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A STUDY ON STRESS MANAGEMENT

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Abstract

Employee stress is a significant issue in the hospitality industry, and it is costly for employers and employees alike. Although addressing and reducing stress is both a noble goal and is capable of resulting in expense reductions for employers, the nature and quantity of hospitality employee stress is not fully understood. The first aim of this study was to identify common work stressors. The second aim was to determine whether there were differences in the types and frequency of work stressors by job type (i.e., managers v. non-managers), gender, and marital status. Hotel managers reported significantly more stressors than hourly employees. There were no significant differences by gender or marital status. The third aim was to investigate whether the various stressors were linked to hotel employee health and work outcomes. More employee and co-worker stressors were linked to more negative physical health symptoms. Also, interpersonal tensions at work were linked to lower job satisfaction and greater turnover intentions.

Keywords: Stress, Hotel and Hospitality, Employers, Employees, Expense Reductions, Stressors, Negative Health, Interpersonal Tensions, Job Satisfaction, Turnover Intentions.

Disclaimer:

‘Stress Management’ is the research subject of our research and the sector focused is ‘Hotel and Hospitality’. Observing and Analysing the ongoing scenarios and cases, stress has been a crucial phenomenon most of the individuals went through. However, people have also started talking and discussing about it with more diligence and maturity. As per the reports of The Economic Times and People Matters, it is been stated that 89% of the country’s population is suffering from stress. However, there are the few segments of population that don’t feel comfortable talking to medical professionals. Stress is an unpredictable situation as the working professionals suffer from it beyond the limits yet gives the workplace wellness a high score.

I. Introduction:

- Stress: a physical, mental or emotional factor that causes bodily or mental tension it can be external (environmental, physiological or social) & internal, (illness or medical procedure). Stress can initiate the fight or flight response.
- Management: an act or may something be handled, operated & supervised for a keen result psychologically the effect of the mind that is directly work upon that work which is directed & the effect of it, on the mind of a worker.
- Stress Management is a wide spectrum of techniques & psychotherapies aimed at controlling a person's level of stress usually for the purpose of & for the motive of improving everyday functioning.

For collecting the sample size in regards to our project we have approached a few of the regional restaurants and hotels which are as following:

1. Hariyali.
2. Patel restaurant.
3. Shree khodhiyar.
4. Woody jones.
5. Surya Palace.
6. Ghanni Khamma

Sector: Hotel and hospitality.

We have all heard of this term and yet, it is quite vague to those who are not familiar with the sector. Hospitality is actually one facet of the service industry. It primarily involves addressing customer satisfaction and catering the needs of guests. This can be addressed by dealing with issues such as lodging, amenities and travel arrangements. However, it is still important to break the concept of hospitality down into three sections for the sake of brevity and clarity. These concepts are undoubtedly already familiar to you:

- Accommodations
- Food and drink
- Tourism and travel.

In our respected and diversified culture, the guests are considered as a face of god. Henceforth, it is stated "ATITHI DEVO BHAVAH".

II. Objectives of the study:

1. To study the causes of stress among the employees.
2. To know the level of stress on employees.
3. To study the effects of stress on the health of employees.
4. To analyse the importance of interventional strategies, to balance the stress among the staff.
5. To study the effectiveness of the stress management programme

