

THE QUALITY OF WORK-LIFE BALANCE AMONG EMPLOYEES OF BAYLEAF HOTEL CAVITE: BASIS FOR CONTINUOUS IMPROVEMENT

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ABSTRACT

The main goal this study was to unveil the work life balance of the employees within the hospitality industry. Without this, the employee's personal life and work life could collide somewhere in the middle, causing both to suffer. The researchers assessed the work performance of the workers in Bayleaf Hotel Cavite in order to know how they cope in a fast-paced hospitality industry. There were a total of 40 respondents who participated in this study. Most of the employees from the chosen hotel were single, and majority of them were fresh graduates. Almost everyone were working full time for less than five years since the establishment only started their operation last June 2016. Most of the participants were from food and beverage department because they had the wide range among any other departments. Employees of Bayleaf Hotel Cavite admitted that they were having doubts on their efficiency. Also, they mentioned that they did not have much time for travelling. Lastly, they were no longer enthusiastic to execute their job. The researchers proposed a plan of action that can help Bayleaf Hotel Cavite to further improve its services.

Keywords: *Work life balance, Bayleaf Hotel Cavite, employees, improvement*

INTRODUCTION

Work-life balance is a topic that examines the connection between private life and work. Wiese (2015) mentioned that psychological presentations on the interaction of action and experience processes in different areas. The stereotype of work-life balance has been moved from being a largely minor topic from the past two decades into something more mainstream (Coller, 2016). According to

Gangwisch (2014), work-life balance is commonly seen as any relationship between the family responsibilities, care, and dependency and work.

Hospitality is a relationship between guests and hosts. It is anchored on the idea of customer satisfaction. On the other hand, the kinship between hosts and guests is in the end of a business relationship, a bearing between buyers and sellers. According to Cureteanu (2014), the hospitality industry crack to nearly each company that was nexus on guests' contentment and attain sluggishly the needs of the guests.

In a study conducted by Wong (2013), he mentioned that one of the most outlined phase of this industry is the focus on guests' contentment. From the site besthospitality.com (2015), they mentioned that this industry is considerably broader than other industries, for one can find work anywhere in a world where industries focus on increasing customer satisfaction and striving to meet any of their needs.

It was outlined in the study of Milde (2009) that Filipino nationals have been represented in the largest portion of international crew in the hospitality industry. Filipinos were always exceedingly accelerated as a crew constituent due to their artistic skills. The preference of Filipinos to catalyze in a hotel was determined by the employment order in the hospitality sector, as well as the operations form in other fields especially in other countries.

According to the site of Caterer.com (2014), they mentioned that there were many hotels encouraging an adjustable operative as one row of withhold staff. Nevertheless, there was no troop who would covet to mislay you if you are a worthy supervisor who has a knowledge in the industry.

The researchers' main goal of the study was to unveil the work-life balance of the employees within the hospitality industry. Without this, the employee's personal life and work life could collide somewhere in the middle causing both to suffer. The researchers assessed the work performance of the workers in Bayleaf Hotel Cavite in order to know how to cope in a fast-paced hospitality industry.

Objectives of the study

The overall goal of this paper is to describe the work-life balance of the respondents. The following objectives served as guides to the researchers in order to gain substantial data:

1. To describe the demographic profile of the respondents in terms of:
 - 1.1 Nature of work
 - 1.2 Job status
 - 1.3 Length of service
 - 1.4 Marital status
2. To determine the extent of work life balance of the employees of Bayleaf Hotel Cavite in terms of:
 - 2.1 Productivity
 - 2.2 Free time (work interference with family)
 - 2.3 Leisure activities
 - 2.4 Job satisfaction
 - 2.5 Energy
3. To determine if there is a significant difference on the extent of work-life balance of the employees of Bayleaf Hotel when the respondents are grouped according to their profile.
4. To propose a program for continuous improvement.

METHODOLOGY

In this section, the methods of this research are discussed. This chapter includes the research design, respondents of the study, data gathering tools, data gathering procedure, and data Analysis.

Research Design

Since the study was about the work-life balance of hotel employees and their continuous improvement, the researchers used descriptive method of research to gather more information. Descriptive study involves collecting data in order to test hypothesis and to answer research questions concerning the present existing condition of the

participants (Nebeker, 2015). Descriptive study are designed to depict the participants in an accurate way.

