



**THE NEGATIVE EFFECT OF PERCEIVED HRM
PRACTICES ON WORK FAMILY BALANCE OF
FEMALE EMPLOYEES' (WITH SPECIAL
REFERENCE TO FIVE STAR HOTELS IN
COLOMBO DISTRICT)**

This dissertation is submitted as a partial fulfillment of the degree of
Bachelor of Business Management in Hospitality Tourism and Events
Management

August, 2018

D.M.C.D.Dissanayaka

UWU/EX/14/0292

Department of Public Administration

ABSTRACT

HRM practices are a set of activities to guidance and operate human capital in the work place and work family balance is a method of balancing personal and professional lives. Hotel industry is providing a wide verity of service and amenities for their focused clientele. However, in hotel industry failed to provide initiatives and facilitation to balance work and family, when concerning about the HRM practices. Specially in female employees'. HRM practices can be influenced to the employees positively as well as the negatively and it will be affected to create high turnover culture in hotel industry. Due to concerning about this consequences, the purpose of this research was to find the negative effect of perceived HRM practices on work family balance of female employees' in five star hotels in Colombo district. Identified negative effects can be raised on work family balance via HRM practices which are negatively affecting the work family balance of female employees'. This study has been based on conceptual indicator model built up using by literature review and final conceptual indicator model developed by referring to the research objectives. Qualitative research was conducted through semi structured interviews under convenience sampling method by using 30 operational level female employees in five star hotels in Colombo district. Thematic analysis explored the nature of work, work schedule inflexibility and lack of quality of supervision as negatively effects on work family balance. The study concluded that, the majority (90%) of respondents' the work family imbalance is existing and there were negative influences on work family balance of female employees'. This study provide work family policies and effective training and counseling as recommendations for employees' perspective to increase their work family balance and management perspective to enhance overall employees' perception regarding their current job.

Keywords: Perceived HRM practices, Work family balance, Female employees, Five star hotels