What is the relationship between psychological well-being, job satisfaction, and work-life balance among hospitality workers in Dublin?

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Submitted to the National College of Ireland, May 2024.

Abstract.

Psychological wellness is a topic that has become popular around the world in recent years as work-life balance has increased and companies have been able to see the positive results of having a balance, companies like Google, even Facebook. However, t, there is a large gap in research for other industries. To date, there has been little research focused on the hospitality sector in Dublin, despite it being a country with a high market demand. The hospitality industry is known for long working hours, uncompetitive salaries, stress, etc. The purpose of this study is to explore how the effects of psychological well-being are related to job satisfaction and whether their relationship generates work-life balance, as well as what are the results such as feeling good, being more efficient, and life improvement.

This study used a quantitative research approach to collect data from 62 participants employed in various roles within the hospitality industry in Dublin. Surveys measuring psychological well-being and job satisfaction were administered to assess participants' perceptions of their psychological well-being, job satisfaction, and work-life balance. The surveys used validated scales to ensure the reliability and validity of the data collected. Statistical analyses, including correlation and regression, were conducted to examine the relationships between psychological well-being, job satisfaction, and work-life balance.

The study findings revealed a significant positive correlation between psychological well-being and job satisfaction among participants in the Dublin hospitality industry. Employees with higher levels of psychological well-being reported higher job satisfaction and exhibited positive work behaviours. In addition, the study found that psychological well-being was associated with better work-life balance, indicating that employees with higher psychological well-being experienced higher work-life balance.

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Acknowledgments

First I want to thank my family who has always supported me and has given me the tools to grow and move forward, for always being there and believing in me.

Second I want to thank my class friends Jorge and Karen who always helped me and guided me when I needed it and were there for me. They were patient and made the tasks easier as a team.

Third to my thesis advisor April Hargreaves for her guidance, advice, feedback and help throughout the dissertation process. Also to all the participants of this project, without them and their help this study would not have been possible.

Thank you for all your support.

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CHAPTER ONE

Introduction.

1.1 Background of the research study

COVID-19 came to change the way we know the world as no one expected a pandemic to affect every single industry, such as the hospitality industry around the world. We can find organizations and how affected organisations in a negative way, such as travel restrictions and consequently greatly reduced travel, which caused many hotels, restaurants, and bars to close because they could not sustain the costs (Jung et al., 2023). The uncertainty that no one knew what was going to happen or when it was going to end is related to the performance and psychological well-being of employees. Many articles show that an employee who is emotionally well and in a positive work environment has a positive impact on their job performance (Belarmino et al., 2022). However, many highly skilled employees are quitting their jobs because of pressure, stress, anxiety, and the feeling of not having a work-life balance (Jung et al., 2023). Due to Covid-19 the world stopped for a certain period of time and, people started to enjoy their family, their free time and started to dedicate time to their hobbies as well as to search and find what they are really passionate about and this is where the hospitality industry finds a new challenge as employees are not willing to work 50/70 hours a week and being a high demand industry people are starting to reduce their working hours or simply quit because of the stress and lack of balance they have in this sector (Jung et al., 2023).

According to Jung et al. (2023) Employees who are in a more positive environment tend to be more creative, perform better and contribute more effectively to the organization, as well as be more engaged and find a work-life balance. As an employer, it is important to know and understand the needs of employees, as creating a better environment will increase job satisfaction and performance. In addition, this will generate a competitive advantage where they can recruit and retain the best talent, as they will have created a work-life balance (Jung et al., 2023). A poor work-life balance will only lead to high staff turnover, low initiative and low performance which can lead to increased costs and negative impacts in all areas. Therefore, this study investigates in the hospitality sector in Dublin what are the employees' perceptions of

how happy they feel, how motivated they are, how their work influences their daily life and how much they can find a balance between work and life.

1.2 Overview of the research problem

For all companies it is essential to achieve their goals in order to get the desired success, and achieving this depends on several factors, one of which is the commitment of employees, as they are the fundamental basis of any company (Abduraimi et al., 2023). And in the hospitality industry, customers demand high standards of service, so it is imperative to positively influence employee performance, retain top talent, and stop employee turnover to meet customer expectations. It is important for employees to have a work-life balance, as this will be a determining factor in achieving the highest level of proactivity within the company (Cheese and Cantrell, 2005).

1.3 Research aims and objectives

The objective of developing this study would be to investigate and understand the relationship between the psychological well-being of hospitality workers in Dublin, their job satisfaction and work-life balance. The purpose would be to provide an understanding of how factors such as job satisfaction and work-life balance influence the psychological wellbeing within the hospitality industry in Dublin.

The objectives of the study are:

a. To analyse the relationship between psychological well-being and job satisfaction.
b. To examine the relationship between psychological well-being and work-life balance.
c. To analyse the relationship between job satisfaction and work-life balance.

1.4 Research methods

The theoretical model consists of two variables: Psychological capital scale is the scale that was adapted to the literature which is divided into 4 factors, hope, psychological resilience, optimism, and pessimism (Luthans, 2002). As well as 14 items from the psychological well-being scale developed by Ryff (1989) which were considered important for this study because of the information that can be obtained about personal perception and job satisfaction (Ryff et al., 1995). The scale included questions measuring six factors of psychological well-being (self-acceptance, positive relationships, autonomy, environmental mastery, purpose in life, and personal growth) (Ryff and Singer, 2008).

The scale responses on which the study will be ranging from strongly disagree (score 1) to strongly agree (score 6). The survey was distributed through several social media platforms: Facebook, Instagram, what's app and messenger.

1.5 Overview and content of the research study

Chapter1: Introduction

The purpose of this chapter is to explain the subject and purpose of this study. As well as explaining the value of why the project, mentioning the goals and objectives that are planned to be achieved. Clearly explain the methods that were used during the research.

Chapter 2: Literature review

The main objective of this chapter is to fully unfold the topic of the study. Having a better understanding and knowledge about psychological well-being and job satisfaction for critical analysis and clearly explain the purpose of this study.

Chapter 3: Research question

This chapter consists of the hypotheses and objectives developed based on the theoretical framework. The main objective is to verify the relationship between the independent variable psychological capital factor and the dependent variable psychological well-being.

Chapter 4: Methodology

This chapter will explain in detail the methods applied in this research and the process on which this study was based. It will also report which tools were used for data collection and which instruments were used for analysis.

Chapter 5: Analysis and findings

This chapter presents the results of the statistical analysis. For a quantitative analysis, it was necessary to use SPSS as an analytical tool once the data were collected. With the purpose of testing the relationship between psychological well-being with job satisfaction and the impact on work-life balance.

Chapter 6: Discussion

The objective of this chapter is to critically comment on the analysis developed after obtaining the results of the data collection in comparison with other studies, as well as the acceptance or rejection of the hypotheses proposed in the research.

Chapter 7: Conclusions and recommendations

Finally, this chapter concludes with the knowledge learned during this process, as well as future recommendations for other researchers for future investigations.

CHAPTER TWO

Literature review

According to the Association of Accredited Public Policy Advocates to the European Union (2015), the hospitality sector is a major contributor to the European economy in terms of employment, taxes, and growth, representing 7.8% of the workforce in Europe or 16.6m jobs. Ireland contributes 4.5% of the total GDP generated by the hospitality industry which puts it at number 8 across Europe and number 6 with 12.7% of jobs generated. This means that it is a country with high demand in the industry. In 2022 Dublin registered a GDP of approximately 3.8 billion euros in the tourism and hospitality industry (Statista, 2024). This shows the importance of this sector not only in the Irish economy but also in Europe.

Industries have been concerned about implementing wellness programmes for their employees which will potentially reduce health costs, absenteeism, staff turnover among others, as well as positively impact productivity which will consequently increase the efficiency of the organisation (Marshall, 2020). The leaders or heads of the organisations should find solutions for the problems that employees present as this will benefit the organisation.

The role that the work environment plays in determining the well-being of employees is a key determinant of their psychological wellbeing, as working conditions are a factor that impacts on the mental health of employees (Thorsten et al., 2014). It can also have a negative effect on obesity and cardiovascular disease, poor work-life balance can have a negative effect on employee performance and will affect their results and outcomes, companies are becoming aware that these results have been negative and in a fast moving and growing industry such as hospitality it is important to retain the best talent as well as improve efficiency and productivity by having good balance and well-being employees tend to innovate and take more initiative (Thorsten et al., 2014). Looking back at history and how organisations have evolved to understand employees in order to improve productivity and reduce costs they have implemented measures to keep employees happy, it is vital in a demanding industry such as hospitality that wellness programmes are implemented where employees feel satisfied, and less

stressed as hospitality is about customer service and always looking for the best customer service (Thorsten et al., 2014).

