

**EFFECTS OF WORKING CONDITIONS ON EMPLOYEE PERFORMANCE
IN TWO STAR HOTELS IN KABARNET TOWN, KENYA**

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**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF HOSPITALITY,
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DECLARATION

The proposal is my original work and has not been presented for award of a degree or for any similar purpose in any institution.

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Date 13/12/23

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Supervisor: This proposal has been submitted with my approval as university supervisor.

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Date 13.12.23

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DEDICATION

I dedicate this project to all trainees who are still undergoing studies in Hospitality management so that they may aim higher in their profession since with prayer and hard work one can never be disappointed.

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OPERATIONAL DEFINITIONS OF TERMS

Working Environment: A work place where work is performed, the culture that a company cultivates and the general conditions of employees.

Employee performance: How an employee fulfills their job duties and executes their required tasks

Safety measures: A set of actions either reducing the frequency of occurrence of a hazard or mitigating its consequences in order to achieve/maintain an acceptable level of risk

Electric codes: A set of regulations for the design and installation of electrical wiring in a building.

Non-freezing injuries: Includes injuries to soft tissues and nerves from prolonged exposure to wet, cold but non-freezing conditions (zero to fifteen degrees centigrade).

ACRONYMS AND ABBREVIATIONS

SPSS- Statistical package for social science

FSA- Food Safety Act

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ABSTRACT

The study will evaluate the effects the effects of working conditions on employees' performance in two star Hotels within Kabarnet town. Most of the employees work under unpleasant conditions with poor remuneration, unfavorable environment to their health and higher injury cases reported. The researcher is to collect data through administered questionnaire. A descriptive and inferential statistics is to be used in analysis. The variables questions will be formulated through a guide from 5 Likert scale and reliability will be evaluated by Cronbach's Alpha. The variables of the study will be working conditions as independent variable and employee performance as the dependent variable. The findings of the research will be used by employees in two star hotels and hospitality industry to improve the working conditions.

Key Words: Working conditions, Employee Performance, Productivity, profitability.

Key words: *working conditions, employee performance, two star hotels*

CHAPTER ONE: INTRODUCTION

1.0 Preview

The chapter includes background of the study, problem statement and purpose of the study, research questions, significance, scope and limitations of the study.

1.1 Background to the study.

Working conditions refers to the demands, environment and terms of a job that influence the satisfaction of employees. John spacey (2008)

Working conditions can be determined by staff welfare which entails physical and physiological needs. Physical needs include proper lighting, low noise levels, optimum temperature and fresh air. Physiological include safe drinking water, clean toilets, medical services and recreational facilities. Sagwa (2015).

Managers forecast, plan, organize, make decisions, communicate, motivate and control the efforts of a group to accomplish predetermined goals. Management establishes the direction that the organization will take. Managers obtain the necessary resources for the tasks to be accomplished and they supervise and monitor group and individual progress towards goal accomplishment. John walker (2016).Major responsibilities of any manager are to stimulate his juniors by motivating them to perform more effectively and efficiently. Morale is the collective attitude of workers towards another, management and their work. Morale is a collective term and includes average of individuals. Good morale means the employees are happy in their work which is a symptom of high productivity. Low morale leads to low productivity and high labor. Denyer and Shaw (2017).Goa shops and establishment Act 1973 is passed by the state government of India to regulate the working conditions of employees. Vijay (2018).

Environment as a determinant of a working condition is composed of noise, lighting, temperature and color with their effects assessed. Employees in two-star hotel within kabarnet town experience unfavorable environment during work performance. Noise for engineering services, the level of noise generated is often closely related to speed of movement of flow. As a rule, fans, motors and diffusers should function well below their maximum output ratings. John (2018). Employees in two star hotels within Kabarnet town also face poor hygiene and sanitation. Kabarnet mired in filth as hotels flush out raw sewage at night. Star news (September 2017) substandard safety measures in two star hotels within Kabarnet town contribute to more accidents faced by employees.

1.2 statement of the research problem

Employees in two star hotels within Kabarnet town, Kenya experience unfavorable environment during work performance. Noise for engineering services the level of noise generated is often closely related to the speed of movement of flow. As a rule fans, motors and diffusers should function well below their maximum output ratings (John R 2018).