The researcher applied the quantitative research strategy in their questionnaires. This method used objective measurement-- the statistical or numerical analysis of data collected through questionnaires by managing statistical data using computational techniques

Participants of the Study

The researcher chose the employees of Bayleaf Cavite as the respondents of the study as it is the research and teaching hotel of the Lyceum of the Philippines. Also, since it is a newly established hotel, the results of this study can help them improve their establishment.

Quota sampling was used to reach the respondents. It is sampling a methodology wherein data are collected from a comparable group. It involves a two-step process where two variables are used to clarify information from the population. Quota sampling helped the researchers in quick differentiation.

There were a total of 40 respondents. The number of respondents was determined using G-power analysis. It is a tool to compute statistical power analysis for many different test. The researcher utilized Cronbach Anaysis. The analysis had an alpha value of .801, which is within the accepted range of 0.7 and above. Hence, the questionnaire was consistent and reliable. The researcher used the result of the analysis to further validate the questionnaire, gather a better statistical data, and form a more reliable conclusion.

Data Gathering Tools

A survey questionnaire made by the researcher was used as the main data gathering instrument. The survey questionnaire was divided into two parts. The first part gathered the demographic profile of the respondents which includes age, gender, income, and status position or ranking. Second part contained the survey proper—the common factors encountered by the hotel employees. The

questionnaire underwent content validation to ensure its consistency and validity.

Data Gathering Procedure

All the needed information came from books, journals, magazines, and articles borrowed from the library of Lyceum of the Philippines-Laguna. The researchers also used the internet to strengthen their resources.

The data were collected using a survey questionnaire. The first part of the survey consisted of 15 questions which were related to the participant's perception of work life balance. The questionnaire was sent to the adviser for validation. It was then distributed to the employees and supervisors of Bayleaf Cavite.

The researcher tallied and evaluated the responses. The data were presented in the form of graphs and tables. With the help of a statistician, the answers were statistically analyzed.

Data Analysis

The researchers used different statistical methods to analyze the gathered data. The demographic profile of the respondents was analyzed using frequency and percentage. Weighted mean was used in the Likert Scale to identify the different factors affecting the work life balance of hotel employees. The respondents answered based on their perception of work life balance. The Likert Scale, a four-point scale, was used to allow the respondents to fully express satisfaction and dissatisfaction. The equivalent scale is shown below.

| RANGE | SCALE | VERBAL INTERPRETATION |
|-------|-----------|-----------------------|
| 4 | 3.50-4.00 | Strongly Agree |
| 3 | 2.50-3.49 | Agree |
| 2 | 1.50-2.49 | Disagree |
| 1 | 1.00-1.49 | Strongly Disagree |

Using weighted mean helped the researchers in tabulating the results. In most cases, weighted average was computed with respect to the frequency of the values of the data set.

The Analysis of Variance (ANOVA) was used to determine the differences between the different factors affecting the work life balance of hotel employees when they are grouped based on their respective profile. It is statistical technique that assesses potential differences in scale-level dependent variable by a nominal-level variable having two or more categories.

RESULTS AND DISCUSSION

Work Life Balance

As per Collier (2016), over the past two decades, work-life balance has been considered a fringe topic. Furthermore, Gangwisch (2014) said that the adequate quality of work is for personal income and for fulfilling human needs, such as shaping their own personal identity, securing their social status, and giving structure and purpose to their daily life.

Profile of the respondents

The respondents were profiled according to their nature of work, marital status, job status, and length of service. The researchers used the frequency and percentage equation for the demographic profile of the respondents. The table 1 illustrates the result of the demographic profile of the respondents.

Table 1 shows that majority of the respondents came from Food and Beverage department followed by the Housekeeping and Front Office department. This table presents the equivalent frequency of respondents according to the nature of work. The results demonstrate that the food and beverage had the most number of employees, having 24 respondents which was equivalent to 60% of the total population. According to Routledge (2018), the provision of food

and beverage away from home formed a significant part in the activities of hospitality industry and even in the economy as a whole.

The table indicates that the food and beverage had the most number of employees. Also, the operations of food and beverage department were characterized as the heterogeneous. The front office had the least number of employees. Front office department does not usually need numerous employees to maintain the quality of their work. Nowadays, firms are pursuing competitive strategies aimed at cost reduction, quality improvement, and innovation.