Definitions of research concepts.

Well-being.

Wellbeing (WB) is a determinant factor of happiness, influencing how individuals evaluate their lives. According to Diener (2000), WB encompasses individuals' perceptions of their life quality and their reactions to everyday situations. It reflects their satisfaction with life and their level of commitment to various activities. WB is linked with optimism, passion, happiness, and self-esteem (Diener, 2000). Maslow, in his hierarchy of self-actualization, emphasized the importance of spiritual happiness and finding one's calling. He believed that human beings strive to find fulfilment and spiritual success by pursuing what motivates them and brings them happiness (Anielski, 2018).

Happiness or WB could be considered as similarities of mental and emotional health with which to evaluate the quality of life, satisfaction, and positive and negative emotions of human beings. Several studies have shown that human beings seek to achieve happiness throughout their lives; it is what moves society to know that they are working to achieve happiness. Therefore, the concept of WB cannot have a single definition because it is subjective, as people find happiness in different things (Reyes et al., 2021).

Despite the many studies that have focused on studying this topic, it has been complex because it is an overly broad topic that encompasses different thoughts since it depends on each person. That is where all studies agree; it can have different definitions and meanings depending on the context of what is being studied (Jarden and Roache, 2023).

WB can be divided into: 1) Subjective well-being, which is based on the high positive and low negative effects of pursuing happiness, and 2) Psychological well-being, which focuses on achieving the maximum potential according to the needs of the

individual (Ryan and Deci 2001). In this study, we will focus on psychological well-being, which can be defined as emotional and physical health as it seeks its true potential, which is divided into autonomy, personal growth, self-acceptance, life purpose, mastery, and positive relatedness (Ryan and Deci 2001). And it is not only focused on the happiness that human beings can find, but it is based on the purpose that one must pursue personal growth.

Benefits of well-being.

According to Kansky, and Diener (2017), WB is associated with many factors in daily life, such as mental stability, improved social relationships, better academic performance, and better performance at work. The benefits can be many as we have already mentioned, but high life satisfaction is also associated with better health, less inflammation, healthier diet, and exercise behaviours. Exercise and healthy living make us release endorphins and feel happier, so being in an environment that allows us to have wellness will impact positively all areas of our lives (Kansky, and Diener, 2017).

One of the main benefits of wellness is health, it increases energy, can reduce mortality, as well as create healthier habits that help us reduce the risk of chronic diseases such as diabetes or high blood pressure, and people who already have chronic diseases can also reduce their mortality by adopting healthier behaviours as well as reduce stress and anxiety levels. Being healthy allows us to engage in different activities and fully enjoy the things around us without limitations, which makes us feel happier and more satisfied with the life we lead (Maccagnan et al., 2019).
It will also improve the ability to socialize and maintain healthier relationships. Happy or emotionally stable people seek to relate to people like themselves; they look for happy and extroverted people with whom they can form a group or community., as well as reduce criminal behaviour and create more social behaviour (Maccagnan et al., 2019).

Over the years, the concept of well-being and health has become increasingly popular as it can have a great positive impact on people, work, organizations, and society. By

creating a society that is more aware of its needs and understands why they work or do what they do, they can change their behaviour in a positive way and thus have a better development in all areas of their lives (Hafner et al., 2015). According to CSO in the year 2022 an estimated 187,200 people were absent from work due to illness or injury. However, it is important to understand the effectiveness of employee wellness programs to reduce sick days and turnover and increase productivity by having engaged and mentally healthy employees (Hafner et al., 2015).

There is evidence that promoting health and wellness in the workplace has a positive impact on employees by changing how they behave and feel about their work (Pescud et al., 2015). Many factors influence the implementation of wellness programs, including societal characteristics, the type of organization, and individual needs. Creating an organization with wellness among its employees will have a positive impact on behaviour and engagement, maximizing productivity and improving the company's bottom line (Pescud et al., 2015).

Work-life balance

According to Gull and Rush (2024), having a balance of work demands and responsibilities with an individual or family life outside of work will help to achieve success on both personal and professional levels. In any industry there are stressful situations to deal with on a daily basis, but if at the end of the day as a person you can disconnect from your work and enjoy your personal life either by doing activities of your own interest or spending quality time with friends there is a balance that your work life does not interfere with your personal life because as humans we seek connections that give us happiness and activities that make us feel complete (Gull and Rush, 2024). That is why it is important to have good communication with the leaders or managers of the companies, because they have to define the priorities of the work in order to be able to move forward as a team (Gull and Rush, 2024).

The term work-life balance has become very popular in the last decades, like wellbeing do not have a specific definition as the meaning is constructed according to the needs, goals, commitments or desires of every working man and woman, it is very diverse

according to their ethnicity, profession, education, nationality, culture and gender around the world (Rajput et al., 2024).

Job satisfaction

According to Hoffman (2022), job satisfaction is defined as the degree to which an employee is satisfied with his or her job. This concept plays a very important role within the organizations, because not only the employees are the ones who feel good, but together they form a more pleasant environment to work in, it directly affects their performance, their commitment to the company and talking about the hospitality industry, it can be said that customer satisfaction would be a monetary benefit for the organizations (Hoffman, 2022). The work environment is important, it is essential that communication, behaviour of the staff and the work environment are kept in harmony as this will avoid staff turnover and is a precedent to get job satisfaction. Employee turnover affects companies as it creates a negative environment for employees to be constantly changing co-workers. As a result, it is critical for organizations to create a comfortable and secure communication environment for employees (Andriani et al., 2023).

Job satisfaction is considered a important factor in reducing employee absenteeism or turnover. In organisations it is important that job satisfaction exists, will give leaders a way forward to create a better work environment (Thorsten et al., 2014). Employees who are highly satisfied with their jobs tend to provide better customer service, are more productive, positive, and creative than those who are not (Sürücü and Sağbaş, 2021). Lack of job satisfaction can cost companies large sums of money, especially in the hospitality industry where quality customer service is critical to success. Therefore, it is important for companies to increase employee job satisfaction to gain a competitive advantage in the hospitality industry (Sürücü and Sağbaş, 2021). In hospitality, several studies have focused on measuring the causes of stress among employees, such as high work demands, long working hours and inflexible schedules, and have compared the impact on health and unemployment, leading employees to change careers and work sectors because of the stress they constantly live with on a

daily basis (Sun et al., 2023). According to Chen and Chen (2021), It is important to know that the stress generated at work will affect the whole life of a human being and that it can have such profound effects that it can negatively affect the sense of belonging in life or which path to follow in relationships, personally or at work, generating serious consequences in people's lives.

Psychological well-being in the hospitality industry.

Employee wellbeing is linked to mental health, several studies Rajput et al. (2024), have shown that employee wellbeing is linked to the quality and positive atmosphere at work as well as commitment to the organisation. companies that have or work to have a positive work environment are the ones that more easily reach their goals because employees who feel good emotionally and have well-being will be more positive to the leadership style they work with and will receive tasks and jobs with greater ease because they will be seen as challenges and not as workloads, several studies prove that an adequate leadership style can maintain the well-being of the employee and how they react to stressful situations (ALZgool et al., 2023). Studies Rajput, (2024), confirm the relationship between employee well-being and the type of leadership in the company as well as their development in their daily life as citizens are more proactive and have a better behaviour as people in society as well as when leadership feels abusive it creates negative behaviour both in the workplace and in daily life (ALZgool et al., 2023).

Long working hours have become a challenging issue for managers in the hospitality industry, with managers notably asking employees to sacrifice their free time and personal life, leave their family and personal responsibilities to meet the high demands of their job (Mattarelli et al., 2024).
This very commonly leads to frustration, unhappiness and conflicts where stress or anxiety can be generated because a person who performs their job responsibly and is happy with the work they are doing expects a reward in the shape of time off and salary, this is where the problems start when your job stops rewarding you (Sun et al., 2023). Employee wellbeing can be segmented into mental, emotional, physical, social

and stress response, so it is important to consider all areas so that employees can find a balance and have a healthy lifestyle, as missing any of these factors can lead to poor engagement and low initiative (ALZgool et al., 2023). People lose interest and enthusiasm for doing things well or having initiative because they do not get any real benefits that they can enjoy without being physically and mentally exhausted (Sun et al., 2023). This is a major problem that has the hospitality industry concerned as it seeks to motivate and retain good employees, it could be said that since COVID-19 people have changed their priorities and are no longer willing to give their time to their work and that is why hotels around the world have been struggling to meet the high demands of the industry (Chen and Chen, 2021).