III. Background: An overview of hotel and hospitality sector:

1. Accommodations: Accommodations within the hospitality industry primarily involve where guests will be staying as well as the amenities that they are provided with.
2. Bed and Breakfast: Bed-and-breakfast establishments combine a sense of convenience with a down-home flavour that is attractive to many individuals; particularly those who are constantly on the road.
3. Hotels: Hotels (both franchises and boutiques) are the most well-known properties within the hospitality sector.
4. Motels: Known for their sense of mobile convenience, motels are frequently employed by business travellers and those who are looking to enjoy budget-friendly prices while between two destinations.
5. Hostels: Hostels are often associated with student travellers and yet, they can be used by anyone who desires a room for the evening.
6. Resorts: Resorts fall into the high end of the hospitality sector spectrum. Yoga retreats, wellness centres and properties designed to provide unfettered views of nature all fall into this category.
7. Serviced Apartments: Serviced apartments are fully furnished properties that can be made available for both short- and long-term stays.
8. Time-Sharing Plans: This type of accommodation will divide up the amount of time that guests are allowed to stay. Each customer is provided with an arrival and departure date.
9. Food and Drink: The second hospitality sector is "Food and Drinks". It is already a foregone conclusion that guests will need to be offered food and drink services during their stay.
10. Restaurants: Restaurants represent a sizeable portion of the hospitality sector as a whole. These premises are often branded in accordance with the hotel and depending upon the amenities.
11. Catering: Hotels and resorts can often include catering services as a portion of their standard pricing plans. Larger properties will provide catering in order to address business luncheons, professional seminars and similar gatherings that restaurants might not be able to efficiently accommodate.
12. Bars & Cafés: Bars and cafes are excellent places to grab a quick refreshment or a tasty meal. Furthermore, they are known for their laid-back social atmosphere; a notable difference when compared to many in-house restaurants.
13. Nightclubs: Nightclubs are an excellent means to obtain additional revenue and it is important to point out that the public is normally allowed to enter alongside guests of the property.
14. Tea and Coffee Shops: Whether referring to a proprietary bistro or a third-party firm such as Starbucks which has rented out space, tea and coffee shops offer an additional sense of convenience to guests during their stay.
15. Hospitality Related Concerns: It is obvious that individuals will need to be provided with a timely means to arrive at their destination. Trains, aeroplanes, cruise liners, and even car hire services are all encompassed by this category.
16. Travel Agents: Travel agents essentially take on the role of intermediaries within the hospitality industry. They are often used by clients in order to expedite the process of booking a holiday.

17. Tour Operators: Tour operators are professionals or firms which solely specialise in the provision of package holiday deals.

18. Online Travel Agencies (OTA's): Online travel agencies are playing an increasingly important role within the hospitality sector due to their Internet presence

19. Cruises: Cruise liners are often paired with hotels due to the fact that ports of debarkation may be used by travellers for days at a time.

20. Car Rental: A huge hospitality sector is "Car Rental". Car hire services can be used in synergy with hotels by guests who are looking to avoid the hectic nature of public transportation.

21. Casinos: The hotel-casino relationship has been another advancement within the hospitality industry. Supplying an amazing source of entertainment while allowing guests to stay in the same complex is an extremely attractive concept.

➤ The Hospitality Sector's Emerging Trends Every hospitality business owner must keep up-to-date with the most important trends in this sector in order to stay ahead of the game. What's more, businesses operating within the hospitality industry must keep up with the travel and tourism's wider industry so they can continue offering an excellent service to their prospective customers.

➤ Emerging Hospitality Marketing Trends Hospitality marketing is a make-or-break tool for the travel and hotel industry. To remain abreast of your competitors, you must apply the latest digital marketing tools to your hospitality business. By looking into how online users research and plan their travel tours and accommodation, you can create the perfect marketing strategy.

IV. Problem Statement

- Stress led to lower employees' commitment.
- Occupational stress inadvertently leads to low organizational commitment by the employees and therefore results to increased labor turnover.
- Employees respond to stress at work in a variety of ways; many employees show up for work, but do not work to their full capacity; other employees decide that the stress is too much and quit voluntarily.
- Employees makes decision about their career such as looking for a new job, declining a promotion or leaving a job based on workplace stress.
- Increased labor turnover, an indication of low organizational commitment, robs the organization tenured and valuable workforce.
- Stress costs business billions of dollars each year, this results from loss of business, absenteeism, failure to meet deadlines

V. Literature Review:

Stress is simply a reaction to a stimulus that disturbs our physical or mental health. It's a present part of life. Stress is a personal response from the body. Along with the modernization and globalization, stress is one of the severe causes that is taking place rapidly leading in increment of death ratio various statistical analysis, case studies, factual description have taken place for highlighting it. Stress can happen to anyone at anywhere and anytime. The research paper is based on focusing on the core areas of stress, it causes. It's syndrome and on conclusion or practices that is interpreted or reached for overcoming it. This paper emphasis on the hotel and hospitality sector reason being that stress has been focused as a significant issue in the hospitality industry as here interpersonal tensions plays a vital role of sector deals often with humans which is not an easy task to do. Research has shown a negative correlation between job stress and quality customer delivery. That is less stressed employees provide better customer service. Stress within the hospitality industry has been qualitatively and moderately correlated with employees' physiological symptoms, including headaches, fatigue, indigestion, ulcers, blood pressure, heart attack and strokes. Besides the cost to employer, health care expenditures the cost of society is an issue as well.