Employees in two star hotels within Kabarnet town, Kenya also face poor hygiene and sanitation. Kabarnet mired in filth as hotels flush out raw sewage at night. (Star news (September 2017)). In most Situations, drainage systems provide for separation of foul water from surface water to facilitate sewage treatment. Foul water collecting as sewage is conveyed in drainage system laid at gradients to give a Self-cleaning velocity of about 0.76m/s. It may be necessary to collect and pump the sewage to higher ground for treatment to avoid pollution. Pipe sizes-100 and 150 gradients-Minimum in 80 to 120. Access-at major junctions and changes in direction or gradient. Ventilation – at head of each major and at lowest point. (Marshall Professor and director 2018). Employees in two star hotels within Kabarnet town, Kenya face substandard safety measures.

This has contributed to more accidents in the identified hotels. Consideration must be given to the fire hazard, Maintenance and risk of damage from the use of local materials (timber) in framing or claddings. D.B.A (2018)

1.3 Purpose of the study

The study seeks to determine the effects of working conditions on employee performance, a case study of Paradise, Diwani, Chama star, Rift Hills three two and three star hotels.

1.4 Conceptual framework

Table a

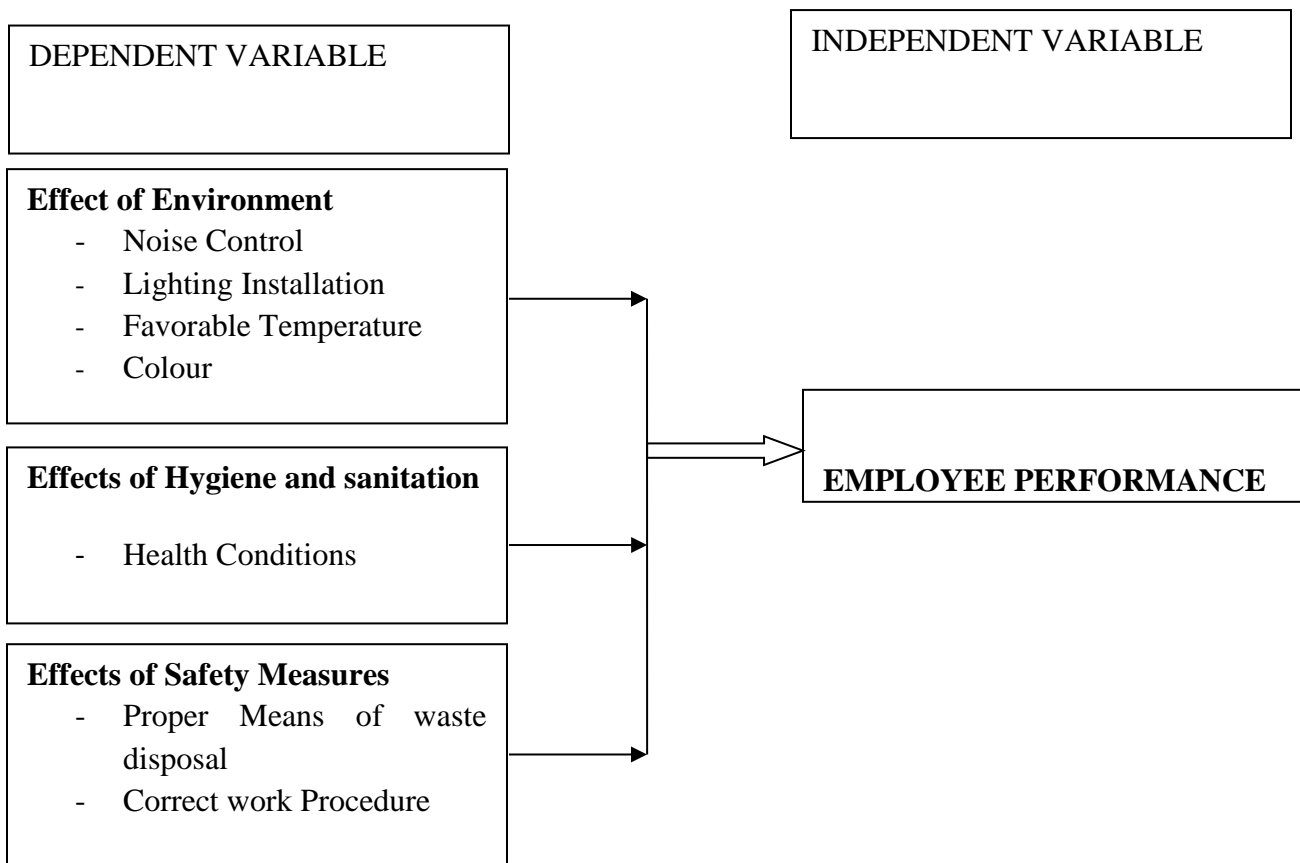


Figure 1.1: Conceptual framework

Source: Researcher June, 2023

1.5 Research Questions

- (i) How would you assess the effect of environment on employee performance in two star hotels within Kabarnet town, Kenya?
- (ii) Which are the effects of hygiene and sanitation on employee performance within Kabarnet town, Kenya?
- (iii) How can you establish the effect of safety measures on employee performance within Kabarnet town, Kenya?

1.5.1 Objectives of the study

1.5.2 General objective

To discuss the effects of working conditions on employee performance in two star hotels within Kabarnet town, Kenya.

1.6 Specific objectives

- (i) To assess the effect of environment on employee performance in two star hotels within Kabarnet town, Kenya.
- (ii) To determine the effect of hygiene and sanitation on employee performance in two star hotels within Kabarnet town, Kenya.
- (iii) To establish the effect of safety measures on employee performance within Kabarnet town, Kenya.

1.7 Research Hypothesis

- H₀₁** There is no significant relationship between environment and employee performance in two star hotels within Kabarnet town, Kenya.
- H₀₂** There is no significant relationship between hygiene and sanitation and employee performance in two star hotels within Kabarnet town, Kenya.
- H₀₃** There is no significant relationship between safety measures and employee performance in two star hotels within Kabarnet town, Kenya.

1.8 Significance of the study