During COVID-19 many employees had to leave their jobs as travel restrictions and the restriction of non-essential contact affected the hospitality industry exponentially, as a result of this crisis many employees decided to work in other sectors which has left the industry with a large workforce shortage, In the hospitality industry, employee well-being is essential along with monetary benefits, as the workforce is essential to achieve the objectives and lack of benefits will only result in disengaged employees, as one of the main benefits of having employees with well-being is the response to stress (Chen and Chen, 2021).

This indicates that if employees are stressed or demotivated their immediate response will be to absent themselves or simply resign, as living in constant stress and long working hours will lead to chronic and psychological illnesses.

Psychological well-being, job satisfaction, and work-life balance

According to Kotter (1999), to be able to have a work-life balance and to achieve the well-being of the employees it is important for managers to detect two fundamental factors: how the company is going to achieve its objectives, how the work will be carried out and how to act when faced with an unexpected situation, what actions will be taken so that when assigning tasks to the work team it will be easier to understand the information and work more efficiently. It is important for leaders or managers to have a good working relationship with their staff as they will spend a large part of their

time with them on a daily basis and as human beings we have the need to relate and get closer to the people we interact with most, so it is important to create a working environment with excellent communication to facilitate problem solving and challenge solving. managers will have to spend a lot of time and effort in understanding their team and creating the right environment because as human beings we fear the need to feel needed as this will determine our attitude and response to our work (Kotter, 1999).

According to Klotz (2020), on average we spend 90% of our lives indoors, even before COVID-19 but as human beings we have the need to feel nature, to feel the sun, to connect with the natural elements as it helps us to have a clearer mind and to release stress, anxiety or anger issues and even generates a calmer mood and a greater willingness to help. Large companies such as Samsung are creating and modifying workspaces where employees feel happy and have contact with nature as this will improve their concentration, the benefits for companies can be increased much more than they think by creating suitable areas to work as it will generate an atmosphere of tranquillity, happiness which will make employees satisfied in their work. According to Klotz (2020), spending time in nature is directly related to psychological health and vitality, as several studies have shown that as human beings, we have a desire to connect with and feel nature in order to feel better and exposure has many benefits for people's mental health.

Effect of employee work-life balance

According to Hollister et al. (2021) to achieve a work-life balance it is important that companies evolve and change because after COVID-19 when the world was paralysed for an indefinite period of time people started to change their priorities and look for better working conditions and better options that allow them to have more balance and feel more satisfied in their work and not just spend more than 10 hours in a place where there is pressure and stress, as a result, much of the workforce in the hospitality industry has been lost as people have started to move to a less stressful sector where they feel happier and have more free time for their activities (Hollister et

al., 2021). It is important for hospitality companies to move forward with the changes in the world as it is a high demand sector, and it is important to keep employees and look for their best performance.

Therefore, when analysing the company culture, it is important to understand how employees feel about working in a place. It is important to define an objective which is what the company wants to transmit to its employees and how employees are going to feel as they are going to talk about their work as an inflexible place where they are not happy with long hours or as a place where they can develop and exploit their knowledge giving them personal and economic satisfaction (Hollister et al., 2021). It is important to mention that the leaders of the organisations must be committed to ensure that the system to be implemented along with the changes are applied in the right way, as having a healthy culture empowers employees to feel happy (Hollister et al., 2021). They reduce the communication barrier between managers and employees and create an environment of trust where employees feel committed because they know that their needs are being listened to and considered, which immediately generates the behaviour of helping and doing things well. It is a path that has to be opened little by little in hospitality, as the work environment and culture is essential for the long working days that are had (Hollister et al., 2021). Transforming the culture of an organisation is not easy but it is certainly the right way to have healthy and satisfied employees as it will create a balanced and more enjoyable work environment, the perception of work and their personal life will be aligned with their values as they will be working in a place where they are recognised and listened to as people and not just as employees, they will voluntarily have more productivity and commitment which will only be of benefit to the organisation (Klotz, 2020). For employees in the hospitality industry, it is essential to have a good service and problem-solving attitude as their commitment directly helps the organisation to attract more customers, so it is vitally important that the industry is aware of the needs of employees (Thorsten et al., 2014).

Conclusions

The literature review conducted reveals a significant gap in research focusing on psychological well-being, job satisfaction and work-life balance in the Dublin hospitality

industry. Although these variables have been shown to be linked and have a considerable impact on employee's job performance and quality of life, there is a lack of specific studies looking at this issue in the context of hospitality in Dublin. The need to conduct this study lay in the importance of understanding how these variables influence each other and how they may affect the overall well-being of employees in this industry. Furthermore, given the increasing recognition of the importance of well-being and job satisfaction to organizational success, it is essential to explore these relationships in the specific context of the hospitality industry in Dublin. By addressing this gap in the literature, this study seeks to provide valuable information that can be used to improve workplace policies and practices in the hospitality industry and eventually improve employee quality of life and organizational effectiveness.

CHAPTER THREE

Research question and objectives.

In the hospitality industry, it has always been a challenge to find qualified talent that can perform well on the job and not experience high turnover due to a reputation for low wages, long shifts, and few opportunities for professional growth (Barron, 2008). The hospitality sector is basically oriented to people and customer service, therefore, a good performance in the job is going to refer to customer satisfaction. Offering quality service is a major concern among the industry, that is why it is important to maintain a staff that is satisfied with their work (Ross, 1995). According to Barron (2008), little is known about the relationship between psychological well-being and work-life balance in the hospitality sector. Therefore, the purpose of this study is to determine the level of satisfaction of hospitality workers in Dublin and whether there is a significant relationship between psychological well-being, job satisfaction and work-life balance in the industry. Through the literature review, we can understand what work-life balance is and why it is important in such a demanding industry in terms of working hours, stress and salary, as well as analyse how these variables relate to each other and how they influence employees' perceptions.

Research question

What is the relationship between psychological well-being, job satisfaction and work-life balance amongst hospitality workers in Dublin?

Hypothesis 1.
A positive correlation will exist between psychological well-being and job satisfaction amongst workers in the hospitality industry in Dublin

Hypothesis 2.
A positive correlation will exist between psychological well-being and work-life balance amongst workers in the hospitality industry in Dublin.

Hypothesis 3.

A positive correlation will exist between job satisfaction and work-life balance amongst workers in the hospitality industry in Dublin

The objectives of the study are:

1. To examine the levels of psychological well-being, job satisfaction and work-life balance amongst workers in the hospitality sector in Dublin.

2. To analyse the relationship between the above variables psychological well-being, job satisfaction and work-life balance amongst workers in the hospitality sector in Dublin

CHAPTER FOUR

Methodology

Introduction.

The purpose of this chapter is to explain in detail the process to describe the methodology used in this study. It also adds the information from the database that was collected as well as the demographic factors and samples needed to test the hypotheses that were established. The aim of this study is to demonstrate the relationship between employee well-being and their work-life balance and how satisfied they are with their job in the hospitality sector. By critically analysing the link between employee psychological well-being, job satisfaction and work-life balance for employees working in the hospitality sector in Dublin. The research will contain data that is ethically protected but will be described. The method used to obtain this information was an online survey as a research strategy.

Research aims and objectives

The hospitality industry is characterized by demanding work environments, in a city like Dublin where hospitality is in high demand due to tourism, it is important to understand the relationship between psychological well-being, job satisfaction and work-life balance.

The objectives are therefore as follows:

a. What is the connection between the employees' own psychological well-being and the impact on their job satisfaction?

b. What is the connection of the work-life balance with their psychological well-being.

c.   Analyse how satisfied Dublin hospitality employees are with their jobs.

Research philosophy

The following illustration has the name "onion" because it is based on layers and steps that must be followed in order to develop studies that will be complete and not miss any information, each layer is essential to get the most accurate data and continue with the next one creating a process and collection of information and data suitable for analysis.

Starting with the philosophy, then collecting information and finally how the data will be collected and interpreted (Sauders et al., 2019).