Following are the few briefings of articles that is an orbital of the stated topic, stress management.:

Article 1: How to Manage Your Stress Levels - life skills coach and visual thinking consultant, Adam Slivinski provides information and examples at IQ Matrix. In fact, the IQ Matrix team works to help people improve and maximize their potential through mind mapping and life coaching principles designed to help them overcome life's challenges.

Article 2: The Positivity Blog - Henrik Edberg creates courses, books, and the Positivity Blog to help others increase their happiness and ease their stress. The blog offers "happiness and awesomeness tips that work in real life," including those to increase self-esteem and self-confidence, reduce procrastination, and more, to lead people to less stressed, more successful lives.

Article 3: Stress Management Expert Blog - The Mayo Clinic is an integrated clinical practice, education, and research institution that specializes in treating patients and is ranked number one in more specialties than any other hospital in the nation. Their stress management page contains links to the basics of stress management, stress management resources, and expert answers on stress.

Article 4: True Stress Management - True Stress Management is a stress management blog that aims to help readers boost productivity, learn more about stress, and manage their own stress levels better. True Stress Management shares links to stress management techniques, blog posts, a stress management eBook, and much more.

Article 5: Can Probiotics Help to Reduce Your Stress Levels? - Fawne Hansen, the holistic wellness and expert in treating chronic stress and adrenal fatigue, shares her stress management article, Can Probiotics Help to Reduce Your Stress Levels? The article examines a study done at University College Cork, Ireland, that shows some probiotics could have a calming effect on the brain, including reducing stress and anxiety.

Article 6: How to Reduce Stress by Doing Less and Doing It Slowly? - Tiny Buddha offers "simple wisdom for complex lives, with quotes, tips, and stories to help us help ourselves and each other." How to Reduce Stress by Doing Less a Doing It Slowly is one of Tiny Buddha's stress management articles that we think shares some great tips for slowing down and reducing stress levels.

Article 7: Five Ways to Never Be Stressed Again – Dr Mark Hyman is a New York Times bestselling author who is “dedicated to transforming healthcare and tackling the root causes of chronic illness

through functional medicine.” His stress management article, Five Ways to Never Be Stressed Again, explains that stress is a perception and that people need to do a Uturn to worry and stress less.

Article 8: Stress and Resilience - Debbie Waller and the Yorkshire Stress Management team provide help and support for individuals who wish to learn coping strategies for stress through stress management coaching, seminars, and training. Stress and Resilience is their stress management blog, offering practical tips for improving emotional resilience and developing a stronger sense of wellbeing by becoming more educated about stress and how to handle.

Article 9: The Importance of Balancing Stress Hormones - Katie, the Wellness Mama, is a wife, mom, blogger, and author who knows a thing or two about stress. She strives to help families live naturally and more healthfully with practical tips. She shares her tips for managing stress in The Importance of Balancing Stress Hormones, a blog post that recognizes the effects of stress on our lives.

Article 10: How to Cope Better with Life’s Challenges? - From the American Academy of Family Physicians, FamilyDoctor.org provides health information for the entire family. Their stress management article, Stress: How to Cope Better with Life’s Challenges, offers an overview of stress and explains how to manage stress by taking steps to avoid it or change the way in which you react to it.

VI. Research methodology:

1. Research design:

- The study will help us to enable the different types of stress a working individual suffers with in his respective working tenure.
- How one cope up with the stressors.
- How does a stress affect an individual’s life both personally and professionally?
- What measures the hospitality industry facilitates for their staffs related to stress.
- How effectively it works on their working staffs.

2. Sources of data:

- Primary data will be collected through the questionnaires and through related documents provided by the HR department for the same.
- Secondary data will be collected from the articles, books, journals, case studies, statistics etc.

3. **Data collection method:**

- Questionnaires and surveys were used using Non-Random sampling technique.
- Observations
- Documents and records

4. **Sample size:** approximately 40-70 employees.

5. **Sampling:** 30 employees.

6. **Data collection instrument:** google form as a digital platform due to COVID-19.