Food and beverage managers will understand more on provision of a suitable environment to enable better employee performance. Scholars will use the study as a source of reference on literature. Customers will get knowledge on safety rules displayed to them outside the buildings i.e. beware of slippery floors.

1.9 Delimitations of study

The study will be carried out in Baringo county, central sub county, Kabarnet town. Chama star, paradise, Diwani and Rift Hills two and three star hotels have been identified.

1.10 Limitations of the study

Low level of education may interfere with respondents who are required to read and write. The researcher will use simpler English that all respondents can understand and also translate in Kiswahili.

Managers in two star hotels spare little time to researchers, the data collection instruments will be sent on time for genuine feedback.

Suspicion over disclosure of confidential information. This might lead to poor feedback. The researcher will explain the use of data collected to respondents.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

The chapter will include data on reviewed literature in relation to the theme of first, second, third and fourth objective. Past research books, journals and newspapers will be used.

2.1 effect of environment on employee performance

Work environment comprises factors that are related to employees' activities and productivity O' (Neil, 2010). Noise, lighting, temperature, design building colour, workplace layout, work station set up, furniture and equipment design, quality and space.

Noise: Sound can be called noise that relies on the individual employee and the employee situation. Noise is a psychological concept which involves more than perception of sound loudness, when sound is turned off mistakes reduces at work place (Bruce, 2008). Noise causes employees distraction lowering productivity (Allen et al., 2010).

Lighting :Humans are affected both psychologically and physiologically by different spectrums provided by various types of light, Daylight have been associated with good mood, enhanced morale, lower fatigue and reduce eye strain. One of the important psychological aspects of daylight is meeting the need for contact with the outside living environment (winter bottom, 2009). Poorly designed and maintained result in glare and case vision problems. (Islam & Ashraf, 2010).

Temperature: Temperature of a workplace is greatly dependent on the work nature. If employees work in rooms that lack windows, poor ventilation, poor weather focus, inability to see out and have a view, there is a feeling of isolation, depression and tension (Olli, William, & QH, 2006). Human body attempts to tolerate idyllic temperature (Bowen, 2010).High

temperatures can lead to decreased cognitive function, decreased alertness and reduced ability to concentrate on tasks..(Lemke, 2019)

Colour: Colour also makes people feel physically and emotionally comfortable at a work place since it improves good mood which contributes to productivity (Hill, 2005).