Figure 1. The research Model
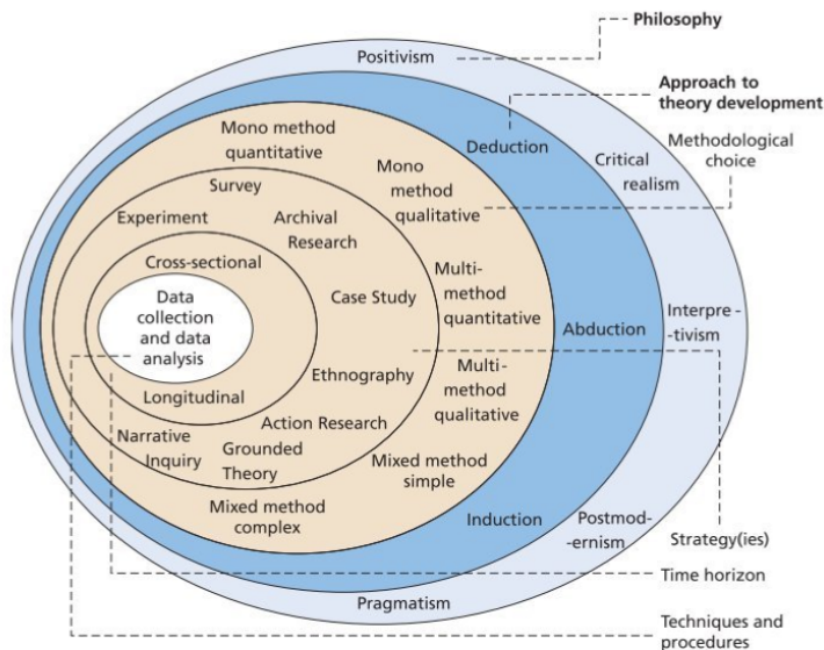
The research onion (Sauders, et al., 2019).

According to Sauders et al. (2019) this term refers to a set of beliefs about what they plan to study. It is a particular topic that is planned to be investigated and developed for motivation, the discovery of new information to help solve problems or simply to gain more knowledge. Several hypotheses will be formulated, even though many of them may not be viable, they will be part of the process of gathering and better understanding what is being pursued.

In order to have a good project of study it is necessary that the techniques for data collection, the research strategy are adequate to have a good analysis (Sauders et al., 2019).

Sauders et al. (2019) divides hypotheses into 3 categories:

Ontological assumptions: Which refers to our beliefs of how we understand the world and that is the way in which the research is going to be carried out. It is about how we perceive the world and from that is that we start to question ourselves, as each human being perceives the same situation differently, different questions can be created as the realities and perception will not be the same and the assumption will change depending on the perception.

Epistemological assumptions: Refers to our beliefs about how valid knowledge can be obtained. It means that each person will find validity in their beliefs according to the way they can verify them. This is how we seek information and believe it, it is the process we follow and the process we choose to determine whether something is true or not.

Axiological assumptions: These are the ideas we have about what is good, what is bad, what we as people consider important and, on that basis, we make decisions. It refers to how your values and ethics will lead you to believe that the study will be positive and will help explain the decisions made on that basis.

Positivism philosophy

According to Sauders (2019), the philosophy of positivism could be described as the way in which the world is perceived in an objective and measurable way, to be understood through observation. A quantitative approach to data collection and analysis should be adopted to identify patterns in the study. It also focuses on minimizing personal influence and is based on the data and observations being made. This philosophy is based on the objectivity and neutrality of the researcher trying to eliminate any influence in the process of the study for a more accurate result based on the data collected. It aims for objective and verifiable knowledge, so for this study

it is the most appropriate philosophy since it seeks to explore the data and the answers concisely that have been collected.

Research approach

In any study it is necessary to use an approach strategy in order to analyse, collect and interpret data and according to Sauders et al. (2009), there are two types of approach: induction and deduction.

Induction: focuses on formulating a theory based on the results of the research (Sauders et al., 2009). In this approach the researcher will know the thoughts and opinions of the participants and then analyse the information in order to build a theory based on those results.

Deduction: on the other hand, the deduction approach focuses on building a theory and then testing the theory (Sauders et al., 2009). The approach requires that a hypothesis is developed, tested and modified according to the results obtained.

For this research, it is essential that participants express their degree of satisfaction with both their job and their psychological well-being.
The relevant approach for this study is the deductive approach, as it relies on already established theories to create hypotheses that will be tested using the quantitative approach. The objective is to determine whether the propositions are true or false, focusing on the relationship between psychological well-being, job satisfaction, and work-life balance.

In this study, a deductive approach will be adopted based on the literature supporting the hypotheses presented. We aim to know the results and determine whether they are accepted or rejected, analysing the relationship between psychological well-being, job satisfaction and work-life balance.

Research designs

There are many models and styles of research, and it does not mean that one is better than the other but that the right one should be chosen according to the project to be

worked on (Yin, 2003). Based on Sauders (2019), choose the research design to be used in order to plan the project research. All the stages that will be carried out must be organized in a coherent way to answer the question and fulfil the objectives that were set at the beginning. Considering the time that this will entail and managing correctly the resources that will be needed for each stage in order to deliver the findings on time. This is a quantitative, cross-sectional design, with both descriptive and analytical components.

According to the research question this study is quantitative in nature. It will examine three variables which are the relationship of psychological well-being with job satisfaction and work-life balance. These results will be measured numerically. The researcher has selected two questionnaires that have been applied by means of an online survey. The questions were taken from previously approved questionnaires that were used in a very similar approach.

Instrument of data collection

The instrument used for data collection was a questionnaire. The online questionnaire was created in Google Forms, a free platform that allows questionnaires to be modified and adapted according to the convenience of the researcher, in addition to collecting information quickly and efficiently for the project. The questionnaires were reviewed by the project supervisor and approved for implementation. Participants received the questionnaire mainly via WhatsApp, although some also received it via Facebook, Instagram and Messenger. This made it easier for the researcher to disseminate the questionnaire quickly, shortening the dissemination time.

To measure employee well-being as an independent variable, the Psychological Well-Being Scale questionnaire developed by Ryff and Keyes (1995) was applied, which was considered important for this study due to the information that can be obtained about personal perception and health. The scale included questions measuring six factors of psychological well-being (self-acceptance, positive relationships, autonomy, mastery of the environment, purpose in life, and personal growth). As for the dependent variables, job satisfaction and work-life balance were measured using the

Psychological Capital Scale developed by Luthans (2007), which is divided into four factors: hope, psychological resilience, optimism and pessimism. The responses on the scale on which the study will be based are as follows: Strongly Disagree (score 1); Disagree (score 2); Somewhat Disagree (score 3); Somewhat Agree (score 4); Agree (score 5); Strongly Agree (score 6). Information on nationality, age and gender was also collected to consider demographic factors in the study. Both questionnaires have shown good reliability in previous studies.

Data analysis

Data analysis in a study refers to the implementation of systems that will analyse the information obtained in order to interpret it and get a better understanding of what is being researched. This is a process that requires scientific techniques and encompasses several factors to understand patterns or connections that may exist in the data (Rumsey et al., 2022).

There are several types of data analysis such as diagnostic, descriptive or prescriptive. Now there are many tools that can be used to analyse data such as Excel, Python or the SPSS application that was used in this study to analyse the data along with Microsoft Excel an SPSS using descriptive analysis. Data analysis is essential to be able to develop the topics of interest and better understand the results. Quantitative data analysis helps the researcher to make decisions based on numerical information.

Research population and sample

The study of this research is taking into consideration employees in the hospitality sector in Dublin. According to Dattalo (2008), the sample size is a determining factor in any research project as it will represent an important segment of the population in a specific area. According to Sarstedt (2018), this study is using the non- probability sampling method to collect the data.

The test was administered to 62 participants currently working in the hospitality industry in Dublin. Although efforts were made to obtain a representative size sample, it is important to recognize that our sample size was limited, with only 62 participants. Although this number provides a solid basis for our analysis, it is important to keep in

mind that a larger sample could provide a more complete perspective on the relationships between the variables studied. Nevertheless, despite these limitations, the findings obtained offer valuable insights and provide a solid foundation for future research in this area. The age range of those who answered the questionnaire was between 20 to 55 years old. The main purpose was to get a general idea of the various sectors of the industry such as restaurants, hotel, and catering, to get an idea of how the environment in which they work has an effect on how they perceive their work, although demographic factors may influence each participant's responses (Sarstedt, 2018).

Limitations

According to Bell (2010), making a form is not an easy job since researchers need to collect information and data that are accurate and consistent for the purpose of our study. Also, high validation and reliability are necessary to minimize any errors in the data.

Therefore, during the process of this study some limitations were presented. Starting with the selection of the two questionnaires that were applied since the questions should coincide with the objectives of the study, both questionnaires were previously approved after extensive research and the approval of the project supervisor. Another limitation was the low level of participation, even though several companies in the hospitality sector were sent the questionnaire, few employees agreed to respond due to lack of time or interest. In the end, 60 surveys were completed on which this study is based and because of this number the study could be very limited.

