



## OCCUPATIONAL STRESS OF THE EMPLOYEES WORKING IN HOTEL INDUSTRIES

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### **Abstract**

*The objective of the study is to measure the Level of Occupational Stress among Hotel Employees. 75 Employees working in Hotel have been selected using Snowball Sampling from various Hotels in Coimbatore from all the Operational departments such as Front office, House Keeping, Food & Beverage Production and Food & Beverage service. Standardized Scale developed by Moorhead. G. Griffin. R.W was used to measure the level of Occupational Stress. Descriptive Research Design was used in this study. Among 75 Hotel Employees, 65.33% have problematic level of Occupational Stress. The Chi Square test shows that Hotel Employees living with their family experience more Occupational Stress; t-test result states that there was no significant difference in the level of Occupational Stress in terms of Gender. The Anova result shows that hotel employees in different departments do not differ in their Occupational Stress Level. The hotel employees below 30 years tend to face more Occupational stress when compared with other age groups. Social work interventions like providing symptom management for Stress Reduction, Providing Psychological Support and life skill training can be included as a part of their training programs in hotels.*

**Keywords:** *Hotel Employees, Occupational Stress, Coping Strategies.*

### **Introduction**

Hotel Industry is considered as one among the professions where Occupational Stress is unavoidable. Over the past 3 decades there was a growing belief in all sectors of employment that the experience of stress at work has undesirable consequences in the health of individuals and also the relationship that they maintain with their friends and family members. Occupational Stress is often cited as the precursors for the decline in the job performance of the employees. Hotel Industry is one among the professions where work overload is common (Blix et al, 1993). In the present scenario identifying the factors which stimulates the Stress at work is imperative. The present study aims in identifying the factors influencing "Occupational Stress among Hotel Employees". This will make the organization and also the individual to work on the coping strategies to reduce their stress in work. This may lead to the well-being of the individual in work and also in their family.

The complex and changing environment of the hospitality industry presents a never ending array of stimuli, pressures and demands which can become sources of Occupational Stress for the hotel employees. From various reviews the researcher has understood that the nature of work in hotel industry has many hurdles like; the employee has to work more than the normal working hours prescribed with very short breaks, limited number of leave and holidays and also has too much work pressures. This denied them from spending time for their family members and also with their friends.

Work-family conflict refers to "a form of inter role conflict in which the general demands of, time devoted to, and strain created by the job interfere with performing family-related responsibilities"; (Netemeyer, Boles, and McMurrian 1996). Work-family facilitation refers to "the extent to which participation at work or home is made easier by virtue of the experiences, skills, and opportunities gained or developed at home or work" (Frone, 2003). That is, work can facilitate family life, and family can facilitate work life. A focus on the identification of stressors in organizations, in terms of Occupational Stress and the development of strategies which individuals and management may use to manage and reduce stress effectively, is the need of the hour. Identification of factors responsible for stress and its management at its primary level has long-term benefits for the employee, employer and also the family members. Hence the researcher has made an attempt to study the occupational stress of employees working in hotel industries.

### **Review of Literature**

**O'Leary & Deegan found in their 2003** study that 60% of the employees left the hotel industry because of unsuitable/unsociable working hours coupled with poor remuneration.

**Evelina Storm Pallesen (2007)** conducted a study on "Work Related Stress and Health among Hotel Employees in Malmo". The study has concluded that Active jobs, bad health, dissatisfaction with work, lack of work experience, lack of support, low general demands are showed to be important predictors of work characteristics in stress perception.

**Ning-Kuang Chuang & Simon A. Lei (2011)** investigated "Occupational Stress among Casino Hotel Chefs in a Top-Tier Tourism City" through a total of 152 surveys from 25 randomly selected hotels in a top-tier tourism city. Overall, these chefs experienced a moderately high level of job stress, with human resources identified as the most stressful item and work-family conflicts as the most stressful factor. Chefs who worked for 5 to 10 years, 60 hours per week, in the production kitchen, during the night swing shifts, and had a bachelor's degree experienced the highest stress level. Increased human resource training and



professional support are encouraged in the chef department to alleviate stress and to elevate job satisfaction among casino hotel chefs.