Table 1: Frequency distribution of profile of the respondents

| 1.1 Nature of Work | FN=50 | P=100 |
|------------------------------|--------------|--------------|
| Food and Beverage | 24 | 60 |
| Housekeeping | 10 | 25 |
| Front Office | 6 | 15 |
| 1.2 Marital Status | | |
| Married | 8 | 20 |
| Single | 32 | 80 |
| Divorced | 0 | 0 |
| Widowed | 0 | 0 |
| 1.3 Job Status | | |
| Full Time | 40 | 100 |
| Part Time | 0 | 0 |
| 1.4 Length of Service | | |
| 1-5 years | 40 | 100 |
| 6-10 years | 0 | 0 |
| 10-15 years | 0 | 0 |
| 16-20 years | 0 | 0 |

Table 1.2 shows the marital status of the respondents. 32 respondents, 80 % of the total population, were single employees, while there were only 8 married workers, 20% of the total population. According to Gillet (2016), single men within the age of 28 and 30 work 441 fewer hours outside the home per year than married peers, while men between 44 and 46 work 403 fewer hours if they are single. Married employees experienced burnout while working, which may affect their performance.

The table 1.3 shows that all the employees were hired as full time workers. The table above presents the equivalent frequency of respondents according to job status. The result demonstrates that all of the respondents were full time employees of Bayleaf Hotel. Lunt (2014) said that employers know how many hours their employees must work in a week to qualify as a full-time employee. Furthermore, even when employers are legally obligated to provide benefits to employees, the total number of hours employees must work to qualify for those benefits varies from law to law.

The next table shows the equivalent frequency of respondents according to the length of service. The result demonstrates that the length of service of all the respondents was 1-5 years. The results revealed that the relationship among personal motivation, flow, and commitment played superior role for older employees who worked in a hospitality organization for more than 5 years. Watson argued that young employees work less than 5 years, while older employees work stay for more than five years. Also, since Bayleaf hotel was only established in 2016, the possible length of service for the employees is approximately 2 years.

Table 2 shows that the productivity of the respondents had the highest mean, 3.55. This means that their employees were highly productive. According to Kaushambi (2012), extended hours spent in a department is directly connected to higher productivity. For employees who were looking forward to have a better work-life balance, this is a clear suggestion for an early exit from the department.

The respondents strongly agreed to the question and it was clear that they were productive employees. They were able to work hard and achieve their desired position. Kuashambi demonstrated that employees can enhance their productivity level through the department.

Some of the respondents, with the lowest mean of 3.20, agreed that they were effective employees.

Table 2: Work life balance of the employees of Bayleaf Hotel

Cavite in terms of productivity

| INDICATORS | WM | VI |
|---------------------------------------|-------------|----------------|
| Highly productive employee | 3.55 | Strongly Agree |
| Work efficiently | 3.48 | Agree |
| Happy with the quality of work output | 3.30 | Agree |
| Able to finish all the tasks on time | 3.28 | Agree |
| Effective employee | 3.20 | Agree |
| Composite Mean | 3.36 | Agree |

Legend: 1.00-1.49=Strongly Disagree; 1.50-2.49=Disagree; 2.50-3.49=Agree; 3.50-4.00=Strongly Agree

According to Karatepe (2014), “job embeddedness” can encourage essential job outcomes. It is effective on employees’ performance. The analysis tested in this study found out that “job embeddedness” considered the relationship between the employees and the organization.

Table 2 shows that respondents agreed they were good employees. They were doing the right thing for their job and for the

organization. A positive interaction is a good sign of an effective relationship between employees and the organization. As Karatepe explained, effectiveness is the doing the right thing.

The table 3 shows that the respondents were able to finish their task on time and were able to go to their homes after their duties. Kleiber (2014) said that the psychological dimensions of leisure for young adults are overlooking their experience of freedom and being motivated during free time rather than productive activities.

According to the results, the employees were responsible enough as they can finish their task on time. Kleiber prove that the intense of the challenge depends on the activity that the young adult workers are experiencing, and it examines that the completion of their duties and works are the result of positive effects of resting. On the other hand, all of the respondents disagreed that they were able to relax during their free time.