Ethical consideration

The present study was developed based on ethical considerations collection from the participants, explaining that the information collected was intended for study purposes only. Before starting the questionnaire, participants read the general information about the study and ethical considerations were shown at the beginning of the survey by asking for voluntary consent to participate.in the process of data.

CHAPTER FIVE

Analysis and findings

Introduction

The objective of this chapter is to present the analysis and the results that were obtained on. The first step was to send the information from google forms to an excel sheet in order to code the answers and make them viable for analysis in SPSS, which was the instrument used for the statistical analysis. The objective of this analysis is to accept or reject the hypotheses established.

The survey was sent to 64 participants, taking 62 valid responses. The analysis began with demographic information about the participants. This is followed by the analysis of descriptive statistics between the variables which is explained using standard deviation and mean. The reliability test explains that the applied measures were valid and the Pearson's correlation with the regression analysis found that there was a connection in psychological wellbeing as an independent variable with job satisfaction as a dependent variable.

Demographic information.

The first part of the survey asks about age, gender, nationality, educational level, whether they are employed and how long they have been in their job. The results showed that 51.6% were women, 45.2% were men and 3.2% preferred not to specify their gender (see able 1). Regarding nationality, 16 different nationalities were found where the majority of the participants were from Mexico 56.5%, then both 6.5% from Brazil and Argentina, 4.8% from the United States, among other nationalities (see table 2). In terms of the time they have worked in the same place, 29% of the participants have been in their job for less than 6 months, 22.6% have 1-2 years, 21% have between 6 months and one year, 14.5% have 2-4 years and only 12.9% have more than 4 years (see table 3), according to age, 21 different ages were found (see table 4).

TABLE 1.

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	32	51.6	51.6	51.6
	Male	28	45.2	45.2	96.8
	Prefer not to say	2	3.2	3.2	100.0
	Total	62	100.0	100.0	

TABLE 2.

Nationality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Afghanistan	1	1.6	1.6	1.6
	Chilean	2	3.2	3.2	4.8
	Argentina	4	6.5	6.5	11.3
	Mexican	35	56.5	56.5	67.7
	Irish	2	3.2	3.2	71.0
	Portuguese	1	1.6	1.6	72.6
	Panamanian	1	1.6	1.6	74.2
	Brazilian	4	6.5	6.5	80.6
	Paraguayan	1	1.6	1.6	82.3
	German	1	1.6	1.6	83.9
	South African	1	1.6	1.6	85.5
	Austrian	1	1.6	1.6	87.1
	South Korean	1	1.6	1.6	88.7
	American	3	4.8	4.8	93.5
	Venezuelan	2	3.2	3.2	96.8
	Indian	2	3.2	3.2	100.0
	Total	62	100.0	100.0	

TABLE 3

Time working

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than 4 years	8	12.9	12.9	12.9
	Less than 6 months	18	29.0	29.0	41.9
	6 months to 1 year	13	21.0	21.0	62.9
	2-4 years	9	14.5	14.5	77.4
	1-2 years	14	22.6	22.6	100.0
	Total	62	100.0	100.0	

TABLE 4

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	22.00	1	1.6	1.6	1.6
	24.00	1	1.6	1.6	3.2
	25.00	4	6.5	6.5	9.7
	26.00	5	8.1	8.1	17.7
	27.00	3	4.8	4.8	22.6
	28.00	2	3.2	3.2	25.8
	29.00	11	17.7	17.7	43.5
	30.00	3	4.8	4.8	48.4
	31.00	6	9.7	9.7	58.1
	32.00	7	11.3	11.3	69.4
	33.00	2	3.2	3.2	72.6
	34.00	2	3.2	3.2	75.8
	35.00	1	1.6	1.6	77.4
	36.00	2	3.2	3.2	80.6
	37.00	3	4.8	4.8	85.5

39.00	2	3.2	3.2	88.7
41.00	1	1.6	1.6	90.3
42.00	2	3.2	3.2	93.5
50.00	2	3.2	3.2	96.8
54.00	1	1.6	1.6	98.4
74.00	1	1.6	1.6	100.0
Total	62	100.0	100.0	

Descriptive statistical analysis

The descriptive statistics analysis shows the summary of the independent variable (psychological wellbeing) and the dependent variables (job satisfaction, work-life balance). The table shows the mean and standard deviation (see table 5). This table shows that Psychological wellbeing has a mean of 38.76 and standard deviation 9.04; work-life balance has a mean of 3.11 with a standard deviation of 1.29; finally, job satisfaction has a mean of 4.15 with a standard deviation of 1.07. This descriptive analysis helped the researcher to have a deeper analysis of each category with the total of the responses and to have a better understanding of each situation.

TABLE 5

Descriptive Statistics

	N	Mean	Std. Deviation
PWB	62	38.7581	9.03851
JS	62	4.1452	1.06889
Valid N (listwise)	62		

Psychological wellbeing descriptive analysis.

Several tables have been created for a better understanding and analysis of the data where the questionnaires are separated by the variables of the study, the answers were distributed by options of each scale showing the frequency, mean and standard deviation. Starting with the psychological well-being table (Table 6). To measure

psychological wellbeing, 14 questions were taken from the psychological wellbeing questionnaire by Ryff and keys (1995). This scale was first shortened by Ryff (1989), in a study with 84 questions, each sub-dimension consisting of 14 items and 6 sub-dimensions. The items used in the questionnaire were rated on a scale of 1 to 6; Strongly Disagree (score 1); Disagree (score 2); Somewhat Disagree (score 3); Somewhat Agree (score 4); Agree (score 5); Strongly Agree (score 6). Based on Ryff (1989) the items measure "purpose in life" and "self-acceptance ". Items 1 to 6 are applied to measure the purpose on life, as example item 1." I find difficult to really open up when I talk with others." 14.5% strongly disagree, 38.7% disagree, 9.7% somewhat disagree, 21% somewhat agree, 14.1% agree and 3.2% strongly agree. In the section of question 8 to 13 are applied to measure "self-acceptance". In item 13 "I have confidence in my own opinions, even if they are different from the way most other people think." 3.2% strongly disagree, 6.5% disagree, 12.9% somewhat disagree, 16.1% somewhat agree, 38.7% agree, 22.6% strongly agree. After analysing the percentages and descriptive statistics for each question, it seems to indicate that the results show that the participants tend to have average scores in the variables related to psychological well-being. However, there is some variation among participants, indicating that some participants may have more positive or negative experiences and or perceptions compared to others.

Job satisfaction descriptive analysis.

The measurement of job satisfaction was based on the psychological capital factor (reference) questionnaire. The items used were rated on a scale of 1 to 6, Strongly Disagree (score 1); Disagree (score 2); Somewhat Disagree (score 3); Somewhat Agree (score 4); Agree (score 5); Strongly Agree (score 6). To measure confidence in pursuing goals questions 1 to 5 were applied, e.g. "I can think of many ways to achieve my current work goals" 4.8% strongly disagree, 3.2% disagree, 8.19% somewhat disagree, 24.2% somewhat agree, 35.5% agree and 14.5% strongly agree. Continuing with resilience at work are items 6 to 11 as an example: I can overcome difficult moments at work because I have experienced difficulties before 3.2% strongly disagree, 3.2% disagree, 11.30% somewhat disagree, 14.5% somewhat agree, 38.7%

agree, 29% strongly agree. And items 11 to 20 measure optimism and pessimism at work, as examples: "I always look on the bright side of things regarding my job." 3.2% strongly disagree, 4.8% disagree, 6.5% somewhat disagree, 37.1% somewhat agree, 41.9% agree, 6.5% agree. "If something can go wrong for me work wise, it will" 17.7% strongly disagree, 12.9% disagree, 17.7% somewhat disagree, 25.8% somewhat agree, 24.2% agree and 1.6% strongly agree. An average mean of 3.31 and a standard deviation of 1.19. These results suggests that participants show some confidence and optimism in their ability to handle work challenges and maintain a positive attitude towards their work.

Work-life balance descriptive statistics.

For the measurement of this variable 4 questions were considered and measured on a scale of 1 to 6, Strongly disagree (score 1); Disagree (score 2); Somewhat disagree (score 3); Somewhat agree (score 4); Agree (score 5); Strongly agree (score 6). For example "At this time, I am meeting the work goals that I have set for myself." 6.5% strongly disagree, 8.10% disagree, 6.5% somewhat disagree, 33.9% somewhat agree, 37.10% agree and 8.10% strongly agree or "I sometimes feel as if I've done all there is to do in life." 17.70% strongly disagree, 22.6% disagree, 22.6% somewhat disagree, 25.8% somewhat agree, 8.10% agree and 3.2%strongly agree. There is a high variation of responses because although the majority answered positively, there is a high percentage that answered negatively. With a mean average of 3.05 and a standard deviation of 1.23 in general the participants have a positive perception of this variable.

