

## FOUR AND FIVE STAR HOTEL EMPLOYEES' SOCIAL RELATED STRESS

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### KEYWORDS

Employees' Stress, External Stress, Social Related Stress, Star Hotels

### ABSTRACT:

This study describes and finds out to the Employees' Stress from External Sources on Four star and Five star Hotels working place. Here Social Related Stress is belongs to External Sources of stress on Four star and Five star Hotels working place. The social relates variables are 'No attachment with the society and social functions' (SRS-1), 'I find it difficult to get support from others' (SRS-2), 'Impartial treatment as to work status, income etc' (SRS-3), 'My home affairs are affected by the events that happen at work' (SRS-4) and 'Not able to spend time with family members and friends' (SRS-5). In the study to finds out through the Path Regression Analysis, which variables are most impact to Four star and Five star Hotels Employees.

### INTRODUCTION

Hotel industry is greatly labour-intensive and has increasingly insensitive environmental demands imposed on it. The nature of employment within hotels include hard targets, unexpected interactions with guests, long working hours, night and evening work, monotonous work, high emotional demands, low influence, shift work, high workspace and problems with coordination of work. Working in the hotel industry can be stressful. Hotel employees give much emphasis on face-to-face contact with guests and the real-time nature of service delivery means that workers are exposed to the pressure of being required to respond too quickly. Social stress is often defined as behaviors and situations, social in nature, that are related to physical and psychological strain. This may include stress from friendship groups, hostile work environments, academic clubs, or stressful family situations.

### REVIEW OF RELATED LITERATURE

**Pravleen Kaur, et.al (2023)**, described that the Job stress is defined as the psychological state representing the imbalance or inconsistency between the demands of employees and the ability to cope up with these demands. Stress can be caused either due to instability in the body or mind or due to external factors. It can be said that stress arises from various stressors and the antecedents of stress mainly come under four categories- organizational, individual, group, and environmental. Workers in hotel industry often experience working conditions with legal regulations, viz., non-flexible and long working hours, huge and two-way workloads from customers as well as chiefs that perturb their work-life balance.

**Wagih Salama et.al (2022)**, their study focused Impact of Work Stress and Job Burnout on Turnover Intentions among Hotel Employees' Work stress represents the employee's feeling in a negative emotional state towards the work environment and his inability to deal with work pressure as a result of its accumulation, resulting in a state of job burnout, which is considered one of the occupational health risks, affecting the job satisfaction rate and impacting the rate of achievement and the employee's lack of productivity and status from imbalance, ultimately resulting in a state of boredom that reaches the severity of depression for employees in the work environment.

**Mohammed Shahat El Adely , et.al., (2022)**, their study demonstrated that work stress affects performance and showed that discouraged working conditions cause psychological stress. It seems that increased work pressure and working under conflicting policies and guidelines increased work stress and the percentage of employees' mistakes. Work stress affects the morale, personal life, and health of workers.

**Ni Made Dwi Puspitawat, et.al, (2021)**, described his study How Job Stress Affect Job Satisfaction and Employee Performance in Four-Star Hotels. Hear Social Exchange Theory used to understand a person's behavior at work. A company leader who knows what employees want and can explain what will be

obtained if the work results are in accordance with employee expectations will try to show maximum performance. The decline in employee performance indicates an increase in job stress and a decrease in employee job satisfaction.

**OBJECTIVE:**

To measure the Employees' Social Related Stress on Four star and Five star Hotels working place.

**RESEARCH DESIGN AND SAMPLE**

In the present study descriptive research design will be adopted. Descriptive research studies are those studies which are concerned with describing the characteristics and attitude of a particular individual, or a group. Here the study describing the Job Stress among Employees in Four and Five Star Hotels. Descriptive research is a widely accepted method in fact-finding, and the study includes adequate and accurate interpretation of results. The convenience sampling technique is applied to this study to measure employees' perceptions and opinions about work stress and performance. 420 sample data is collected from potential star hotel employees to understand specific issues or opinions about sources of stress.

**ANALYSIS AND INTERPRETATION**

The study takes Path Regression Analysis of Four and Five Star Hotel Employees' Social Related Stress

**Table- 1: Model Fit Summary**

Model	R	R-Square	Adjusted R-Square	Std. Error of the Estimate	Durbin-Watson
Social Related Stress	0.961	0.923	0.922	0.27477	2.067

*Dependent Variable: Social Related Stress*

Model reveals that R- (Multiple Correlation Coefficients) value is 0.961. It is measuring the degree of relationship between the Social Related Stress and the predicted values like 'No attachment with the society and social functions' (SRS-1), 'I find it difficult to get support from others' (SRS-2), 'Impartial treatment as to work status, income etc' (SRS-3), 'My home affairs are affected by the events that happen at work' (SRS-4) and 'Not able to spend time with family members and friends' (SRS-5).

R-Square (Coefficient of Determination) value is 0.923. It is more than about 92% of the variation of Employees' Social Related Stress is explained by the variation in the independent variables. Adjusted R- squared value is 0.922. It adjusts the statistic based on the number of independent variables in the model. That is the desired property of goodness-of- fit statistic.