Table 3: Mean Deviation of work life balance of the employees of Bayleaf Hotel Cavite in terms of free time

| INDICATORS | WM | VI |
|---|-----------|-----------|
| Job responsibilities make it easy for to get home after all the tasks | 3.38 | Agree |
| Meet the demands of job, have to limit the number of things to do at home | 3.35 | Agree |
| Job let attend appointments/special events at home | 3.23 | Agree |
| Change plans at home because of the demands of job | 3.13 | Agree |
| Finding time to relax is difficult | 1.80 | Disagree |

Table 3 continued...

| | | |
|-----------------------|-------------|--------------|
| Composite Mean | 2.98 | Agree |
|-----------------------|-------------|--------------|

Legend: 1.00-1.49=Strongly Disagree; 1.50-2.49=Disagree; 2.50-3.49=Agree; 3.50-4.00=Strongly Agree

According to “My home vitality” (2017), to be more productive at work, they really need to focus more on their own happiness. Having a healthy and positive work will always lead to a positive and better life. An employee spent most of his time stressed and exhausted on work.

The respondents agreed that they were able to relax during their free time. They agreed that resting and relaxing during their free time save them time. My home vitality proved that relaxation is needed to make the employees more productive and contented.

Table 4 exhibits the leisure of the respondents which had the highest mean of 3.15. They have at least 3-5 hours of resting time, and they read certain books as their leisure activity. According to Kassean (2012), employees, who spent their time at work, emphasized their workplace as a setting for leisure activities. Those healthy and fitted employees are more likely to be regular at work with a positive behavior and be more productive at work. Leisure activities were provided to employees to give them a balance from their work load.

The respondents were able to balance their work from leisure time. The respondents have a positive outlook in life, making themselves free from stressful ideas and productive in the society they belong to. Kassean proved that having leisure time helps condition their mind, to have energy to work. Employees take some time to calm and relax their body and mind. Balancing their work from personal lives makes them free from unnecessary stress or anxiety.

Table 4: Mean Deviation of work life balance of the employees of Bayleaf Hotel Cavite in terms of leisure

| INDICATORS | WM | VI |
|---|-------------|--------------|
| Table 4 continued... | | |
| Have at least 3-5 hours to read books or any articles | 3.15 | Agree |
| Have enough time for sports | 3.10 | Agree |
| Have ample of time to exercise | 3.08 | Agree |
| Have ample time for sleeping | 2.65 | Agree |
| Have enough time for travelling at least out of town | 2.58 | Agree |
| Composite Mean | 2.91 | Agree |

Legend: 1.00-1.49=Strongly Disagree; 1.50-2.49=Disagree; 2.50-3.49=Agree; 3.50-4.00=Strongly Agree

Having ample time for travelling out of town had the lowest mean, 2.58. Some of the respondents had enough time to travel with their family, and some had a hard time using their time to travel out of town. According to Smith, others may have more personal reasons for not taking enough time off, for example some may have financial reasons that prohibit extended time off. Other workers may see their superiors skipping their vacations and felt guilty about taking time off as they do not want to look slackers at their work.

The respondents should be wiser in using their leisure time and should balance their work from their rest day to meet the expected results. By doing so, the respondents can achieve their goal to meet the expectation of the organization. They should focus on the demands of the work first before the leisure. Smith argued that it depends on

the situation whether they have personal reasons for not taking a vacation or day off. They must work hard to meet their exceptional achievements and they must take a small vacation to balance their work and life.

Table 5 indicates that, in terms of job satisfaction, the respondents agreed that there were gaining more knowledge and were well satisfied to their work, with the highest mean 3.43. According to Jan De Neve (2017), the quality of a certain job focused on specific workplace characteristics and how they are related to blissful employee. They detected that those well-paying jobs are happier and more satisfied with their lives and jobs. Work-life balance emerged as a strong anticipation of peoples' happiness.

Table 5: Mean Deviation of work life balance of the employees of Bayleaf Hotel Cavite in terms of Job Satisfaction

| INDICATORS | WM | VI |
|---|-------------|--------------|
| The best organization to work for | 3.43 | Agree |
| Employees our Proud to tell people that they are part of this company | 3.38 | Agree |
| Employees like working here | 3.35 | Agree |
| Employees felt personal satisfaction when they do job well | 3.25 | Agree |
| Employees satisfied with their job | 3.20 | Agree |
| Composite Mean | 3.32 | Agree |

Legend: 1.00-1.49=Strongly Disagree; 1.50-2.49=Disagree; 2.50-3.49=Agree; 3.50-4.00=Strongly Agree

The respondents enjoyed their job, and they were satisfied with both of their personal and corporate lives. They were able to meet their work expectations that resulted to a good and positive relationship with the organization and workplace. According to Jan de Neve, the employees are satisfied with their work in the organization and the work life balance emerges to its strong anticipation of employees' happiness and gives a positive relationship.