Reliability test

This study was measured for internal consistency reliability with Cronbach's alpha using SPSS (Statistical package for the social science V 29). Cronbach's alpha scores are considered good between 0.7 to 0.8, very good between 0.8 to 0.9, and above 0.9 is considered most viable.
In this study, Table 9 shows that for psychological wellbeing the Cronbach alpha was .770, for work satisfaction it was .914 and for work-life balance it was .692. The first

two variables have an acceptable consistency among the responses, which indicates that the questionnaire is reliable, although the result for the work-life balance variable is lower than for the other two, even though it has a moderate consistency among the questions, which makes it reasonably reliable.

TABLE 9. RELIABILITY TEST, MEANS AND STANDARD DEVIATIONS.

Variables	Number of items	Cronbach's alpha	M	S.D.	N
Psychological wellbeing	13	0.77	38.8	9	62
Job satisfaction	17	0.914	4.14	1.1	62
Work-life balance	4	0.692	3.11	1.3	62

N= Frequency, M= mean, S.D.= standard deviation

Hypothesis testing
Correlation analysis

The study evaluated the hypotheses posed by correlation and regression analyses, following the findings of Esen et al. (2021) and Jung et al. (2023). According to the literature, the relationship between independent and dependent variables is considered significant when a 2-tailed Pearson correlation analysis shows values between 0.05 and 0.01. In performing Pearson's correlation analysis in this study, the relationship between psychological well-being, job satisfaction and work-life balance were measured. The results indicate a positive relationship between the variables. Specifically, a significant Pearson's correlation of .616** was observed between psychological well-being and job satisfaction, with a 2-tailed value of 0.01 (see Table 10), which supports hypothesis 1 and leads to the conclusion that participants with better psychological well-being tend to have higher job satisfaction.

TABLE 10. CORRELATIONS

		PWB	JS
PWB	Pearson Correlation	1	.616**
	Sig. (2-tailed)		<.001
	N	62	62
JS	Pearson Correlation	.616**	1
	Sig. (2-tailed)	<.001	
	N	62	62

**. Correlation is significant at the 0.01 level (2-tailed).

Between the relationship of psychological wellbeing and work-life balance a Pearson correlation of .549** which has a positive significance between the variables with a 2-tailed of 0.01 (see table 11). Hypothesis 2 is therefore accepted because people who experience higher levels of psychological wellbeing are more likely to have a better work-life balance.

TABLE 11. CORRELATIONS

		PWB	WLB1
PWB	Pearson Correlation	1	.549**
	Sig. (2-tailed)		<.001
	N	62	62
WLB1	Pearson Correlation	.549**	1
	Sig. (2-tailed)	<.001	
	N	62	62

**. Correlation is significant at the 0.01 level (2-
tailed).

Also, to test hypothesis 3, a correlation and regression analysis was performed between the job satisfaction variable as the independent variable and work-life balance as the dependent variable, resulting in a Pearson correlation of .434** is significant of 0.01 (see table 12), which demonstrate that there is a positive relationship between job satisfaction and work-life balance such that an increase in one correlates with an increase in the other.

TABLE 12. CORRELATIONS

		WLB1	JS
WLB1	Pearson Correlation	1	.434**
	Sig. (2-tailed)		<.001
	N	62	62
JS	Pearson Correlation	.434**	1
	Sig. (2-tailed)	<.001	
	N	62	62

**. Correlation is significant at the 0.01 level (2-
tailed).

Based on the results analysed, the hypotheses were supported. (see graphs 1, 2 and 3).

Graph 1. Correlation of psychological wellbeing and job satisfaction
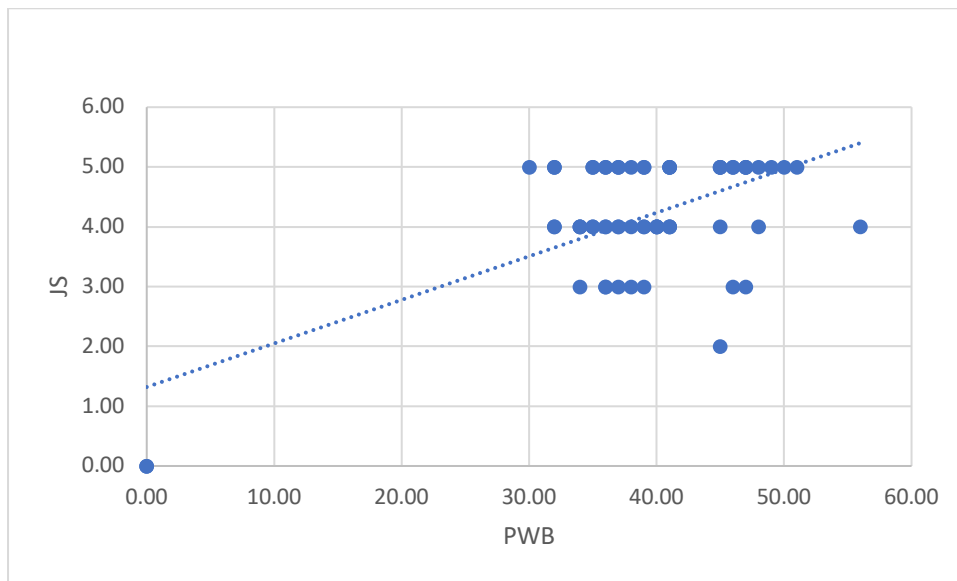
Graph 2. Correlation of psychological wellbeing and work-life balance
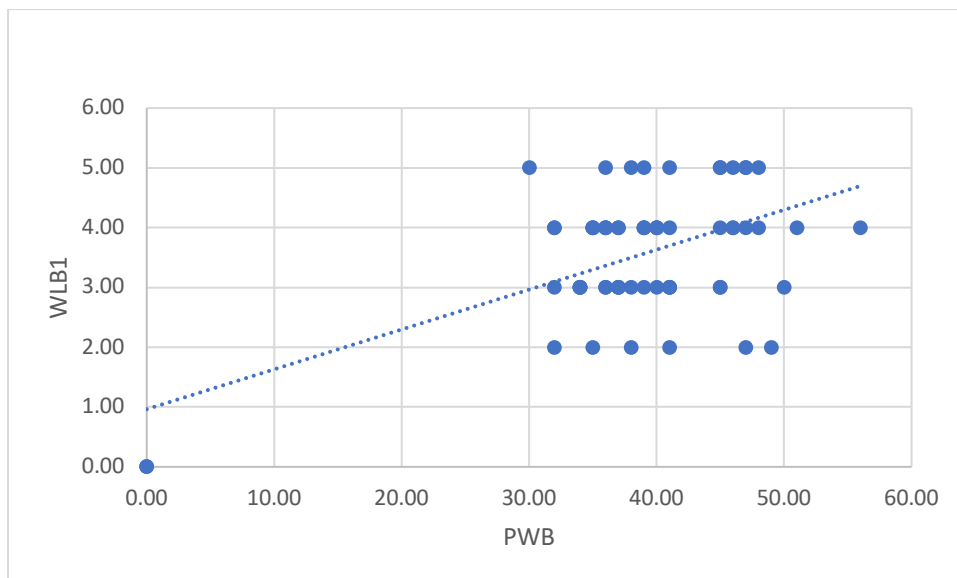
Graph 3. Correlation of job satisfaction and work-life balance
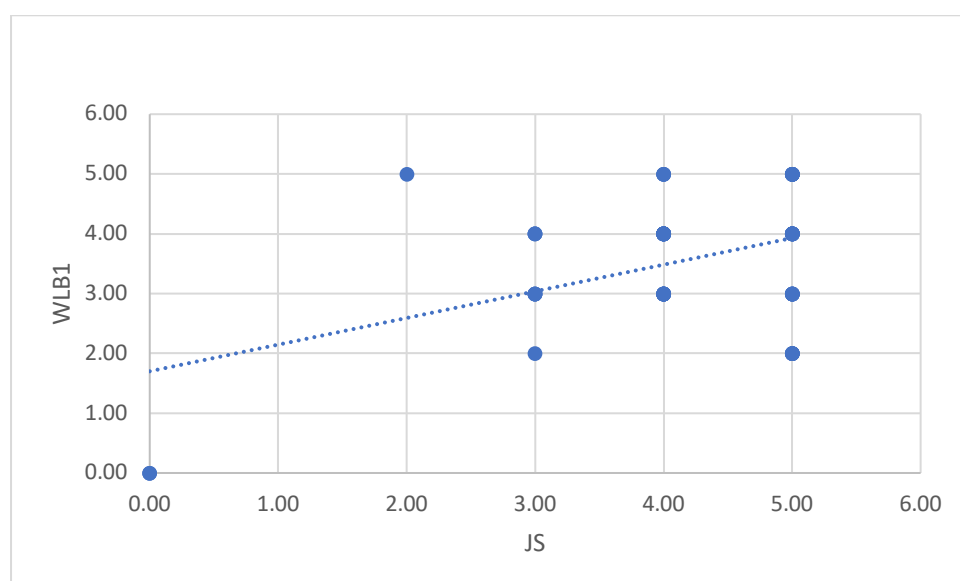
Regression analysis

Regression analysis was used to measure the correlation between the independent variable psychological wellbeing and the dependent variable job satisfaction, applying linear regression to better understand the results obtained on the variables.

