



WORK STRESS AMONG PRIVATE SECTOR HOTEL EMPLOYEES : A STUDY OF SELECTED FIVE STAR & FOUR STAR HOTELS IN JALANDHAR CITY

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ABSTRACT

The main motive of this research is to examine the relationship among work stress and job performance of private hotel employees in Jalandhar city in Punjab province of India. Work pressure, working hours and time for family are the factors those determine the job satisfaction and retention rate among the hotel employees. Data has been collected by using a questionnaire. The questionnaire has been administered to the 5 star and 4 star employees of hotels in Jalandhar city (Punjab). This research concludes that apart from retention of the employees in the hotels, quality services may be provided to guests visiting in 5 star and 4 star hotel in Jalandhar City. It is further suggested that there may be scope for further improvement. This research work argues that in the modern era of high competitions, an employee is exposed to different kind of stress, which can affect his or her performance in job. Therefore, by knowing the type of stress, management should take appropriate action towards minimizing the stress.

Keywords: Stress, Relationship, Hospitality, Satisfaction, Retention.

INTRODUCTION:

Stress is an unavoidable consequence of everyone's life. Employees are more worried about wages, reduction in benefits & lay-offs. They are generally feeling stressed and anxious.

Today stress has become a part and parcel of our daily life. It is common to all individuals, males, females, hotelier, business owners, business partners, housewives, teachers, marketing personnel, sales personnel, students and so on. Stress is normal parts of life that can either help us learn and grow or can cause us significant problems. Job related stress is becoming a major issue and a matter of concern not only for the hotel employees, but also for the employer or organizations all over the world. The causes of stress are not only the internal factors of the organization, but it can be due to various external factors on which an employee has no control. Sometimes it becomes worse when an employee feels that there is no support from the other colleagues or from top management. It may be due to poor working conditions or lack of job satisfaction.

People work in an organization because it provides them income, satisfaction, progress, development, career advancement & life structure. However, a certain amount of stress is necessary at work because it provides us a challenge to overcome. It helps employees to improve their performance & prepare for the challenges. When the work pressure increases, it leads to stress or distress which is bad for people. It is argued that, stress is also essential so that one can put out his/ her best to overcome the problem. We often see students studying more frequently during examination time and they manage to complete their studies before the final day of the exam.

Stress at work can be related to two areas, namely Job Contents and Job Context. Job contents refer to the nature of job contents when a particular job is monotonous. It may cause some stress as there is no change or innovation or dynamism in work. Such type of jobs are generally not preferred by people or qualified people. It may be suitable for lower level employees, but not to senior level staff. For example, when a qualified employee joins a hotel at the position of executive and is given a job in a restaurant to serve the guest, In such case the job contents became certainly monotonous and he or she may start developing his/her thought towards disliking the job. Whereas job stress is related to work context which includes the human resource (HR) policies of the organization. It includes scope for career development, status and salaries, job security, method of payment, promotion policies performance appraisal, conflicting role in the organization, lack of skills / over skills, harassment, poor communication, lack of organizational leadership, lack of behavioral rule etc. of the job, organization rules & regulations, timings, office design & layout, ventilation, lighting, furniture, fixture and so on.

1. What is stress ?

Whenever work or non work demands exceed an individual's coping abilities some form of stress occurs. Stress is any action or situation that upsets the body's normal equilibrium.

It is a phenomenon that occurs across the world. It is a natural & necessary component of everyday life for a normal human being. Stress is often thought to be individualized response.

Stress also varies from time to time for each individual.

The perception & effects of stress are cumulative in nature & remain long term.

Stimulus definition of stress suggests that some stimuli or force acts on us & causes us to react positively or negatively.

Stress can also be defined by the response we make to the stimuli around us.

In the stimulus definition, stress is an external agent or a stressor. In the response definition stress involves the consequences. Both definitions are correct & depend on the perception and approach.