2.2 Effect of hygiene and sanitation on employee performance

Food premises design refers to the entire facility while the layout is a composed of a small unit within the facility. The size of the facility should be determined by the nature and amount of work to be done. Overcrowded food facility encourages unhygienic practices, poor cleaning and maintenance routines. Infestation by pests can be avoided by not allowing food, harbour. Water and warmth that can support their growth. McLauchlin (2007) According to FSA (1990) all sections of the premises where food related activities are carried out such as hotels and restaurants must be clean and maintained in good repair. The external waste storage areas are paved and raised above ground level. Waste reduction Lockheed (2018) states, we implement a total waste reduction strategy that focuses on minimizing the amount of waste our facilities generate and ensure that it is properly handled according to local, state and international regulations. Regular hand washing is a requirement for all food handlers (Ripping ton, 2008).As a requirement towards personal hygiene, food facility is expected to have different taps for both hot and cold running water.

2.3 Effect of safety measures on employee performance

According to Human Factors Study Group (1993) organizing for safety, a safe and healthy workplace attracts and retains quality employees. It is an asset to a community, operates more efficiently and enjoys a healthy bottom line. The business and workers thrive in a safe, healthy, respectful and a caring environment. NIOSH heat stress (2017) states that workers in bakeries,

laundries, restaurants and kitchens are vulnerable to exposure to accidents from increased irritability, dehydration, heat stroke, cramps, rashes and burns. Engineering controls such as air conditioning, ventilation and use of cooled protective clothing can reduce heat related illnesses. Vischer (2008) report on cold working environment.

2.4 Theoretical Framework

2.4.1 Herzberg's Theory

Working conditions: The environment in which people work has a tremendous effect on their level of pride for themselves and for the work they are doing. Do everything you can to keep your equipment and facilities up to date. A nice chair can make a world of difference to an individual's psyche. Avoid overcrowding and allow each employee his or her personal space. If you have placed your employees in close quarter with little or no personal space, there is tension among them. Deal with hygiene issues first. If you notice employees doing something well, take the time to acknowledge their good work immediately. Workplace environment that is set in place impacts employee morale, productivity and engagement both positively and negatively. Chandrasekhar (2011).

2.5 Summary of identified gaps

The effects of working conditions on employee performance in two star hotels within Kabarnet town is highlighted in three hotels as named below: - Diwani, Paradise, Chamastar, Rift Hill hotel acts as a comparison to the selected two star hotels.

2.5.1 Employee work environment

Rift hill three star hotel acts as a comparison to the two star hotels selected. Diwani two star hotels have much distraction from vehicles along the road and it does not receive good lightning. Employees strain while on duty. At Paradise two star hotels, the employees moderately disagree

to the noise level which distracts them while on duty. The kitchen does not receive good lightning. The temperature in the working areas is very high, the hotel does not have extractor fans. Diwani and Paradise hotel walls painted with colours that are not pleasant to the eye. Chamastar two star hotels agrees that the management has designed the working area considering noise level which should not distract employees the working area receives good lightning. Temperature is favorable and the colour of the establishment is pleasant to the eye. Rift hills three star hotel qualifies in the best employee work environment.

2.5.2 Employee Hygiene and sanitation

At Diwani two star hotels there is poor washing facilities and substandard food storage areas. The equipment is poorly designed and cleaning is a problem. Waste disposal is very poor. Paradise, two star hotel employees moderately disagree. Hand washing facilities are not enough. Food storage areas inadequate and micro-organisms access food. The equipment is not well designed and specific areas to dispose wastes lack. This promotes pests like cockroaches into the establishment. Cham star, a two star hotel moderately disagree that there enough hand washing facilities, good food storage areas and specific areas to dispose wastes. Hygiene and sanitation is low. Rift hills, three star hotel is leading in offering good working conditions to employees

2.5.3 Employee safety measures

Diwani two star hotel employees are not provided with personal protective equipment while on duty. Instructions are not displayed on how to operate some of the mechanical equipment like juakali vegetable cutters. Diwani hotel is risky for employees since they don't have fire exits, assembly points and extinguishers. Paradise two star hotels agree to good food storage areas. Chamastar two star hotel moderately disagree that establishment is well constructed with materials that can avoid accidents. The employees are not provided with personal protective equipment while on duty. Chamastar hotel employees disagree that establishment has fire exits assembly points and extinguishers. Rift hills three star hotel provide the best employee safety measures

CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Introduction.