- In concern of the research, the two variables for formulating hypothesis are as follows:

o H0: No significant difference between covid-19 and stress in the job.

VII. Analysis and Interpretations:

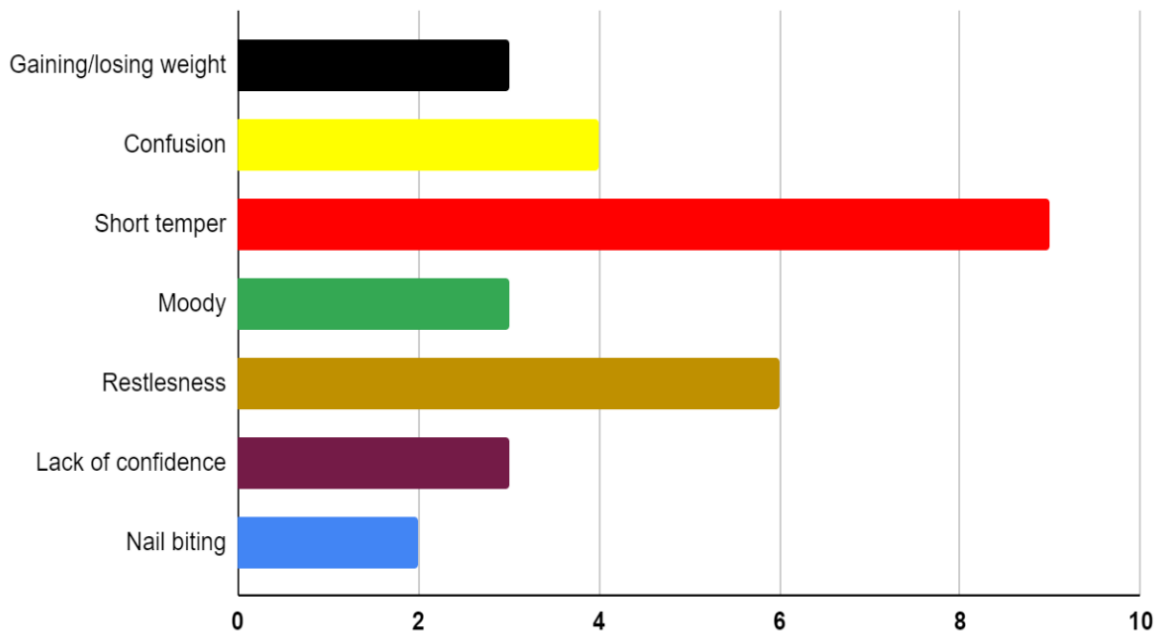
- Males are more involved in the comparison of females. Most of the time females are assigned with the duties of administration or receptionist and cleaning areas because the sectors are still not in much advancement of female safety or risk bearings.
- Blue collar workers take more initiatives if they came across with the opportunities as compare to the superiors not because they are bound to do that but they look for the opportunities to explore so that their earning standards can get better.
- Majority of the workforce comes under the age of 25 years. Thereafter, the average workforce lies in between the age range of 26-35 years and minority in between 46-55 years and above. This shows that young candidates are more in demand in the particular sector.
- For collecting the sample size in regards to our project we have approached a few of the regional restaurants and hotels which are as following:

1. Hariyali.
2. Patel restaurant.
3. Shree khodhiyar.
4. Woody jones.
5. Surya Palace.

- Majority of the employees were literate with the bachelor's degree; average was from school levels and minority had done diplomas. Master degree is minute here because the one who it was the owners and managers of this sector.
- Most of the employees possesses less than 5 years of experience which resembles that here the incremental policies and recognitions are the tough factors.
- The monthly salary of average employees lies between 5000-10000 INR in respect of the master degrees.