Definitions of stress

- 1) Lazarus defined stress as a general class of problems which deals with demands taxing the psychological, social, physiological systems and responses of these systems.
- 2) Engelhard (1972), Lewis (1970) defined stress as an emotional state with the subjectively experienced quality of fear or a closely related emotion (terror, horror, alarm, fright, panic, trepidation and dread, scare).
- 3) Spiel Berger (1971, 1976) pointed out that the terms anxiety and stress have been used interchangeably in the literature.
- 4) Malik (1976) defined stress as the nonspecific response of the body to any demand.
- 5) Lee David (1976) noted that stress occurs where there are demands on the persons which tax or exceed his adjective resources.
- 6) Stress likely anxiety has been defined as a stimulus, a response and an intervening state of the individual. (Khubalkar, 2008)

Symptoms of Work Related Stress

Work related stress can cause due to psychological, emotional, physical & behavioral problems. Each person reacts differently to stress in different ways depending on his personality.

Symptoms of Work Related Stress

<p>Some common psychological symptoms include.</p> <ul style="list-style-type: none"> *Cannot concentrate on the task. *Lack of confidence. *Lack of interest & motivation. *Feeling disappointed with self. 	<p><u>Perception of stress</u></p> <p>Some of the common perception of stresses are</p> <ul style="list-style-type: none"> * Work more time / long hours *Try to be in many places at one time. *Take official work home. *No time for personal life *Lunch not taking in time. *Don't avail all holidays due or entitlement * Often rush to get things done
<p>Some emotional symptoms are</p> <ul style="list-style-type: none"> *Depressed feeling *Feeling overwhelmed *Changes in mood *Higher emotional reaction *Short temper 	
<p>Some physical symptoms are</p> <ul style="list-style-type: none"> *Pains *Constipation *Indigestion *Headache *Weight changes *Chest pain 	
<p>Some behavioral symptoms are</p> <ul style="list-style-type: none"> *Smoking, drinking *Isolating from others *Eating more or less *Sleeping too much or less 	

Source: Author's own compilation

LITERATURE REVIEW:

Dr. K. Chandrasekar (2011) found that environmental factors are conducive to work and he also found that factors that affect the attitude of employees to work are- interpersonal relationships control over environment, shift, emotional factors, job assignment, overtime duty, extended work.

L.S. Kang and R.S. Sandhu (2011) in their article said that Stress is an individual's state of mind in an encounter of a demanding situation or any constraint in the organization which s/he feels harmful or threatening for her/himself. Stress emerges from various energy seeping conditions in the working environment.

According to Pratibha Garg (2010) Job or occupational stress is a mismatch between the individual capabilities and organizational demands. Employees often experience stress

because of work overload, an expected work pace, difficult work schedules, role conflict, uncertainty regarding job security, poor interpersonal relationships and unpleasant working conditions. This stress manifests in conflict, depression, headaches, hypertension, alcoholism and other conditions. The organizations do not only lose money by paying medical bills, but there is a loss of productivity.

R Neelamegam and S Asrafi (2010) in their article said that Stress is a general term applied to the pressures felt in life. Stress at work is almost inevitable in many jobs. It has become a major buzzword and a legitimate concern of the time.

According to N Kathirvel (2009) Stress is the reaction that people take due to excessive pressure or other types of demand placed on them. It arises when they worry that they cannot cope. Stress is a demand made upon the adaptive capacities of the mind and body.

Kulkarni (2006) in an article Burnout said that rapid change of the modern working life is associated with increasing demands of learning new skills, need to adopt to new types of work, pressure of higher productivity and quality of work, time pressure and hectic jobs are increasing stress among the workforce. Males showed more depressive symptoms than females. All stress factors on frequency were positively associated to the burnout dimensions depersonalization and emotional exhaustion except work injuries.

Barhem et al (2004) define stress as an extraordinary state affecting individual human functions as an outcome of internal and external factors which differ qualitatively (having different types of stressors) and quantitatively (having different numbers of stressors) from individual performance, due to individual differences.

Cobb (1975) has the opinion that, "The responsibility load creates severe stress among workers and managers." If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them.

Brook (1973) reported that qualitative changes in the job create adjust mental problem among employees. The interpersonal relationships within the department and between the departments create qualitative difficulties within the organization to a great extent.

