

HOSPITALITY AND MANAGEMENT OF PEOPLE

A Study on Quality of Work Life and Satisfaction

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The objective of this study was to analyze the effect of hospitality, perceived quality of life at work (QWL), real aspects of QWL, satisfaction, and well-being between employees and the People Management department of medium- and large-sized companies, located in the city of São Paulo and large São Paulo / Brazil. The research was characterized as descriptive quantitative, a questionnaire was used on a seven-point Likert scale containing four scales (Hospitality, Quality of Life at Work, Intangible Aspects of QWL and Satisfaction / Well-being), and the sample was non-probabilistic, for convenience, made up of 397 respondents. For the analysis of the data, the multivariate technique of Structural Equation Modeling (SEM) was used. There are indications that the hospitality aspects of the Human Resources department have a direct positive effect on the employees' QWL perception, hospitality has an immediate positive impact on the understanding of satisfaction and well-being by the work performed by the employees. The real benefits have a positive effect on QWL perception, that is, the employee understands that his or her well-being is directly linked to the real benefits that he receives from the company. This article adds the emerging literature on hospitality in different environments and the search for well-being, happiness at work, is an essential factor of differentiation and competitiveness among companies. For new studies it is suggested to extend the sample, to use multi-group analysis (MGA) techniques and to broaden the research, thus establishing new relationships between the analyzed constructs and the different age groups of the respondents, sex, educational level and hierarchical level of the respondents.

KEY WORDS: *hospitality, people management, quality of life at work, satisfaction.*