

THE IMPACT OF NIGHT SHIFT WORK TO THE EMPLOYEE OF GO HOTELS NORTH EDSA-QUEZON CITY

ABSTRACT

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The hotel industry depends on night shift employees to maintain seamless operations during late hours. However, working night shifts poses several challenges, including disruptions to normal sleep patterns, increased health risks, and notable psychosocial effects. This study investigated the impact of night shift work on employees at Go Hotels North Edsa-Quezon City, highlighting key concerns and identifying strategies to enhance their working conditions and overall well-being. A descriptive-comparative research design was used to examine the experiences of night shift employees. A structured survey questionnaire was administered to 20 employees from various departments, addressing aspects such as health and well-being, safety and security, work environment, and available support resources. The collected data underwent statistical analysis to identify patterns, explore relationships, and pinpoint areas requiring intervention. Findings revealed that night shift employees face significant challenges in maintaining regular sleep schedules, resulting in fatigue and elevated stress levels. Many also experience irregular eating habits, which negatively impact their overall health. Despite these issues, employees generally view the hotel's security measures and work environment positively, crediting their sense of safety to well-implemented protocols and sufficient workplace resources. Statistical analysis further indicates a strong correlation between employees' demographic profiles and their experiences, suggesting that concerns related to night shift work vary across age groups and job positions. To mitigate the challenges of night shift work, employers should adopt targeted strategies such as comprehensive wellness programs, sleep hygiene and fatigue management initiatives, and access to balanced nutritional options. Enhancing security protocols, upgrading rest areas, and offering more flexible scheduling can further support employees' physical and mental well-being. By addressing these key areas, hotel management can create a healthier, safer, and more supportive work environment, ultimately improving productivity and job satisfaction among night shift staff.

RECOMMENDED CITATION

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