Some of the respondents, with the lowest mean of 3.20, agreed that they are satisfied with their job. As mentioned by Meredyth (2017), job satisfaction depends on an employee's perception. By acknowledging the value of their time and making adjustments, managers helped them to find some balance and to decrease their frustration levels. Meredyth argued that it depends on the employee's perception, from their job satisfaction to their work place, if they are satisfied with their jobs.

Table 6 shows the highest mean of the respondent's energy. Respondents were able to meet their work expectations. The employees were well prepared to work comfortably in a favorable manner. According to Green (2017), to fulfill the work engagement, the employees should at least have experiences. Employees also have needs, and they also desire to be authentic, having expectations on how their organization will fulfill them.

Table 6: Mean Deviation of work life balance of the employees of Bayleaf Hotel Cavite in terms of energy

| INDICATORS | WM | VI |
|--|-----------|-----------|
| Employees said that they are meeting their work expectations | 3.48 | Agree |
| Appropriate resources to accomplish tasks/work/job | 3.48 | Agree |

Table 6 continued...

| | | |
|--|-------------|--------------|
| Employees go out of their way after that they completed their work | 3.45 | Agree |
| Employee really care about their fate on their job | 3.45 | Agree |
| Employees felt enthusiastic in their job | 3.43 | Agree |
| Composite Mean | 3.46 | Agree |

Legend: 1.00-1.49=Strongly Disagree; 1.50-2.49=Disagree; 2.50-3.49=Agree; 3.50-4.00=Strongly Agree

The respondents were able to meet their work expectations and they were able to work comfortably. As Green argued experiences can teach the employees in many aspects of life. Experiences make them flexible and brilliant. They are satisfied when the employer trust their employees. If employers trust their employees, they feel fulfilled.

With the lowest mean of 3.43, employees were excited to execute their job. According to Marcia (2012), when employees feel the enthusiasm on their work, it manifests on how they perform and how they treat guests, giving them a better relationship and a better service.

Respondents had an active interest on executing their tasks. The respondents have the full potential at work and have a positive relationship to their job. Marcia explained that enthusiasm gives positive attitude that creates a positive relationship towards the customers and to other employees.

Based on the ANOVA analysis, there was no significant difference between the work life balance of productivity, free time, leisure, job satisfaction, and energy based on the nature of work. If P-value is <.05 then there is no significant difference between the

employee workers in the Bayleaf hotel. If P-value is $>.05$, then there is no significant difference between the nature of their work.

Table 7: ANOVA analysis of the differences on the work life balance of the employees of Bayleaf Hotel Cavite in terms of respondents' nature of work

| Work-life balance | f-value | p-value | INTERPRETATION |
|--------------------------|----------------|----------------|-----------------------|
| Productivity | .014 | .986 | Not Significant |
| Free Time | .529 | .594 | Not Significant |
| Leisure | .652 | .527 | Not Significant |
| Job Satisfaction | .445 | .644 | Not Significant |
| Energy | .864 | .430 | Not Significant |

*If is p-value $<.05$ then there is significant difference; If p-value is $>.05$ then there is no significant difference

According to Lewis (2018), the degree of an employees' work referred to the quality of their performance, relative to others with jobs of a similar nature. The status of work was related to the nature of their work since it provided an indication on how well the employee performed the duties required for their position.

Table 7 shows that there was no significant difference between the respondents' productivity, free time, leisure, job satisfaction, and energy on the nature of work. As Lewis explains, the levels of nature of the work may be perceived in a more subjective manner by the superiors in the organization.

As table 8 shows that there was no significant difference between the work life balance of productivity, free time, leisure, job satisfaction, and energy based on marital status. If p-value is $<.05$ then there is significant difference; If p-value is $>.05$ then there is no significant difference.

Table 8: ANOVA Analysis of difference on the extent of work life balance of the employees of Bayleaf Hotel Cavite grouped according to their marital status

| Work-life balance | f-value | p-value | INTERPRETATION |
|--------------------------|----------------|----------------|-----------------------|
| Productivity | .199 | .658 | Not Significant |
| Free Time | .556 | .460 | Not Significant |
| Leisure | .033 | .856 | Not Significant |
| Job Satisfaction | .543 | .466 | Not Significant |
| Energy | .096 | .758 | Not Significant |

*If is p-value <.05 then there is significant difference; If p-value is>.05 then there is no significant difference

Lastly, Panisoara (2013) mentioned that busy hours can lead to more time and effort dedicated to keep the current position, thus leaving the possibility to favor one’s personal life and leaving the possibility to have a job by chance.