Research methodology entails research design, study area, target population, sampling techniques, sample size, measurement of variables, research instruments, validity of measurements, reliability of measurements, data collection techniques, data analysis, logical and ethical consideration

3.1 Research design

The study dwells on descriptive research design in order to relate dependent and independent variables of working conditions on employee performance in two star hotels within Kabarnet town. Mugenda and Mugenda 2008

3.2 study areas

The study will be located in Kabarnet town, Baringo central, Baringo County. The town is 89km from Eldoret at the south, south East and 138km to Nakuru town North, North East Campus direction.

3 3 Target population

The study will target all the hotel employees in Restaurant, kitchen and accommodation areas from the specified hotels in Kabarnet town. The population provides a good understanding of working conditions on employee performance in two star hotels. Sample size is to be thirty.

Mugenda and Mugenda {2008} n=30.

3.4 sampling techniques

Simple random sampling technique will be used since each element of the frame has an equal probability of selection.

3.5 sample size

A total of 30 cases are sufficient for analysis of data and reporting Mugenda and Mugenda, (2003). The confidence level in statistical inferences depends on the sample size relative to the population size.

3.6 Measurement of variables

Table a

objectives	Variables	Measurements	Type of analysis
To assess the effect of environment on employee performance.	Independent variable: Noise Lighting Temperature colour Dependent variable: Suitability of engineering services	Ordinal	Descriptive
To examine the effect of hygiene and sanitation on employee performance	Independent variables: Environmental hygiene Dependent variable: Hygiene standards	Ordinal	Descriptive
To establish the effect of safety measures on employee performance	Independent variable: Personal protective equipment Fire prevention Dependent variables: Control of accidents	Ordinal	Descriptive

3.7 Research instruments

The research instruments to be used are questionnaire, interview guide, checklist and camera. The questionnaire will be administered face to face. Closed ended questions will be used in the questionnaire since they can be easily administered. Mugenda and Mugenda (2008).The questions will comprise two sections, A and B. Section. Section A will be used to collect background information while section B will be used to gather information about study variables

on a five point Likert scale. Responses will be in multiple choices. A key is to be used to act as a guide. Likert (1987) Open ended questions will be used in interviewing.

3.8 pre-testing

A pre-test should be conducted before the actual data collection so that the participants may prepare in advance to tackle questions during the study. The meaning and clarity of the questionnaire item used to address the study variable. Summers (2019). The questionnaire will be pre-tested with a small number of respondents in Diwani, Paradise, Cham aster, and Rift Hills hotel two star hotels using a sample size of fifteen respondents selected by random sampling.

3.9 Validity and reliability of the measurements

Content validity is to be used in testing the degree of accuracy. The interval between the scale points should correspond to empirical observation in a metric sense. (Reips 2008).Reliability of measurements is the statistic of choice determining the reliability of a test. It measures the variables. Value of Cronbach's Alpha ranges between zero and one. Reliability cannot be less than zero and can't be greater than one. (Nun ally 2009).

3.10 Data collection Techniques

Qualitative and quantitative data collection technique is to be used. Loosely structured open ended questions will be used in interviewing. They improve insight to the respondents' feelings and motivation. Questionnaires will be distributed on time for filling in of the correct answers. Taking into consideration validity and reliability of measurements, the researcher will sample the respondents. This will take place after seeking permission from the establishments.

3.11 Data Analysis

The analysis will be made on the raw data collected by the researcher. Data cleaning procedure will be done during data entry. Information is to be cumulatively retrievable. Data quality will be assessed through descriptive statistics. Descriptive statistics include mean, median, standard deviation, tubular and graphs. Inferential statistics enables the researcher to infer the sample results to the population. That is checking if all sub groups of the population are represented in the sample. Mark (1997) surveys with confidence, USA.

