

Social Network and Job Satisfaction of Female Migrant Workers in Hotel Industry

Han Shen*

Tourism Department, Fudan University, Shanghai, 200433, China

*Corresponding author: Shen H, Associate Professor, Tourism Department, Fudan University, Shanghai, 200433, China, Tel: +86 21 65642222; E-mail: shen_han@fudan.edu.cn

Received date: January 18, 2016, Accepted date: Jan 21, 2013, Publi date: Jan 26, 2016

Copyright: © 2016 Shen H, This is an open-access article distributed under the terms of the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited.

Background

Hotel industry represents an important factor in terms of employee scales in service sector in China, which employed 23 million people in [1]. Rural-urban female migrant workers are a majority group in the hotel industry in China. Housekeeping in hotels is usually the first job for the rural-urban female workers when they move to the cities [2].

The education backgrounds of the domestic migrant workers from rural areas are relatively weaker by comparison with those of the urban residents because of the unequal distribution of schooling resources, therefore, the migrant workers intend to find jobs with low technical and skill requirements. Therefore, those entry level jobs in hotels become their first choice.

It is also found that personal and family contacts are a prevalent instrument used in finding a job for those people who lacks competitiveness in hiring practices [3]. The rural workers' social resources in urban areas are very limited and therefore they usually follow their relatives or fellow-villagers who move to the cities earlier. A research found that around 80% of the female migrant workers in Shanghai hotel industry found their jobs through the personal networks in the city [4].

Characteristics of the Female Migrant Workers

The female migrant workers in hotel industry has already been a significant factor in the human resource management in China. With the dynamic evolution of the employee structure in the cities in recent years, more and more migrant workers replaced the city residents in service sectors. But most of the hotel managers in the cities have very few understanding toward the background, culture and characteristics of the migrant workers, correspondingly, they cannot work out reasonable countermeasures to deal with the migrant employees, which caused many sub-cultural conflicts at the work place. Therefore, it is becoming increasingly important to apply a systematic approach to study the group characteristics and working attitudes of the migrant workers in hotel industry in China.

We can define the female migrant workers in hotel sector as a specific occupational group and social group in cities. Under this context, studies of their job satisfaction should apply a more comprehensive consideration of their social networks, individual variables and interpersonal relations.

On the other hand, from the perspective of the social gender theory, the institutional identity and social networking system and job satisfaction at the work place are the three important factors deepening the labor process of the female migrant workers. Studies to the subjectivity of the labor process can reveal the evolution of the

femininity characteristics and the influence of the female human capital, which will help us to find out the structural problems of the rural migrant workers in the modern organizations and the human resource development of the service industry during the process of economic and social changes in China.

Job Satisfaction

Job satisfaction is a very effective index to measure the attitude of the workers. Many researchers found that job satisfaction can be applied to evaluate the employees' emotion toward their jobs [5] and their working attitudes [6]. Job satisfaction is a complex psychological dimension including the belief, emotion and evaluation to the jobs. The evaluation of job satisfaction comes from the cognitive and emotional perceptions of the workers, however, there great difference between cognitive-based job satisfaction and emotional-based job satisfaction, in terms of antecedent and consequence variables. Therefore, the existing research literature suggests that a deeper understanding of the job satisfaction should be combined with more variable, from the social system, organizations and individuals categories.

Content Theory is a very important framework of job satisfaction, based on Maslow's hierarchy of needs and Herzberg's two-factor theory. This theory provides a perspective to understand the structure and content of the needs of the people at work under the framework of the achievement of individual needs and values. Process Theory is another important theoretical framework to study the workers' action, expectation, need, value and other variables, and their interaction process with the job characteristics on the job satisfaction. Situational Model Theory proposed by Quarstein, McAfee & Glassman (2005) considered job characteristics, organization characteristics and personal characteristics affect as the three dimensions to understand job satisfaction.

These theoretical frameworks in job satisfaction covered the major factors of the studies on job satisfaction. But the existing frameworks have not involved the social characteristics of employee groups. With the development of social system, the influence of group characteristics, social class characteristics and their relationship with job satisfaction research will be a direction for further research.