**Chih-Yun Yang & Hung Chih-Hung (2012)** When under stress, service workers experience psychological symptoms such as impatience and irritability, dissatisfaction, low self-esteem and anxiety, which in turn trigger organizational symptoms such as high turnover rate, decreased productivity, lower quality and problematic interpersonal relationship (Schuler, 1980; Cooper & Marshall, 1978). Consequently, job performance is greatly undermined.

**Mohla Charu (2012)** investigated the “Occupational Stress and its impact on QWL with specific reference to Hotel Industry” concluded that working in the hospitality industry can be stressful and that many workers are vulnerable in terms of their poor working conditions and low wages. Consistent with other studies, it was also found that there was low trade union presence and a high rate of casualization and staff turnover.

## Methods & Materials

### Need & Importance of the Study

This is an important area of study for the researchers, as more and more employees are struggling with multiple roles (e.g., employee, parent, student, caretaker of elderly parents). Various researches’ suggests that high levels of occupational stress is related to dysfunctional outcomes for the individual (e.g., life dissatisfaction, anxiety, depression, Poor Physical health), for relationships (e.g., increased interpersonal conflict, divorce), and for the organization (e.g., absenteeism, tardiness, loss of talented employees).

Several researchers have commented on the importance of understanding factors that are associated with stress at work. For instance, it has been documented that employees with responsibilities of caring young children, employees with large families or employees who care for dependants’ elders tend to report higher levels of Occupational Stress & Family Stress (Frone, 2003). The studies by Searle & Klepa, (1992) have found that women experience greater stress in both Work & Family. These researches have also examined organizational factors (e.g., characteristics of the employee's workplace) that can also trigger the stress in both family & work. The above mentioned studies are related to the condition of employees in hotel industry.

By studying level of stress at work, it can improve the patterns of interaction of the hotel employees with their colleagues & supervisors so as to get the social acceptance & social support. This will indirectly reduce the level of occupational stress among hotel employees. This kind of effort is essential in service industry as the employees have to deal directly with the customers.

### Objectives of the Study

- To understand the socio demographic profile of the respondents.
- To measure the level of occupational stress among respondents.
- To investigate the factors influencing occupational stress among the employees working in Hotel Industry.
- To provide suggestions and recommendations to cope up with the occupational stress among the respondents.

The researcher adopted *Descriptive Research Design* for the study. The researcher took 75 samples using *Relay Sampling or Snowball Sampling*. Initially the researcher got permission in few hotels in Coimbatore city. After collecting the data from some employees of those hotels, the researcher collected the names of persons like their friends and acquaintances in other hotels. Likewise the researcher had collected the names of the respondents to be included in the relay sample. This was stopped at a particular point of time when the adequate data has been collected by the researcher. By this type of sampling procedure, the researcher had covered 75 hotel employees from different hotels in Coimbatore city.

### Tools for Data Collection

The researcher has adopted a “*Questionnaire*” method.

- A Set of 33 questions that enquires about the Personal Details and Socio Demographic profile of the respondents was prepared by the researcher.
- Level of Occupational Stress among the hotel employees was measured by using “Measuring the Level of Job stress” scale prepared by Moorhead. G. Griffin. R.W which consists of 20 items with 3 Responses namely Seldom True, Sometimes True and Mostly True. The Scoring can be given as 1 for seldom true, 2 for Sometimes true & 3 for Mostly True. The Stress Level can be categorized into 3 Levels according to the score range as given by the author which is as follows:
- Normal Level of Occupational Stress (20 – 29)
- Problematic Level of Occupational Stress (30 – 49)
- Dangerous Level of Occupational Stress (50 – 60).