Sabir et al.(2003) indicated that nearly one third of the working population in developed countries report high to very high levels of stresses. Similarly, evidence for newly industrialized countries is also indicative of the prevalence of stress. Time pressures, excessive demands, role conflicts, ergonomic deficiencies, job security and relationship with customers are particularly common stressors amongst employees in the financial services sector. Furthermore, new stressors such as computer breakdowns, computer slowdowns and electronic performance monitoring, have developed as a result of human interaction with computers.

OBJECTIVES

After extensive review of literature following objectives have been framed:

- 1) To find out the job stressors among employees of hotel
- 2) To find out the job stresses at different levels employees of hotel.
- 3) To assess the impact of job stresses on employees & hotel performance.

- 5) To evaluate the measures taken by hotel to reduce job stresses and to suggest measures.

RESEARCH METHODOLOGY

1) Need of the study: stress has become a common part of our lives today stress can adversely affect the efficiency & productivity of employees, which in turn will affect the overall performance of the organization. The hospitality sector is one of the most important sector of Indian economy. Today the operations of hotels are totally different from earlier period. This requires competent staff and manpower to handle these operations. Such changes also bring pressure on the employees & result in the development of stress. Today work has becoming more challenging & complex. Employees are in need to improve their skills to accomplish their work effectively every day. Otherwise they have to lose their job.

This situation creates the stress level of employees .To find the validity of this statement researcher has conducted a study on “Work Stress among private sector hotel employees : A Study of Selected Five star & four Star Hotels in Jalandhar city”.

2) Research Design: The main aim of the study is to identify the causes factors of stress. Present study is Exploratory in nature. It is exploratory because it aims at exploring the unknown facts & information. In this study factors taken into consideration are Role overload, Role conflict & working conditions etc. It can only be analyzed and described. The research design can be descriptive because it describes the existing facts about the problem of research. Because the employees opinions are qualitative in nature Thus the research design is both exploratory as well as descriptive. The study was conducted for a period of one month.

3) Sources of Data: There are two sources of data, namely (1) Primary Sources & (2) Secondary Sources. In the present study both the sources of data have been utilized. The Primary data has been collected through a structured questionnaire prepared for the purpose of the study. The secondary data has been collected from various published and unpublished information sources.

4) Sample Size: 250 questionnaire were collected from 5 star & 4 star hotel employees in Jalandhar city of Punjab. The distribution of sample is as below:

Hotel	Junior Staff	Senior Staff	Total
5 star	70	30	100
4 star	100	50	150
Total	170	80	250

5) Data Analysis / Report writing: The data collected has been analyzed in terms of statistical testing to find out its validity.

FINDINGS AND SUGGESTIONS

1)Findings- In this study most of respondents are not clear about their organizational goal and hence there is conflict in their respective role. Majority of the employees feel that the organization is not utilizing their ability which they have. More than 60% of respondents were strongly agree that they have lot of work. 10% to 15% were disagree they don't have lot



of work load. 80% of respondents reply that there is no respect of them from seniors which is part of stress. Different departments have different types of stress that get from them.

2) Suggestion: Present study is regarding the issue of long working hours, Retention of the employees & quality related stress. Quality services may be provided to guest visiting in 5 star and 4 star hotel in Jalandhar City. As in today's age of highly competitions, an employee is exposed to different kind of stress that can affect his or her performance in job. After knowing the type of stress, management can also take appropriate action on it. It can cut back excess working hours of an employee which directly affect the employee's physical fitness.

CONCLUSION

It has been found from the study that there are lots of leading five star & four star hotels in Jalandhar and also the hotel workers/ employees are increasing day by day. The stress is an unavoidable factor in everyone's life in this business world where money makes the mare go. Everyone has the ability to work efficiently and have the opportunity to overcome the stress at workplace. Therefore, it is suggested that the management of hospitality sector should concentrate on conducting stress management programs for its employees in order to reduce the stress among them. It will help the employees to feel comfortable while at work. It may fulfill the management objectives towards guest and employee satisfaction and delight at the same time.

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