



**THE IMPACT OF WORK FAMILY – FAMILY
WORK CONFLICT, AND THE ORGANIZATION
SUPPORT ON PRESENTEEISM IN HOTEL
INDUSTRY.**

**(SPECIAL REFERENCE WITH 3 TO 5 STAR HOTELS IN
COLOMBO DISTRICT)**

This dissertation is submitted as partial fulfilment of the degree of
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ABSTRACT

The hotel sector of Sri Lanka has become competitive by nature. Hence, hotels need a physically and mentally healthy workforce to ensure customer satisfaction and increase the quality of the service. Therefore, Human Resource Management plays a significant role in the hotel industry. The recently emerging concept in HRM is eliminating presenteeism. Hence, work-family conflict, family-work conflict, and support of organization identified as the major influencing factors on presenteeism. In this context, this study has investigated the impact of work-family conflict, family-work conflict, and support of organization on presenteeism in the hotel industry with special reference to three to five-star hotels in Colombo district. This study was selected ten of three, four and five-star hotels and collected data from 207 employees who are work in selected three to five-star hotels using snowball sampling method and questionnaire which was used as the data collecting technique. Correlation analysis, simple linear regression analysis, multiple regression analysis, independent sample t-test and ANOVA were used to analyse the data with the support of SPSS 22.0 version. Based on the result, there is a strong positive relationship between work-family conflict, family-work conflict, and presenteeism and there is a weak positive relationship between supports of organization and presenteeism. Moreover, there is a positive impact of work-family conflict, family-work conflict, and support of organization towards presenteeism. As well as family-work conflict is a most impacting predictor of presenteeism and there is no difference of presenteeism in terms of demographic factors. Finally, this study provides recommendation and suggestions to hotel human resource managers to reduce presenteeism based on the result of the study. It suggests that work-family conflict and family-work conflict are a key consideration as these factors strongly impact on presenteeism. In addition to that, all three variables should be consider due to the presenteeism in the hotel industry.

Keywords: Presenteeism, Work-family conflict, Family-work conflict, organization support, Hotel industry