3.12 Logistical and Ethical considerations

The researcher formulated the problem under study and examined its background. A time plan was and controlled budget was to determine the duration of research and costs incurred. The purpose of study clearly addressed the problem. Conceptual framework related independent to dependent variable since it was an aspect of theory that can vary. Research objectives were smart. Support was provided by county government of Baringo by listing all the hotels as classified in Kabarnet town. The respondents from specified hotels were interviewed and provided with the questionnaire for feedback. Only facts related to the problem under study analyzed. The information was very confidential.

CHAPTER FOUR: FINDINGS AND DISCUSSION

4.0 Introduction

It contains answers to questions given by the respondents during the study. The digits indicated as 1,2,3,4, and 5 stand for : (1)Strongly disagreed.(2)Disagreed .(3)Moderately disagreed,(4)Agreed and (5)Strongly agreed. Mean was used to capture one effect of working conditions on employee performance under employee work environment, the researcher analyzed Noise level, good lighting, favourable temperature and pleasant colour as shown in the table below.

4.1 Employee work environment

	Diwani	Paradise	Chama star	Rift Hills	Mean/Average
Noise level	3	2	3	4	$12=12/4=3$
Good Lighting	4	2	2	4	$12=12/4=3$
Favorable Temperature	5	4	3	4	$16=16/4=4$
Pleasant colour	3	2	2	5	$12=12/4=3$

Table b. Effect of environment on employee Performance

From the Table b above it was observed that Four three star hotels in Kabarnet town moderately disagreed over the point that the management had designed the working area considering noise level which should not distract employees.Noise causes employees distraction lowering productivity. (Allen et al, 2010).

Four three two star hotels in kabarnet town moderately disagreed over the statement that the Hotels received good lighting. Poorly designed lighting results to glare and cause vision problems. The report hat temperature in the working area was neither too high nor cold as affected health was agreed upon. High temperatures can lead to decreased cognitive function, low level of alertness and reduced ability to concentrate on tasks. (Lemke, 2019).

The Four three star Hotels in Kabarnet town moderately agreed over the color of the establishment that was claimed to be pleasant to the eye. Color also makes people feel physically and emotionally comfortable at place of work since it improves good mood which contributes to productivity. (Hill, 2005).

4.2 Employee Hygiene and Sanitation.

The digits indicated as 1,2,3,4, and 5 stand for : (1)Strongly disagreed.(2)Disagreed .(3)Moderately disagreed,(4)Agreed and (5)Strongly agreed. Mean was used to capture one effect of working conditions on employee performance under employee Hygiene and Sanitation.

	Diwani	Paradise	Cham star	Rift Hills	Mean/Average
Hand washing	1	5	3	3	$12=12/4=3$
Food storage	1	2	2	3	$8=8/4= 2$
Equipment design	1	2	2	3	$8=8/4=2$
Areas of disposing wastes	1	3	1	3	$8 =8/4=2$

Table c. Employee hygiene and sanitation

From the information in tabled above, four three two star Hotels in Kabarnet town moderately disagreed that there were enough hand washing facilities. Regular hand washing is a requirement for all food handlers. (Ripping ton, 2008).

The Four three two star Hotels in Kabarnet town disagreed over the statement that the Hotels had good food storage areas micro-organisms could not access food. According to (FSA 1990), all sections of the premises where food related activities are carried out such Hotels and Restaurants must be clean and maintained in good repair.

The four three two star Hotels in Kabarnet town disagreed over the statement that the Hotels had well designed equipment and enabled ease of cleaning.

The Four three star Hotels in Kabarnet town disagreed over the point that the establishments had specific areas to dispose wastes. Waste reduction (Lock heed, 2018) states, we implement a total waste reduction strategy that focuses on minimizing the amount of waste our facilities generate and ensure that it is properly handled according to local ,state and international regulations.

4.3 Employees safety measures

	Diwani	Paradise	Chamastar	Rift hill	Mean/Average
Materials that can avoid accidents	1	2	2	4	$8=8/4=2$
Employees provided with PPES	1	2	2	3	$8=8/4=2$
Displayed instructions on operation of mechanical Equipment	3	3	5	5	$16=16/4=4$
Establishment has fire exits, assembly points, extinguishers	1	2	2	3	$8=8/4=2$

Table d. Employees safety measures

The Four three two star Hotels in Kabarnet town moderately disagreed over the statement on the use of materials that could avoid accidents.