## Findings

- Nearly 3/4<sup>th</sup> of the respondents (72.67%) are males.
- 2/3<sup>rd</sup> of the total respondents (66.67%) are below 30 years.
- More than half of the respondents (62%) have completed their under graduation.
- More than half of the total respondents (60.67%) live in urban areas.
- A little more than half of the respondents (56%) income level is below Rs.10000 per Month.
- Nearly 2/3<sup>rd</sup> of the total respondents (62%) are not married.
- Among the total married respondents the spouses of few (23.33%) are employed.
- More than 3/4<sup>th</sup> of the respondents (78.67%) travel below 10 Km from their work spot to residence.
- More than half of the total respondents (62%) live in rented house.
- 3/4<sup>th</sup> of the respondents (75.33%) live with their family.
- Most of the respondents (64%) live in nuclear family.
- More than half of the total respondent's family (67.33%) has below 5 members.
- Majority of the respondent's family (84%) have 1 – 3 dependants in their family.
- Less than half of the total respondents (46%) total family income is about Rs. 20000 to Rs. 40000.
- Most of the respondents (86%) are working for about 5 years in the present hotel.
- Majority of the respondents (79.33%) have total experience of 1 to 5 years in hotel industry.
- Less than half of the total respondents (46.67%) are from production department.
- Little more than 1/3<sup>rd</sup> of the respondents (37.34%) used to work in all the shifts in morning, noon and also in night shifts.
- More than half of the total respondents (62%) get 4 or 5 days as holidays in a month.
- Majority of the respondents (62%) avail 4 days as leave.
- More than 1/3<sup>rd</sup> of the respondents (34%) work in an average of 9 hours in a day.
- Majority of the respondents (73.34%) have attended up to 10 training programmes after joining the present hotel.
- More than half of the total respondents (67.33%) are satisfied with their present job to some extent.
- For majority of the respondents (74.67%) the present job that they are doing is not the first Job.
- For most of the respondents (74.67%) the present job they are doing is new to their family members.
- More than half of the total respondents (61.33%) are working in the same department in which they wish to work.
- More than 1/3<sup>rd</sup> of the respondents (36.67%) occasionally get time for Recreation.
- Little more than 1/4<sup>th</sup> of the respondents (26.67%) stated that watching TV & movies are their hobbies.
- Less than half of the total respondents (39.33%) involve rarely in religious activities.
- Less than half of the respondents (42%) prefer to sleep after a long day in office.
- Nearly half of the total respondents (44.67%) feel that their friends are the best person to console themselves when they are in stressful situation.
- More than half of the total respondents (58%) are satisfied with their supervisor's support.
- Less than half of the total respondents (43%) are satisfied with their colleague's support.

### Occupational Stress level among Hotel employees

S. No	Level of Job Stress	No of Respondents	Percentage
1	Normal Level of Occupational Stress (20 - 29)	20	26.67%
2	Problematic Level of Occupational Stress (30 - 49)	49	65.33%
3	Dangerous Level of Occupational Stress (50 - 60)	06	8.00%
	Total	150	100.00%

### Factors influencing Occupational Stress

S. No	Factors	Test Applied	Significance Level
1	Marital Status	Chi-Square	NS
2	Living with the family or not	Chi-Square	** & *
3	Average working hours in a day	Chi-Square	NS
4	How far the respondents are satisfied with their jobs	Chi-Square	*



5	Is this the respondents first job	Chi-Square	NS
6	How often the respondents involve in religious activities	Chi-Square	NS
7	Department in which the respondents work	Chi-Square	NS
8	Department in which the respondents work	Anova	NS
9	Gender	t-test	NS
10	Age of the Respondents	Anova	*

\* 0.05 level of significance

### Discussion

The Demographic findings of the present study highlight the essential characteristic features of hotel employees:

- Employees with young in age receives less amount of salary
- Face frequent change of timings in their job
- Get limited time for recreation
- And have considerable amount of job satisfaction

The Analytical findings show that there is a significant relationship between the Occupational Stress and how far the hotel employees are satisfied with their Job. It is also evident that living with family increases the Occupational stress among hotel employees. ANOVA results shows that the respondents below 30 years tend to experience more Occupational Stress. The results show that involving in religious activity doesn't influence the hotel employees to cope up with their Occupational stress.

Living with family increases the Occupational Stress among the hotel employees. Occupational Stress leads to role ambiguity to a person which restricts him from receiving social support from his family and friends. Hence if a person receives support from his family he has to perform both the roles (official & familial) effectively. It is perceived that if an employee is not satisfied with his job it will induce stress in his job and also turnover intentions. On the other hand, if he is satisfied with his job his Occupational Stress might be less.

Hotel Employees below 30 years tend to experience High Level of Occupational Stress. The fact behind this may be the occupational stress caused by insufficient income and high work pressure existing in all the hotels in our country. Most of the employees in this study are single so they are in the age group up to 30 yrs. *Beena & Poduval's, (1991)* study indicates that Occupational stress progress as the age increases.

### Conclusion

Social work interventions like providing symptom management for Stress Reduction, Providing Psychological Support and life skill training can be included as a part of their training programs in hotels. This will help the hotel employee in learning new coping skills with that they can cope up better with their stress in Occupation.

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