

**Assessing the Influence of Work Environment Factors on the Performance
of Hotel Employees in Iloilo City**

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Abstract

A conducive work environment significantly influenced successful employee performance. The study focused on examining the impact of various environmental factors such as physical, organizational, and social on the performance of employees in selected hotels in Iloilo City. This comprehensive approach aimed to elucidate the relationship between work environment factors and employee performance in Iloilo City's hospitality industry. There was a lack of localized research addressing how these factors affected productivity and job satisfaction within the hospitality sector, which is crucial for addressing challenges like employee turnover and enhancing organizational performance are the gaps in this study. The study has ninety (90) employees from selected hotels as participants. Participants were selected using convenience sampling to administer questionnaires effectively. A descriptive-correlational method was employed, utilizing a one-shot survey research design. The data collection instrument comprised two parts: a Personal Data Sheet and a Questionnaire Proper. Approval from hotel management was obtained to ensure smooth interactions with the employees. To maintain confidentiality, all questionnaires were securely stored and assigned unique numerical codes. The analysis was conducted using the Statistical Package for Social Sciences (SPSS), guided by an expert statistician to ensure the results' reliability and validity. Various statistical techniques were applied, including frequency counts, percentage analysis, mean, rank, Kruskal-Wallis Test and Mann-Whitney U Test. As a result, there is a significant relationship between the work environment and employee performance in selected hotels in Iloilo City.

Keywords: Work Environment, Employee Performance, Hotel Industry, Job Satisfaction

Sustainable Development Goals (SGDs)



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