The Four three star Hotels in Kabarnet town disagreed over the point that they were provided by personal protective equipment at place of work.

The Four three star Hotels in Kabarnet town strongly agreed on displayed instructions of operation of mechanical equipment. According to Human factors (study group 1993), organizing for safety, a safe and healthy workplace attracts and retains quality employees.

The Four three two star hotels in Kabarnet town disagreed over the statement that the establishments had fire exits, assembly points and extinguishers. Supported by star News (September 2017), substandard safety measures in two star hotels within Kabarnet town contribute to more accidents.

CHAPTER FIVE: SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

The chapter provides summary of the findings from chapter four and outlines conclusions and recommendations as relates to the objectives of the research. The conclusions and recommendations are to respond to research questions and weigh the objectives on effect of working conditions on employee performance in two star hotels within Kabarnet town.

- Employees performance in Two Star Hotels is assessed by the effect of the environment
- Employee's performance in two star Hotel is determined by the effect of hygiene and sanitation.
- There is significant relationship between employees' performance and the effects of safety

5.1 Effect of employee work Environment.

The study had an objective to assess the effect of environment on employee performance in two star hotels within Kabarnet town. There were two star hotel employees that strongly disagreed, agreed, moderately agreed and strongly agreed. Diwani two star hotel moderately disagreed over the statement that the establishment was well designed considering noise levels. Diwani Hotel employees agreed they received good lighting and had a pleasant color. They strongly agreed that temperature was not favorable as presented in table c. Employees agreed that color of the establishment was moderately pleasant to the eye.

Paradise hotel employees moderately disagreed with the management on designed working areas as noise levels distracted the employees. The working area is represented by two whereby the employees disagreed over the statement that two star hotels received good lighting. Employees at

paradise hotel agreed that the temperature was favorable for work. It is represented (4) in table b. The color of the establishment stood for two whereby employees disagreed with the statement that the color is pleasant to the eye. At Cham star two star hotel, employees moderately disagreed that the management had designed the working area considering noise level and disagreed over the provision of good lighting and color. Employees moderately disagreed that temperature was favorable at their place of work. At Rift Hills three star hotel employees agreed that they had good work environment, lighting, favorable temperature and strongly agreed that the color of the establishment was a pleasant.

5.2 Effect of Hygiene and sanitation

Employees at Diwani two star hotels strongly disagreed that there were enough hand washing facilities and food storage areas. Employees strongly disagreed that equipment were well designed to enable cleaning. They also disagreed that there were specific areas to dispose wastes. The two star hotels also disagreed over safety measures in the hotel as shown in table d. At Paradise two star hotel hand washing facilities and food storage areas were not up to date, employees strongly disagreed. Employees disagreed that the equipment were well designed and enabled ease of cleaning. Waste disposal areas were not specifically identified, employees moderately disagreed. At Cham star two star Hotel employees moderately disagreed that there were enough hand washing facilities and disagreed that there were good food storage areas. Employees disagreed over the point that the equipment were well designed and enabled ease of cleaning. Employees strongly disagreed that there were specific areas to dispose wastes from the establishment. Rift Hills three star hotel had higher hygiene and sanitation standards as shown in table d. They moderately disagreed.

5.3 Effect of Safety Measures

At Diwani two star hotel employees strongly disagreed that the establishment is well constructed with materials that can avoid accidents at the same time provided with personal protective equipment while on duty. That is shown in table d. Employees moderately agreed that there were displayed instructions on how to operate mechanical equipment. Employees strongly disagreed that there were fire exits, assembly points and extinguishers. At Paradise two star hotel employees disagreed that they were provided by personal protective equipment at place of work. The same employees moderately disagreed over the statement they there were displayed instructions on operation of equipment. Employees disagreed that there were fire exits, assembly points and extinguishers. Employees at Cham star moderately disagreed that the establishment was constructed with materials that could avoid accidents. Employees at Cham star hotel employees disagreed that they were provided by personal Protective equipment while on duty. Employees strongly disagreed that they were provided with personal protective equipment while on duty. Employees at Cham star strongly agreed that the establishment had displayed instructions on how to operate mechanical equipment. Employees strongly disagreed that the establishment had fire exits, assembly points and extinguishers. At Rift Hills hotel employees had higher safety standards measures as reflected on table d.

