (Dr. Swati Manoj Yeole, Dr. Archana Borde Sinhgad and Dr. Sachin R. Wankhede,2023). WLB in hotels include round-the-clock work shifts with unsocial long hours, heavy workload shift duties, often low payments, and low status within their existing jobs. Work-life balance is linked with other roles in other areas of Life (Shell, 2014). Addressing work-life balance issues not only enhances employee well-being but also contributes to organizational sustainability by reducing turnover rates and improving overall productivity (Kalliath & Brough, 2008). Culturally sensitive approaches to HR practices are essential, considering the diverse workforce in India's hospitality industry (Chatterjee & Kapoor, 2017). The linkage between WLB and organization sustainability has arisen as a topic of great interest for both scholars and practitioners in an era of quickly changing workplaces and rising attention to employee well-being (Yachana Sharma and Dr. Krishan veer Singh (2023). The biggest challenges of working in the hospitality industry are Poor pay packages and Poor Work-life Balance for employees. (Milind A. Peshave and Dr. Rajashree Gujarathi (2014). Afsar, B., Badir, Y. F., & Kiani, A. (2016) and others underscored how flexible scheduling and supportive workplace policies contribute to reduced work-family conflict and increased job satisfaction among hospitality employees. Sustainable organizational practices aim to meet current needs without compromising future generations. In the hotel industry, these practices encompass a wide range of activities. In the hotel industry, these practices include the implementation of energy-efficient systems, waste management strategies and the sourcing of sustainable materials (Bogdanovic & Zientara, 2008). Thus, Sustainable Practices in hotels include energy efficiency, waste reduction, and corporate social responsibility (CSR). Integration by sustainable organizational practices in Hyderabad's hotel industry has shown promising effects on employee work-life balance. Milkie and Peltola (1999) emphasized that happy relationships are associated with a greater sense of achievement in the work-family relationship. Work-family culture has been described as common opinions, beliefs, and values about the degree to which an organization promotes and values the integration of work and family life for employees (Thompson, Beauvais, and Lyness 1999).

Human Resources is a key factor in the hotel sector and hospitality industry. Recruiting environmentally aware candidates includes using tests to assess their views and knowledge on environmental issues. (Renwick, D. W. S., Redman, T., & Maguire, S. (2013). As sustainability continues to shape the future of the hotel industry, it is crucial for further research to explore specific practices and their impact on various dimensions. This study aims to see through the impact of Sustainable Organizational Practices Implemented in the Hotel industry, Interrelation between Work-life Balance and Employee performance. In conclusion, this review highlights the transformative impact of sustainable organizational practices on employee work-life balance in Hyderabad's hotel industry. By aligning business strategies with environmental and social responsibility, hotels can create a more sustainable and harmonious workplace, benefiting both employees and the organizations.

### **Conceptual Model-**



**Figure No.1.2**

### **Methodology-**

This study assesses how sustainability practices affect an employee's work-life balance in the hotel industry. Data is collected from secondary sources to ensure reliability and comprehensiveness. The research brings into light the practices used in the industry for the wellbeing of its employees. The research also measures the extent of sustainable practices which includes energy-saving incentives, waste reduction programs, and employee wellness activities are impacting the work-life balance of employees. The data provided has been taken into consideration from organizations of high level such as 5-star and 7-star hotels.

### **Conceptual Analysis & Discussion-**

**1) Case Study: The Park Hotels:** Park Hotels, known for luxury and contemporary design, have integrated sustainability into their operations. This case study examines the impact of these sustainable initiatives on employee work-life balance.

#### **Sustainable Practices and its Impact:**

- **Energy Efficiency:** Using LED lighting and energy-efficient HVAC systems creates a comfortable and stable work environment, reducing stress and enhancing job satisfaction.
- **Water Conservation:** Water-saving fixtures and recycling systems ensure a smooth work environment with fewer resource management issues, positively affecting work-life balance. **Waste Management:** Recycling and reducing single-use plastics result in a cleaner workspace, reducing stress and improving well-being.
- **Sustainable Sourcing:** Prioritizing local and sustainable products aligns with employees' values, boosting their satisfaction and engagement.
- **Green Building:** Features like improved insulation and natural ventilation improve indoor quality, reducing health issues and stress.
- **Employee Involvement:** Training programs on sustainability and active involvement in green initiatives foster community and enhance job satisfaction.

The Park Hotels' sustainability practices create a supportive and engaging work environment, reducing stress and increasing job satisfaction. This improves employees' work-life balance, demonstrating sustainability's role in enhancing well-being and organizational success.

**2) Case Study: Marriott-Marriott** comprehensive sustainability strategy focuses on reducing environmental impact and promoting responsible practices.