- Unmarried employees are more hired in such sector because of the working patterns and culture.
- As per our observation, most of the staff belonged from a nuclear family through which we inferred that for the parents it becomes difficult to handle the kids and house single handily which somehow increases the stress level in the employees there in hospitality sector. Long working hours, overtime duties, hard customer behaviour affects the employees emotionally.
- Short temptingness or impulsiveness, restlessness, confusion and perturbed nature and attitude were the classic symptoms noticed in the staff members as a stressor.
- Digging deep into the stressor the causes that it leaded were majorly the poor salaries and the rest factors, are approximately playing the equivalent considered roles.
- Most of the time there is not a proper flow of information or hierarchical approach towards the assigned roles which hampers the working environment.
- The workers aren't given much authorities which indicates the sign of lack in support.
- Internal management can also be considered as a responsible factor of the stress on an interpersonal and intrapersonal level.
- Stressors are the serial and obvious reason that leads the co-workers into the argument for fellow staffs amongst each other and with rude and insensitive guests too, impulsively.
- The workload is too much in this sector and one particular department or staff doesn't need to be limited to their respective roles and responsibilities only instead whenever the situation arose, they need to work on other co-workers 'behalf too which snatched their self-time from them.
- As the work patterns and schedules are unpredictable and not much analysed on the prior basis here. Workers are not that much active to coordinate with the unplanned or sudden situations henceforth it gets difficult for them in the internal operational.

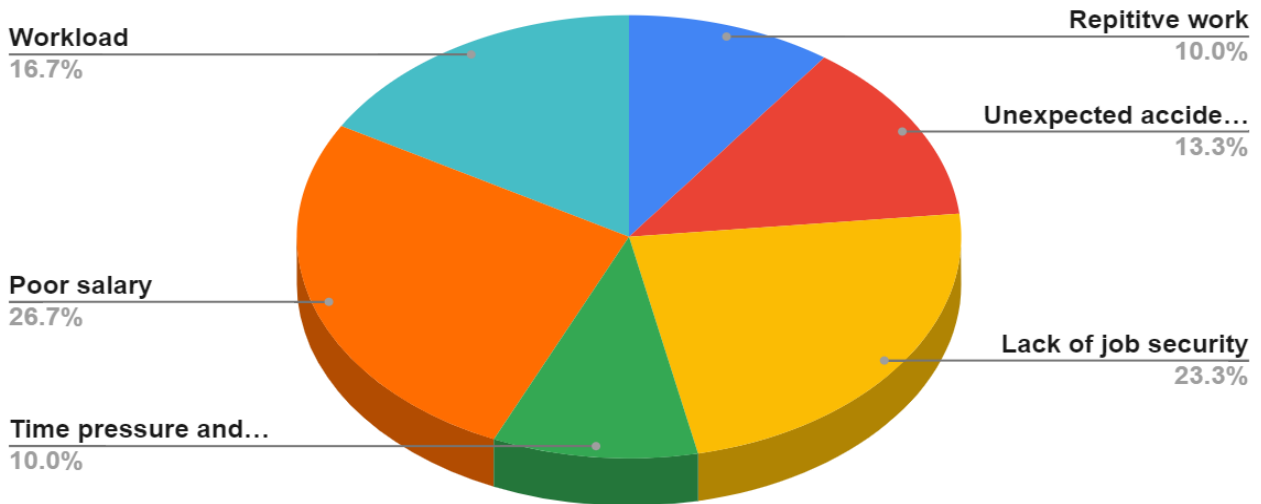
Symptoms of stress that an employee experience.



(Source: primary data)