5.4 Conclusion

The findings have been generalized to give final solutions to the problem of investigations done on effect of working conditions on employee performance. Work performance was dependent on environmental factors such as lighting; ambient sound and temperature in a work place. (Seppanen et al 2006).They contribute to employees' comfort which can positively affect their productivity. Day light have been associated with good mood, enhanced morale, lower fatigue

and reduce eye strain. Good colors contributed to good mood and productivity. Hygiene and sanitation is associated with all sections of the premises where food related activities are carried out such as two star hotels. Hygiene enabled employees to work well. Safety and healthy workplace attracted and retained employees so improved employee performance.

5.5 Recommendation

Two star Hotels in Kabarnet town should improve on the design of the working areas considering noise level which should not distract employees. Hotel design should involve planning and drafting. The working areas should receive good lighting for employees to perform well. Temperatures and color should appeal to employees' comfortability and mood. In hygiene and sanitation, two star Hotels in Kabarnet town should improve on hand washing facilities and food storage. Proper cleaning, disinfecting and sanitizing practices should be carried out in sanitation. Waste should have specific areas for disposal. Safety measures should be adhered to in order to avoid more accidents and improve employees' performance.

5.6 Recommendation for further research

Areas to be covered by the study on effect of working conditions on employee performance in two star hotels within Kabarnet town should be widened for more findings on noise level, lighting requirements, temperature and color. Environment is a determinant of two star hotel staffs working conditions and there are current trends concerning it. Researchers. Should also carry out more research on hygiene and sanitation so as to avoid several cases of two star hotel staff suffering from food poisoning and other illnesses. Effect of safety measures on working conditions need further studies as relates means of waste disposal and correct work procedure.

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APPENDICES

Appendix I: Time Plan

	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023
CONCEPT DEVELOPMENT					
REVIEWING LITERATURE					
WRITING AND PROJECT PROPOSAL					
SUPERVISOR REVIEW					
PILOTING AND COLLECTION OF DATA					

Appendix II: Budget

OVERHEAD COST

	EXPENSES	AMOUNT
1.	STATIONERY	KSHS 3000
2.	TRANSPORT	KSHS 1000
3.	<u>LABOUR COST</u>	<u>KSHS</u> 1000
4.	TOTAL COSTS KSHS	5000

Appendix III: Questionnaire

Section A: employee performance

Please circle your answer to each statement based on key below:

(1) strongly disagree (2) Disagree (3) Moderately disagree (4) Agree (5) Strongly Agree

S/N	Employee work Environment	SD	D	MA	A	SA	
1	Management has designed the working area considering noise level which should not distract employees.	1	2	3	4	5	
2	The working area receives good lighting	1	2	3	4	5	
3	Temperature in the working area is not very high nor too cold as it affects health.	1	2	3	4	5	
4	The colour of the establishment is pleasant to the eye.	1	2	3	4	5	

Section B: employee performance

Please circle your answer to each statements based on key below.

(1) strongly disagree (2) Disagree (3) Moderately disagree (4) Agree (5) Strongly Agree

S/N	Employee Hygiene and sanitation	SD	D	MA	A	SA	
1	There are enough hand washing facilities.	1	2	3	4	5	
2	I have good food storage areas and micro-organisms can't access food.	1	2	3	4	5	
3	The equipment are well designed and enable ease of cleaning.	1	2	3	4	5	
4	I have specific areas to dispose wastes from the establishment.	1	2	3	4	5	
S/N	Employee safety Measures	SD	D	MA	A	SA	
1	The establishment is well constructed with materials that can avoid accidents	1	2	3	4	5	
2	The employees are provided with personal protective equipment while on duty.	1	2	3	4	5	
3	I have displayed instructions on how to operate mechanical equipment.	1	2	3	4	5	
4	The establishment has fire exits, assembly points and extinguishers	1	2	3	4	5	