#### **Sustainable Practices and its Impact:**

- Energy-efficient lighting, advanced HVAC systems, LEED certifications, robust waste management, sustainable sourcing, and water conservation measures. These practices create a healthier work environment by improving air quality and natural lighting, reducing stress through efficient operations, and enhancing employee engagement by aligning with their values.
- Community involvement and wellness programs further contribute to employees' physical and mental well-being.

Overall, Marriott's sustainability efforts foster a supportive and balanced work environment, leading to improved employee satisfaction and work-life balance.

**3) Case Study: Hyatt Hotels:** Hyatt Hotels Corporation actively implements sustainability initiatives to minimize environmental impact and promote responsible practices.

#### **Sustainable Practices and its Impact:**

- Energy-efficient lighting and HVAC systems, water conservation through low-flow fixtures and recycling programs, and waste reduction via recycling and composting. Hyatt also emphasizes sustainable sourcing, green building certifications, and community engagement.
- By training staff on sustainability and investing in renewable energy, Hyatt aims to reduce its carbon footprint. These practices not only benefit the environment but also create healthier, more comfortable work environments, enhance employee satisfaction, reduce stress, and support overall

well-being. This commitment fosters a supportive work culture, contributing to better work-life balance for employees.

**4) Case Study: ITC Hotels-**ITC Hotels, part of the Indian Hotels Company Limited (IHCL), integrates sustainability into its operations with energy-efficient technologies, water conservation measures, and comprehensive waste management programs.

#### **Sustainable Practices and its Impact-**

- The company prioritizes sustainable sourcing and green building certifications like LEED and IGBC, focusing on reducing its carbon footprint and engaging in community development. Employees are trained in eco-friendly practices. These sustainability initiatives enhance the work environment by improving air quality, natural lighting, and overall comfort, reducing stress and promoting well-being. Employees feel engaged and satisfied, aligning with company values, which boosts morale and pride.
- Wellness programs and flexible work arrangements support health and work-life balance.
- Community involvement and sustainability training foster a sense of purpose and connection, contributing to job satisfaction and a positive corporate culture.

ITC Hotels sustainability efforts create a supportive and balanced work environment, benefiting employees and the community.

**5) Case Study: Trident Hotels-**Trident Hotels, part of the Oberoi Group, integrates sustainability into its operations through various initiatives, contributing to a healthier and more supportive work environment.

#### **Sustainable Practices and its Impact-**

- Energy efficiency with LED lighting and renewable energy sources, water conservation through low-flow fixtures and recycling systems, and comprehensive waste management with recycling and composting programs.
- Sustainable sourcing, green building certifications, and community engagement further highlight their commitment. These efforts reduce operational inefficiencies, leading to less workplace stress and a more organized environment. Employees benefit from healthier air quality and natural lighting, wellness programs, and training on eco-friendly practices.
- Additionally, involvement in sustainability initiatives fosters a sense of purpose and fulfilment, enhancing job satisfaction. Overall, Trident Hotels' sustainability practices support employees' well-being and work-life balance, making it a positive and engaging workplace.

The study shows that sustainable practices in the hotel industry, like energy efficiency and water conservation, significantly enhance work-life balance by reducing stress and creating a healthier work environment. Waste management and green building features contribute to a cleaner, more organized space, fostering physical and mental well-being. Moreover, aligning company values with sustainability and actively involving employees in green initiatives boosts morale and job satisfaction. These practices not only help employees but also strengthen the hotel's reputation and operational efficiency, creating a win-win situation.

#### **Findings:**

In the hospitality industry, leading hotel chains are transforming their operations through sustainability practices. This analysis explores how these green initiatives impact employee work-life balance, drawing insights from The Park Hotels, Marriott, Hyatt Hotels, ITC Hotels, and Trident Hotels.

#### **Foundational Elements of Hotel Sustainability:**

**Energy Efficiency:** The use of LED lighting, energy-efficient HVAC systems. The Impact of this resulted by providing a stable work environment, reducing stress and boosting satisfaction.

**Water Conservation:** The use of Water-saving fixtures, recycling systems. It resulted in Smooth resource management translates to less operational stress and better work-life balance.

**Waste Management:** Hotels started with initiatives like comprehensive recycling programs and seeing through minimizing of single-use plastics. This helped in maintaining cleaner workspaces, reducing stress and enhancing well-being.

**Sustainable Sourcing:** Prioritizing the usage of local and sustainable products. This helped in aligning with employees' ethical values, increasing job satisfaction and engagement.

**Green Building:** The Hotels are enhanced insulation, natural ventilation, green certifications (LEED, IGBC). This helps in improving air quality and reduces health issues, contributing to lower stress levels.

**Employee Engagement:** The conducting of various Sustainability training programs, and an active participation in eco-friendly initiatives. This leads to fosters community and purpose, heightening job satisfaction and engagement.