Social Network

Social network is an important field in sociological study, and is one of the intersection in economic and social research. As an important sector of "new economics", social network research is developed on the basis of the social survey method, with the basic idea of people, organizations, the connecting point between the organization and the

organization are the objective existence of social structure, and which is associated with the influence of social behavior [3]. Society, industry, organizations or individuals are embedded in a cross or parallel network system, the network has a structural function, on the behavior of members. This idea is getting more and more attention in economics and management sciences. With an embedded perspective to study the relationship between the actors and their network, and the influence to the actors, inner drive theory together with the integration theory established an integrated theoretical framework, which covers the physical observation, mathematics, statistics, graph theory and other disciplines [7].

Human resources management involves not only the internal management of the enterprises, but also the social system, economic structure, interpersonal relationship, cultural and social factors such as ideology, and integrated systems of social and economic interactions. Embeddedness of social system and the social support in market system are important factors in the economic study of individual behavior. In recent years, in the field of human resource management, the social interaction among the individuals' social network, the social impacts on individuals' behavior have become an important direction. In the studies of economic exchange, research on the role of economic and non-economic system for human resource provides a more systematic perspective [8].

Female Migrant Workers

Women occupy one-third of China's rural labor transfer. Gender differences derived from the social systems are shaping the rural female labor force [9]. Female migrant workers are closely associated with their children and family, therefore, the migration patterns, the development of social capital and the urbanization process of this group are very different from the male worker [10,11]. Therefore, a systematic study on female migrant workers can help to work out a more appropriate arrangement and management to get rid of the institutional environment constraints on the females.

The urbanization of rural labor force is an inevitable trend of industrialization and modernization development in China. Since 2009, the amount of rural labor force to cities in China has already exceeded 100 million per year, among them, roughly a third are females. The large number of rural female labor force provides a sufficient supply in the service sectors in cities, and the career development of service industry becomes an important way for them to realize citizenization in the urbanization development.

Therefore, it is an interesting and important research field to understand the female workers in the service sector. What are the female migrant workers' working attitude and emotion toward their

jobs in hotels? What are the career developments of these females? What are the characteristics and influence of their social network toward their livings in cities? What are their perceptions of their own career development and how do they plan for their future? What are the reasons for some of them leave the city and go back to the rural hometown? What are the influence of career development for their families, especially their children? What are the urbanization process of this group? These questions put forward an in-depth consideration and understanding on this group, which will bring better countermeasures in management, and in the development of the career of the female migrant workers.

Acknowledgment

This study was supported by the Grant of Humanities and Social Sciences, No.12YJC790157 from the Ministry of Education in China.

References

1. Ministry of Commerce of China (2013) Principles of Speeding up the Development of Lodging Sector in China, Beijing, China.
2. Li S (2008) Rural Migrant Workers in China: Scenario, Challenges and Public Policy, Policy Integration and Statistics Department, International Labour Office, Geneva: 89.
3. Becker SO, Ichino A, Peri G (2004) How large is the "brain drain" from Italy? *Giornale degli Economisti e Annali di Economia* 63: 1-32.
4. Shen H, Guo Y (2010) Study on Customer Satisfaction Index of Budget Hotels. *Consumer Economics (CSSCI)* 4: 30-33.
5. Ducharme LJ, Martin JK (2000) Unrewarding work, coworker support, and job satisfaction - A test of the buffering hypothesis. *Work and Occupations* 27: 223-243.
6. Compton E, Beeton RJS (2012) An accidental outcome: Social capital and its implications for Landcare and the "status quo". *Journal of Rural Studies* 28: 149-160.
7. Merchant G (2012) Unravelling the social network: theory and research. *Learning Media and Technology* 37: 4-19.
8. Wanberg CR, Kanfer R, Banas JT (2000) Predictors and outcomes of networking intensity among unemployed job seekers. *Journal of Applied Psychology* 85: 491-503.
9. Wong DFK, Leung G (2008) The Functions of Social Support in the Mental Health of Male and Female Migrant Workers in China. *Health & Social Work* 33: 275-285.
10. Zhuang M (2009) The Social Support Network for Rural Migrant Workers in Chengdu, China: Local Governance and Civil Society in the Fight Against Poverty and Exclusion. *Ids Bulletin-Institute of Development Studies* 40: 41-49.
11. Woudstra L, van den Hooff B, Schouten AP (2012) Dimensions of quality and accessibility: Selection of human information sources from a social capital perspective. *Information Processing & Management* 48: 618-630.