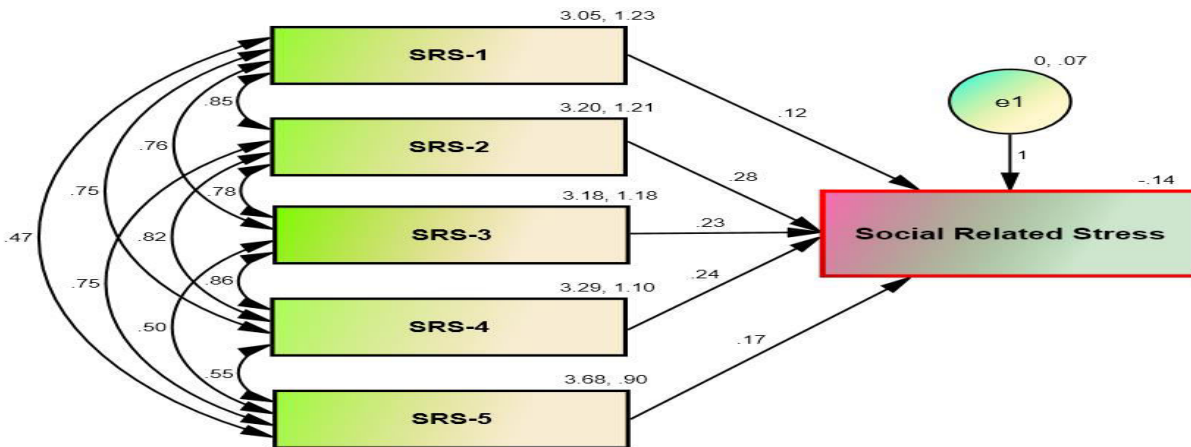
Furthermore, Durbin-Watson (DW) value exists  $0 \rightarrow 4$  is good correction, ( $0 \rightarrow 2$  is positive auto correction,  $2 \rightarrow 4$  negative auto correction) here statistics shows 2.067, it is indicating negative auto correction, (i.e.) good correction.

**Table- 2 Regression Weights for Four and Five Star Hotel Employees' Social Related Stress**

Regression Weights	Estimate	S.E.	C.R.	P
Social Related Stress<--- SRS-1	0.118	0.018	6.585	0.000
Social Related Stress<--- SRS-2	0.276	0.023	11.845	0.000
Social Related Stress<--- SRS-3	0.232	0.020	11.816	0.000
Social Related Stress<--- SRS-4	0.243	0.022	11.172	0.000
Social Related Stress<--- SRS-5	0.171	0.020	8.356	0.000

*Note: .000 is 1%  $\alpha$ -significant level*

**Fig-1 Path Regression Analysis of Four and Five Star Hotel Employees' Social Related Stress**



The Path diagram represents the independent variables of the Employees' SocialRelated Stressvariables like, "No attachment with the society and social functions" (SRS-1), "I find it difficult to get support from others" (SRS-2), "Impartial treatment as to work status, income etc" (SRS-3), "My home affairs are affected by the events that happen at work" (SRS-4) and "Not able to spend time with family members and friends" (SRS-5). Here Path Regression analysis employed on all five variables; among them, all variables are highly significant at 1%  $\alpha$  -significant level.

**Table-3 Covariance for Four and Five Star Hotel Employees' SocialRelated StressVariables**

Covariance	Estimate	S.E.	C.R.	P
SRS -1 <-->SRS -5	0.470	0.056	8.326	0.000
SRS -5 <-->SRS -2	0.752	0.063	11.962	0.000
SRS -5 <-->SRS -3	0.495	0.056	8.840	0.000
SRS -5 <-->SRS -4	0.551	0.056	9.891	0.000
SRS -2 <-->SRS -4	0.749	0.068	11.055	0.000
SRS -1 <-->SRS -4	0.819	0.069	11.843	0.000
SRS -3 <-->SRS -4	0.861	0.070	12.310	0.000
SRS -2 <-->SRS -3	0.783	0.070	11.214	0.000
SRS -1 <-->SRS -3	0.759	0.070	10.890	0.000
SRS -1<-->SRS -2	0.846	0.073	11.665	0.000

The above table interprets covariance relationship ofEmployees' SocialRelated StressVariables, all relationships are significant, the significant relations are comparing with estimate valuesSRS -3 <--

>SRS -4, SRS -1<-->SRS -2 and SRS -1 <-->SRS -4 relationships are highly significant at 1% level. The estimate values are 0.861, 0.846 and 0.819 respectively.

### **FINDINGS**

The significant variables are comparing with estimated values, the resulted that the first influenced Employees' Social Related Stress variable is 'I find it difficult to get support from others' (SRS-2), and the estimate value is 0.276. The second influenced variable is 'My home affairs are affected by the events that happen at work' (SRS-4) and the estimate value is 0.243. The third influenced variable is 'Impartial treatment as to work status, income etc' (SRS-3), and the estimate value is 0.232.

### **SUGGESTIONS**

According to the study findings the External Stress of Social Related Stress its find the employees are not able to spend time for home and personal affairs. Hence, the management should consider job sharing and flexible working hours approaches to devote to complete their personal work. Further recommended to the management provide salary advance and personal loans to the employees for meeting unexpected expenses.

### **CONCLUSION**

The study concludes the Employees' Social Related Stress like they are find it difficult to get support from others', and they feel their home affairs are affected by the events that happen at work, finally, they feel 'Impartial treatment as to work status, income etc'.

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