#### **Case Review:**

1. **The Park Hotels:** The unique approach was by merging luxury with sustainability. The sustainable practices done included energy efficiency, water conservation, waste management, sustainable sourcing, green building, employee engagement which resulted in stress reduction and increased job satisfaction foster improved work-life balance.

2. **Marriot:** The unique approach involved extensive sustainability strategy. The sustainable practices included advanced energy systems, LEED certifications, waste management, sustainable sourcing, water conservation, and community and wellness programs. Resulted in healthier work environment and enhanced employee engagement lead to better work-life balance.

3. **Hyatt Hotel:** The strong focus of this is by minimizing environmental impact. It included energy-efficient systems, water conservation, waste reduction, sustainable sourcing, green building, community engagement, staff training, and renewable energy. Creating of healthier and more comfortable work environments that enhanced satisfaction and work-life balance.

4. **ITC Hotels:** They used Comprehensive integration of sustainability. The sustainable practices include energy-efficient technologies, water conservation, waste management, sustainable sourcing, green certifications, community development, eco-friendly training. These practices led to an improved work environments and reduced stress lead to enhanced well-being and work-life balance.

5. **Trident Hotels:** The Integrating of sustainability into their operations. The sustainable practices were energy efficiency, water conservation, waste management, sustainable sourcing, green certifications, community engagement, wellness programs, eco-friendly training.

It helped in an Organized, healthy workspaces and heightened job satisfaction support better work-life balance.

Sustainable practices in the hotel industry serve as more than just environmental strategies also helps employees in managing the work-life balance by:

- Reduction of Stress through efficient, healthy work environments.
- Enhancing Well-being via improved physical and mental health conditions and conducting various workshops and seminars based on the same.
- Boosting Job Satisfaction by aligning organizational values with sustainability and fostering employee involvement.

These practices not only elevate employee experiences but also enhance the hotel's reputation and operational efficiency, creating a win-win scenario that underscores the holistic benefits of sustainability.

#### **Conclusion:**

From above research, it's evident that there is much more improvement required in this sector. The study shows that sustainable practices in the hotel industry greatly enhance employees' work-life balance by fostering a more comfortable, healthy, and less stressful work environment. Aligning with employees' values boosts their engagement and job satisfaction. Additionally, involving staff in sustainability efforts and training fosters a sense of community and purpose. Overall, sustainability benefits the environment and significantly improves employees' quality of life, proving to be a beneficial strategy for both the workforce and the organization.

#### **Future Scope of Research:**

- Exploring furthermore research on sustainable practices and its impact employee well-being over time.
- Comparing the effects of various sustainability initiatives across various hotels in various places.

- Study how the impact of sustainability practices varies by employee demographics and roles.

## **References:**

1. Afsar, B., Badir, Y. F., & Kiani, A. (2016). "The Influence of Green Work Practices on Work-Life Balance and Job Satisfaction: The Role of Organizational Support." *International Journal of Green Economics*, 10(3), 205-220.
2. Allen, C. (2008/2014). "The Taj Mahal hotel will, as before, survive the threat of destruction." *The Guardian* <https://www.theguardian.com/commentisfree/2008/dec/03/taj-mahal-hotel-mumbai>
3. Arun Madanaguli, Amandeep Dhir, Rojers P. Joseph, Norah Ali Albishri & Shalini Srivastava (2023) Environmental sustainability practices and strategies in the rural tourism and hospitality sector: a systematic literature review and suggestions for future research, *Scandinavian Journal of Hospitality and Tourism*, 23:1, 1-28
4. Bogdanowicz, P., & Zientara, P. (2008). "Determinants of Sustainable Development in the Hotel Industry." *International Journal of Hospitality Management*, 27(4), 579-589.
5. Chatterjee, S., & Kapoor, P. (2017). "Work-Life Balance in the Contemporary Workplace: Insights and Strategies." *International Journal of Human Resource Management*, 28(4), 563-578.
6. Deery, M., Jago, L., & Jago, L. (2015). "Work-Life Balance in the Tourism Industry: Case Study." *International Journal of Hospitality Management*, 27, P453-472.
7. Dr. Arun Sherkar and Saurabh Kothawade, Impact of Human Resources Practices on Employees in Hotel Industry in Pune City (2020), *Journal of Scientific Computing*, Volume 9 Issue 5
8. Dr. S. Damayanthi Edirisinghe and Hasanthi Dileka. (2019). "Work-Life Balance Practices Among Hotel Employees in SMEs: Multiple Regression Analysis." *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 24(10), Series 12.
9. Ganapathy S. Natarajan and David A. Wyrick, Members, IAENG, Framework for Implementing Sustainable Practices in SMEs in the United States, Volume no.1, ISBN: 978-988-18210-6-5 ISSN: 2078-0958 (Print); ISSN: 2078-0966 (Online).
10. Kalliath, T., & Brough, P. (2008). "Work-Life Balance: A Review of the Meaning of the Balance Construct." *Journal of Management & Organization*, 14(3), 323-327.
11. Lee, J., & Shin, K. (2020). "The Impact of Work-Life Balance on Job Satisfaction: A Study of Employees in South Korea." *Journal of Business Psychology*, 35(3), 345-359.
12. Milkie, M. A., & Peltola, P. (1999). "Playing All the Roles: Gender, Marital Status, and the Work-Family Balancing Act." *Social Forces*, 77(2), 743-774.
13. Milind A. Peshave and Dr. Rajashree Gujarathi. (2014). "Impact of Employment Practices Adopted by Hotels on Productivity of Its Employees – A Comparative Study Between Hyderabad and Bangalore Cities." *Human Resource Reflection*, 1(4), 021-033. ISSN(ONLINE): 2348-7518.
14. Renwick, D. W. S., Redman, T., & Maguire, S. (2013). "Green Human Resource Management: A Review and Research Agenda." *International Journal of Management Reviews*, 15(1), 1-14.
15. Seth, N. (2006). "The Evolution of Hotel Standards and Rate Structures in India." *Journal of Hospitality and Tourism Management*, 13(2), 102-118.
16. Sharma, Y., & Singh, K. (2023). "Strategies for Enhancing Work-Life Balance in Modern Workplaces." *Journal of Workplace Wellbeing*.
17. Sharma, Bishnu, "Review of human resource practices in hospitality and tourism", *Journal of Hospitality*, (2019), Vol.1(1), pp.15-30
18. Shell, M. (2014). "Work-Life Balance and Its Connection to Other Life Roles." *Journal of Occupational and Organizational Psychology*.
19. Soni, Harvinder & Rawal, Yashwant. (2014). Impact of Quality of Work Life on Employee Satisfaction in Hotel Industry. *IOSR Journal of Business and Management*. Volume no.16. 37-44.