In the regression analysis a positive correlation was found between psychological wellbeing and job satisfaction, tables 13 and 14 show that hypothesis 1 is supported since 38% of the variation of job satisfaction is related to psychological wellbeing, psychological wellbeing is an important variable in job satisfaction and it is confirmed positive with 0.616 < .001.

TABLE 13. COEFFICIENTS

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.321	.478		2.761	.008
	PWB	.073	.012	.616	6.061	<.001

a. Dependent Variable: JS

TABLE 14. MODEL SUMMARY

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.616ª	.380	.369	.84878

a. Predictors: (Constant), PWB

As hypothesis 2 is approved since it has a significant result of 0.549 <.001 and 30% of the work-life balance may be correlated with psychological well-being (see table 15 and 16).

TABLE 15. COEFFICIENTS

Coefficientsª

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	.965	.521		1.853	.069
	PWB	.067	.013	.549	5.094	<.001

a. Dependent Variable: WLB1

TABLE 16. MODEL SUMMARY

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.549ª	.302	.290	.92382

a. Predictors: (Constant), PWB

Hypothesis 3 was tested with a linear analysis, it was found in tables 17 and 18 that almost 19% of the work-life balance is related to job satisfaction, which indicates that higher job satisfaction is better related to work-life balance. Therefore, the hypothesis is accepted with a coefficient of .434<.001, as it does have a positive relationship.

TABLE 17. COEFFICIENTS

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.701	.510		3.332	.001
	JS	.446	.119	.434	3.736	<.001

a. Dependent Variable: WLB1

TABLE 18. MODEL SUMMARY

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.434[a]	.189	.175	.99590

a. Predictors: (Constant), JS

Conclusions.

The findings of this study support the three hypotheses proposed. First, a positive correlation was found between psychological well-being and job satisfaction among workers in the hospitality industry in Dublin. Second, a positive correlation was found between psychological well-being and work-life balance, indicating that higher levels of psychological well-being are associated with better work-life balance. Finally, the analysis revealed a positive correlation between job satisfaction and work-life balance, suggesting that higher job satisfaction tended to coincide with better work-life balance. These results highlight the interconnection between psychological well-being, job

satisfaction, and work-life balance among hospitality workers in Dublin, highlighting the importance of encouraging positive psychological outcomes in the workplace to improve job satisfaction and the work-life balance in general.

CHAPTER SIX

Discussion

Introduction.

In this chapter the researcher will bring together all the knowledge acquired during the process of this study, as well as give future recommendations to other researchers interested in the topic of well-being and their connection with job satisfaction and work-life balance.

The purpose of this study was to investigate the relationship of psychological well-being with job satisfaction and work-life balance in Dublin. It is important to keep a balance between these 3 factors as they all have a positive correlation with each other. The following conclusions can be made based on the results.

Positive correlation between psychological well-being and job satisfaction

The analysis of psychological well-being in the context of the Dublin hospitality industry provides important insights into several aspects of employees' mental health and general well-being. Through the use of a validated questionnaire, we explore various dimensions of psychological well-being, such as sense of purpose in life, self-acceptance, quality of interpersonal relationships, and personal development.

Psychological well-being plays a fundamental role in shaping individual social and professional lives. Basically, it reflects a person's overall happiness and satisfaction with life. Those who experience high levels of psychological well-being tend to encourage positive relationships with others, find greater meaning in their lives, and experience significant personal and professional growth. In addition, psychological well-being is closely related to job satisfaction, as people who possess a strong sense of well-being tend to be more motivated and committed to their work, pursuing their goals both personal and professionally.

The findings of our analysis align with existing research, which highlights the significant impact of psychological well-being on various aspects of people's lives, including their job satisfaction (Esen et al., 2021). By recognizing the importance of psychological well-being in the workplace, organizations can implement strategies and initiatives aimed at fostering a positive work environment that supports employees' mental health and overall well-being. This, of course, can in turn lead to higher levels of job satisfaction.

Positive correlation between psychological well-being and work-life balance.

Analysis of psychological well-being and work-life balance reveals significant aspects that contribute to our understanding of the mental well-being and quality of life of employees in the Dublin hospitality industry.

On the other hand, work-life balance is crucial for the overall well-being of individuals. This balance refers to the ability to effectively manage the demands of work and personal responsibilities, allowing individuals to devote time and energy to both their professional career and personal life. An adequate work-life balance is associated with higher levels of job satisfaction, greater productivity at work and a better overall quality of life (Haider et al., 2018).

When these aspects were evaluated, it is observed that there is a positive relationship between psychological well-being and work-life balance. Employees who experience greater psychological well-being tend to have a better ability to manage the demands of work and personal life in a balanced way.

In summary, both psychological well-being and work-life balance are key aspects of employee health and well-being in the hospitality industry.

Positive correlation between job satisfaction and work-life balance.

According to the hypotheses put forward and the data obtained, a positive relationship was found between job satisfaction and work-life balance among employees in the hotel sector in Dublin. This implies that employees who experience higher levels of job satisfaction also tend to have a better work-life balance. This positive relationship has

important implications for both employees and organizations. When employees achieve a satisfying balance between their work and personal lives, they tend to feel happier, less stressed and more engaged both at work and in their lives outside of work. This can result in greater commitment to the organization, higher employee retention, better mental and physical health, and greater overall life satisfaction.

More satisfied and balanced employees tend to be more productive, creative and committed to their work. They are also more willing to stay with the organization for the long term, which reduces the costs of turnover and improves the company's reputation as an employer of choice.

In conclusion, the positive relationship between job satisfaction and work-life balance is essential to the well-being and success of both employees and organizations in the hospitality sector in Dublin. Promoting and maintaining this beneficial balance should be a major concern for companies seeking to improve the quality of work life and the productivity of their workforce.

CHAPTER SEVEN

Conclusions and recommendations.

The purpose of this study was to investigate the relationship of psychological well-being with job satisfaction and work-life balance in Dublin. It is important to keep a balance between these 3 factors as they all have a positive correlation with each other. The following conclusions can be made based on the results. After analysing in detail, the data collected and presented in the tables, it can be concluded that there is a significant and positive relationship between psychological wellbeing, job satisfaction and work-life balance in the work context of the hospitality industry in Dublin.

Firstly, the results show that those employees who report higher levels of psychological wellbeing also tend to experience higher job satisfaction. This suggests that the psychological wellbeing of individuals positively influences their perception of and attitude towards their work, which can lead to greater dedication, commitment and job performance.

Secondly, it is observed that there is a positive correlation between job satisfaction and work-life balance. This means that employees who achieve a healthy work-life balance tend to feel more satisfied with their work. This finding highlights the importance of promoting work policies and practices that foster a work environment that allows employees to fulfil their job responsibilities and enjoy a satisfying personal life.

Taken together, these results support the idea that psychological well-being, job satisfaction, and work-life balance are interrelated and mutually reinforcing. Therefore, organizations should recognize the importance of addressing these areas holistically to promote a healthy and productive work environment. This could involve implementing psychological wellness programs, work flexibility, time management support, and promoting work practices that foster a healthy work-life balance for employees.

In conclusion, these findings have important implications for human resource management and the design of organizational policies aimed at improving employee well-being and satisfaction, which in turn can contribute to greater success and sustainability in the workplace.