This study examined whether marital status has an impact on work-life balance so that the organizations can conceive and implement proper motivational policies. As Panisoara argued, the study tackles the effect of marital status on the work life balance in the organization and on personal life.

| Key Results Area | Plan of Action | People Involve/ Department | Proposed Budget for activities |
|-------------------------|-----------------------|---------------------------------------|---------------------------------------|
| | | | |

| | | | |
|--|---|--|--|
| <p>Productivity</p> <p>Doubts on being effective employee</p> | <p>The organization needs to conduct a motivational seminar, team building and giving them a chance to have awards and recognition.</p> | <p>HR Food and Beverage Manager Housekeeping Manager FNB and Housekeeping Staff</p> | <p>Php 5,000 (for the speaker, paper, pen, and snack)</p> |
| <p>Free time</p> <p>Difficulties on finding time to relax</p> | <p>Having a fair schedule and giving them at least 2 days off per week and have a paid leave.</p> | <p>HR Housekeeping Manager Housekeeping Staff</p> | <p>(Doesn't need a budget for this; just a time for scheduling)</p> |
| <p>Leisure Activities</p> <p>Don't have enough time for travelling</p> | <p>The heads should give them a free travel as a reward for their achievements and allow them to bring their family whenever there is a company outing.</p> | <p>HR Food and beverage Manager Housekeeping Manager FNB and Housekeeping Staff</p> | <p>Php 50, 000 (For company outing or for the cost of free travel)</p> |
| <p>Job Satisfaction</p> <p>Employees from Front Office are not satisfied with their job</p> | <p>They should receive a fair salary according to their work and giving them gift checks once they have complete attendance for the whole month.</p> | <p>HR Front Office Manager Front Office Staff</p> | <p>Php 5, 000 (For the gift checks; for completing the attendance)</p> |

| | | | |
|---|--|---|--|
| <p>Emergency</p> <p>Not enthusiast on their job</p> | <p>They should have morning or meeting before the start of their work and they should give them motivation for setting their goal on their working days.</p> | <p>HR Housekeeping Manager Housekeeping Staff</p> | <p>(No budget needed; just a time for having a talk about the goal for that day)</p> |
|---|--|---|--|

CONCLUSIONS

The researchers conclude that in terms of the respondents' demographic profile, food and beverage department got the highest number of workers in Bayleaf Hotel Cavite. Moreover, majority of the number of respondents were full-time workers. The employee's length of service was between 1-5 years since Bayleaf Hotel Cavite was only established last June 2016. In addition, majority of the workers were single, 80% of the total population while 20% were married workers. This means that most of the workers in Bayleaf Hotel Cavite were unmarried fresh graduates.

In terms of employees' work-life balance, the researchers chose to determine their productivity, free time, leisure activities, job satisfaction, and energy. Some of the employees were having second thoughts if they were effective workers. Also, some of them said that they had difficulties to use their free time for relaxation. They even said that they did not have much time for travelling. Lastly, they were not excited to execute their tasks. Bayleaf Hotel Cavite should find time to conduct seminars and team buildings for their employees. This will help the whole organization to be motivated every day at work.

Lastly, the researchers concluded that there was no significant difference on the extent of work life balance of the employees grouped according to their profile.

RECOMMENDATIONS

The researchers would like to recommend the hospitality industry for having great results for the past few years. This only means that this industry can provide excellent service for their guests around the world. Also, the Bayleaf Hotel Cavite is recommended by the researchers for delivering an incomparable suite of services and facilities which cater the guests' most pressing demands and fanciest of whims. From the pleasures of food and personalized treatment to well-organized business affairs, this hotel deserved to be visited.

Next is the students of Lyceum of the Philippines University – Laguna for conducting this research about the quality of work life balance among employees of Bayleaf Hotel Cavite. The students are truly recommendable because they were able to get insights from the chosen hotel that they can share to the future hoteliers and fellow students of College of International and Hospitality Management. Lastly, for the future researcher, they may conduct a study about work life balance in other specific regions. This will help the chosen hotel to know what to improve. Allowing a more in-depth analysis of the quality of work life balance among employees of chosen hotel is needed for continuous improvement.

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