20. Swamy, M. (2007). "Work-Life Balance: The Way Forward." *Journal of Human Resource Management*, 6(1), 45-59.
21. Tromp, D., & Blomme, R. (2012). "The Effect of Effort Expenditure, Job Control, and Work-Home Arrangements on Negative Work-Home Interference in the Hospitality Industry." *International Journal of Hospitality Management*, 31, 1213-1221.
22. Thompson, C. A., Beauvais, L. L., & Lyness, K. S. (1999). "When Work-Family Benefits Are Not Enough: The Influence of Work-Family Culture on Work-Family Conflict." *Journal of Vocational Behaviour*, 54(3), 392-415.
23. Vikas Sharma, Work-Life Balance and Job Satisfaction for Hotel Employees in Delhi NCR, India. *International Journal of Asian Business and Management (IJABM)* Vol.3, No.2, 2024: 169-176 <https://journal.formosapublisher.org/index.php/ijabm>
24. Wan-Jing April Chang. (2010). "The Impact of Human Resource Capabilities on Internal Customer Satisfaction and Organizational Effectiveness." *Total Quality Management & Business Excellence*, 21(6), 633-648.
25. Yachana Sharma and Dr. Krishanveer Singh. (2023). "Strategies for Enhancing Work-Life Balance in Modern Workplaces." *Journal of Workplace Psychology and Productivity*.
26. Yeole, S. M., Sinhgad, A. B., & Wankhede, S. R. (2023). "Future Research Directions in Productivity-Enhancing Work-Life Balance Strategies." *Journal of Workplace Psychology and Productivity*.
27. Yeole, Swati, (2023), A STUDY ON WORK LIFE BALANCE IN EMPLOYEES IN 5STAR HOTELS, (volume no.12, Page no.9975-9983)
28. Journal Name-Sage Journals (volume no.33, issue 6) <https://journals.sagepub.com/doi/abs/10.1177/0890117118823165>
29. *International journal of hospitality management*, (volume no. 29, issue no.1) (2010) <https://www.sciencedirect.com/science/article/abs/pii/S0278431909000632>
30. *Journal of Human Resource and Sustainability Studies*, (Vol.4, issue no.1) (2016) <https://www.scirp.org/journal/paperinformation?paperid=64268>
31. *Journal-MDPI-Sustainability*, (vol.11, issue no.23) (2019) <https://www.mdpi.com/2071-1050/11/23/6556#metrics>
32. *Journal-MDPI-Sustainability*, (vol.15, issue no.6) (2019) <https://www.mdpi.com/2071-1050/15/6/5289>
33. *Journal -Frontiers in Psychology* (Volume no.=12, ISSN=1664-1078) (2021) <https://www.frontiersin.org/journals/psychology/articles/10.3389/fpsyg.2021.625550>