Limitations and research recommendations

It is important to keep in mind that the sample size may influence of the results. In future research, consideration could be given to increasing the sample size to obtain more representative results. There is also the possibility that participants provide socially desirable responses in the questionnaires, which could affect the validity of the results. To mitigate this bias, more reliable data collection techniques, such as structured interviews or focus groups, could be used. Although a validated instrument was used to measure the variables of interest, it is important to recognize that no instrument is a perfect tool. There may be limitations to the instrument used, such as lack of awareness of certain aspects of psychological well-being or job satisfaction. Finally, the results of this study are based on data collected in the specific context of the hospitality industry in Dublin. Therefore, it is important to note that these results may not be generalizable to other industries or geographic locations.

The recommendations of this research firstly to better understand the relationship between psychological wellbeing, job satisfaction and work-life balance, employees could be followed over time. This would allow analysis of how these variables change and relate to each other at different stages of an individual's working life.

Based on the study's findings, specific actions could be developed and implemented in the workplace to improve employees' psychological well-being, job satisfaction, and work-life balance. These actions could include specific coping skills training programs, work flexibility policies, and promotion of a healthy work environment.

In addition to the variables studied in this project, it would be interesting to explore other factors that may influence employee well-being and satisfaction, such as leadership and corporate culture.

TABLE 6. DESCRIPTIVE ANALYSIS PSYCHOLOGICAL WELLBEING

ITEM	QUESTIONS	ST.D.		D		S.D.		S.A		A		ST.A		total	
		N	%	N	%	N	%	N	%	N	%	N	%	x	S.D.
1	I find difficult to really open up when I talk with others.	9	14.50%	24	38.70%	6	9.70%	13	21%	8	12.90%	2	3.20%	1.88	1.45
2	In many ways I feel disappointed about my achievements in life.	14	22.60%	23	37.10%	9	14.50%	11	17.70%	5	8.10%	-	-	1.51	1.25
3	I have not experienced many warm and trusting relationships with others	13	24.20%	29	32.30%	9	14.50%	4	6.50%	7	11.30%	-	-	1.4	1.22
4	I live life one day at time and don't really think about the future.	15	24.20%	20	32.30%	7	11.30%	15	24.20%	4	6.50%	1	1.60%	1.61	1.34
5	I gave up trying to make big improvements or changes in my life long time ago.	25	40.30%	16	25.80%	5	8.10%	8	12.90%	8	12.90%	-	-	1.32	1.44
6	I sometimes feel as if I've done all there is to do in life.	24	38.70%	17	27.40%	8	12.90%	10	16.10%	3	4.80%	-	-	1.2	1.25
7	I like most parts of my personality.	2	3.20%	4	6.50%	4	6.50%	11	17.70%	28	45.20%	13	21%	3.58	1.26
8	I am good at managing the responsibilities of daily life.	2	3.20%	1	1.60%	1	1.60%	15	24.20%	34	54.80%	9	14.50%	3.69	1.01
9	When I look at the story of my life, I am pleased with how things have turned out so far.	2	3.20%	-	-	4	6.50%	17	27.40%	24	38.70%	15	24.20%	3.7	1.1
10	For me, life has been a continuous process of learning, changing, and growth.	2	3.20%	-	-	1	1.60%	7	11.30%	22	35.50%	30	48.40%	4.2	1.07
11	I judge myself by what I think is important, not by the values of what others think is important.	3	4.80%	2	3.20%	3	4.8%%	15	24.20%	21	33.90%	18	29%	3.66	1.3
12	Some people wander aimlessly through life, but I am not one of them.	3	4.80%	1	1.60%	7	11.30%	22	35.50%	23	37.10%	6	9.70%	3.27	1.14
13	I have confidence in my own opinions, even if they are different from the way most other people think.	2	3.20%	4	6.50%	8	12.90%	10	16.10%	24	38.70%	14	22.60%	3.48	1.32

ST.D.= Strongly disagree, D.= Disagree, S.D.= Somewhat disagree, S.A.= Somewhat agree, A.= Agree, ST.A.= Strongly agree.

N= Frequency, M= mean, S.D.= standard deviation

TABLE 7. DESCRIPTIVE ANALYSIS JOB SATISFACTION

ITEM	QUESTIONS	ST.D.		D		S.D.		S.A		A		ST.A		total	
		N	%	N	%	N	%	N	%	N	%	N	%	x	S.D.
1	I can think of many ways to reach my current work goals.	3	4.80%	2	3.20%	5	8.10%	15	24.20%	22	35.50%	9	14.50%	3.24	1.30
2	I feel confident helping to set targets/goals in my work area.	3	4.80%	2	3.20%	5	8.10%	15	24.20%	23	37.10%	14	22.60%	3.53	1.28
3	I feel confident contributing to discussions about the company's strategy.	3	4.80%	9	14.50%	4	6.50%	16	25.80%	19	30.60%	11	17.70%	3.16	1.45
4	At the present time, I am energetically pursuing my work goal.	5	8.10%	4	6.50%	8	12.90%	14	22.60%	18	29%	13	21%	3.2	1.49
5	Right now I see myself as being pretty successful at work.	4	6.50%	5	8.10%	7	11.30%	17	27.40%	18	29%	11	17.70%	3.17	1.42
6	I can get through difficult times at work because I've experienced difficulty before.	2	3.20%	2	3.20%	7	11.30%	9	14.50%	24	38.70%	18	29%	3.69	1.27
7	I usually manage difficulties one way or another at work.	3	4.80%	1	1.60%	2	3.20%	12	19.40%	31	50%	13	21%	3.7	1.17
8	I should find myself in a jam at work, I could think of many ways to get out of it.	2	3.20%	-	-	1	1.60%	25	40.30%	26	41.90%	8	12.90%	3.56	0.96
9	I feel I can handle many things at a time at this job.	2	3.20%	1	1.60%	3	4.80%	13	21%	30	48.40%	13	21%	3.72	1.1
10	I feel confident in representing my work area in meetings with	3	4.80%	7	11.30%	4	6.50%	14	22.60%	23	37.10%	11	17.70%	3.29	1.4
11	I can be "on my own," so to speak, at work if I have to.	3	4.80%	2	3.20%	2	3.20%	15	24.20%	28	45.20%	12	19.40%	3.59	1.22
12	I always look on the bright side of things regarding my job.	2	3.20%	3	4.80%	4	6.50%	23	37.10%	26	41.90%	4	6.50%	3.29	1.07
13	I approach this job as if "every cloud has a silver lining."	2	3.20%	2	3.20%	4	6.50%	25	40.30%	25	40.30%	4	6.50%	3.3	1.03
14	I'm optimistic about what will happen to me in the future as it pertains to work.	3	4.80%	2	3.20%	3	4.80%	14	22.60%	28	45.20%	12	19.40%	3.58	1.23
15	When things are uncertain for me at work, I usually expect the best.	3	4.80%	4	6.50%	8	12.90%	19	30.60%	24	38.70%	4	6.50%	3.11	1.21
16	In this job, things never work out the way I want them to.	5	8.10%	17	27.40%	11	17.70%	18	29%	10	16.10%	1	1.60%	2.22	1.28
17	If something can go wrong for me work wise, it will.	11	17.70%	8	12.90%	11	17.70%	16	25.80%	15	24.20%	1	1.60%	2.3	1.46

ST.D.= Strongly disagree, D.= Disagree, S.D.= Somewhat disagree, S.A.= Somewhat agree, A.= Agree, ST.A.= Strongly agree.

N= Frequency, M= mean, S.D.= standard deviation

TABLE 8. DESCRIPTIVE ANALYSIS WORK-LIFE BALANCE

ITEM	QUESTIONS	ST.D.		D		S.D.		S.A		A		ST.A		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	x	S.D.
1	Here are lots of ways around any problem	3	3.20%	-	-	6	9.70%	19	30.60%	24	38.70%	11	17.70%	3.54	1.1
2	At this time, I am meeting the work goals that I have set for myself.	4	6.50%	5	8.10%	4	6.50%	21	33.90%	23	37.10%	5	8.10%	3.11	1.3
3	I feel confident presenting information to a group of colleagues.	2	3.20%	2	3.20%	6	9.79%	11	17.70%	28	45.20%	13	21%	3.61	1.2
4	I sometimes feel as if I've done all there is to do in life.	11	17.70%	14	22.60%	14	22.60%	16	25.80%	5	8.10%	2	3.20%	1.93	2

ST.D.= Strongly disagree, D.= Disagree, S.D.= Somewhat disagree, S.A.= Somewhat agree, A.= Agree, ST.A.= Strongly agree.

N= Frequency, M= mean, S.D.= standard deviation.

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