

## **The Impact of Work - Family Conflict and Organizational Support on Presenteeism of Operational Level Employees in Hotel Sector**

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Presenteeism discusses the person's physical availability in the workplace while distracted the intrinsic capacity for performing. It suggests the importance of the supportive working state of affairs from the organization's end, as well as from the family of employees. The conflicts in the family space originated due to the work, and conflicts arising from family into the workspace may affect the employees' mental and physical health and, therefore associated with the presenteeism. The hotel industry has faced a shortage of skilled labor around the world and reported the highest turnover rate in recent decades and presenteeism would generate a significant influence to the tourism industry. In this context, this study was performed to identify the impact of work-family conflict, family-work conflict, and organizational support on presenteeism in the hotel industry. A structured questionnaire was used in collecting primary data with a sample of 207 operational level employees representing three to five star graded hotels in Colombo district, Sri Lanka. Independent sample t-test, one-way ANOVA, correlation coefficient analysis, simple linear regression analysis, and multiple regression analysis were used to analyse the data. Results revealed a strong positive relationship between work-family conflict, family-work conflict, and presenteeism and there was a weak positive relationship between supports of organization and presenteeism. Moreover, work-family conflict, family-work conflict, and support of the organization indicated a positive impact on presenteeism. Further, family-work conflict was the most influencing predictor of presenteeism and there was no difference of presenteeism in terms of demographic factors of the employees. Hence, managers should strategically address the work-family balance of employees. Organizational policies must be more favourable for the workers to manage physical and mental health to continue an effective and efficient service delivery process in the hotel sector.

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