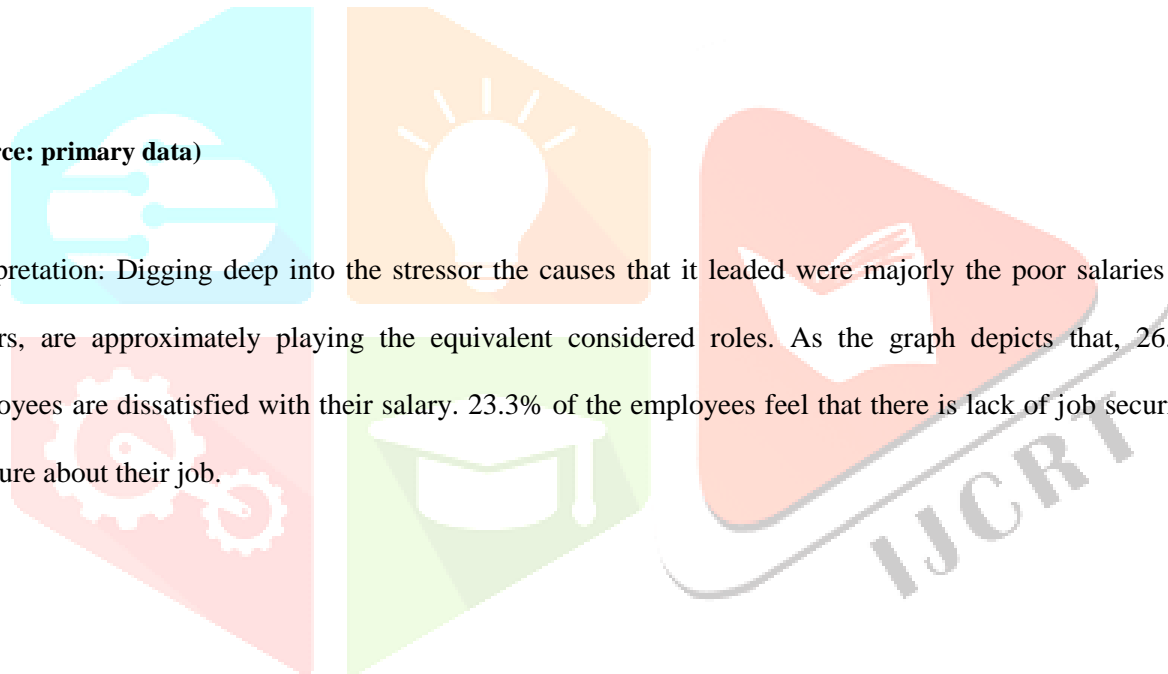
Interpretation: If we can observe that it is noticeable that almost all of the mentioned symptoms were noticed in the staff members as a stressor. Some of the classic symptoms are short temperedness or impulsiveness, restlessness, confusion and perturbed nature and attitude etc.

Reasons for the stress in the job.

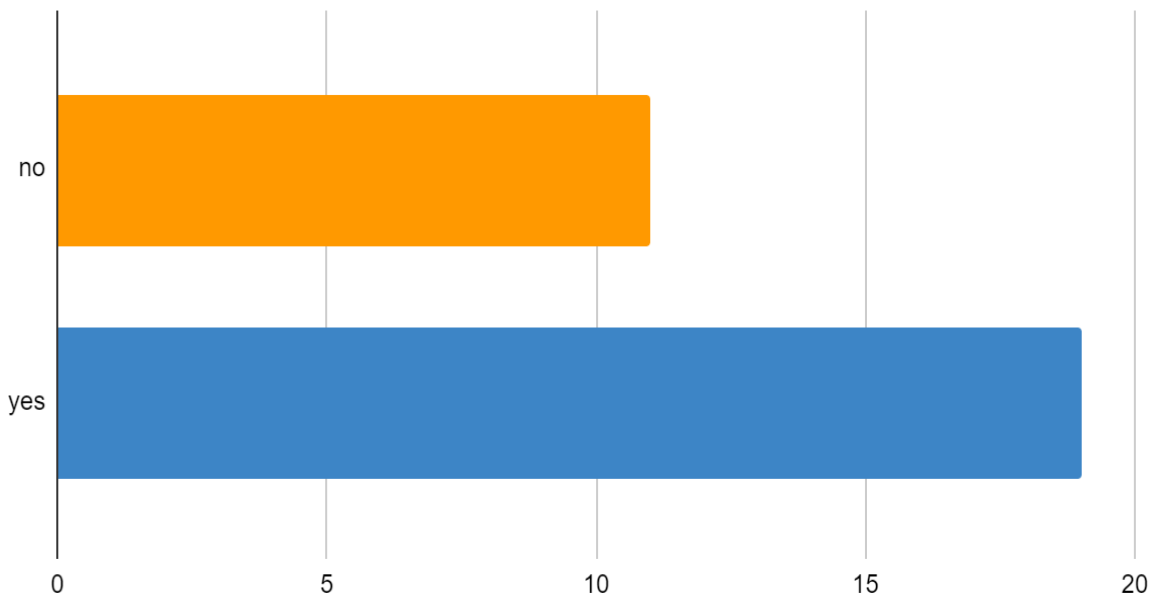


(Source: primary data)

Interpretation: Digging deep into the stressor the causes that it led were majorly the poor salaries and the rest factors, are approximately playing the equivalent considered roles. As the graph depicts that, 26.7 % of the employees are dissatisfied with their salary. 23.3% of the employees feel that there is lack of job security. They are insecure about their job.

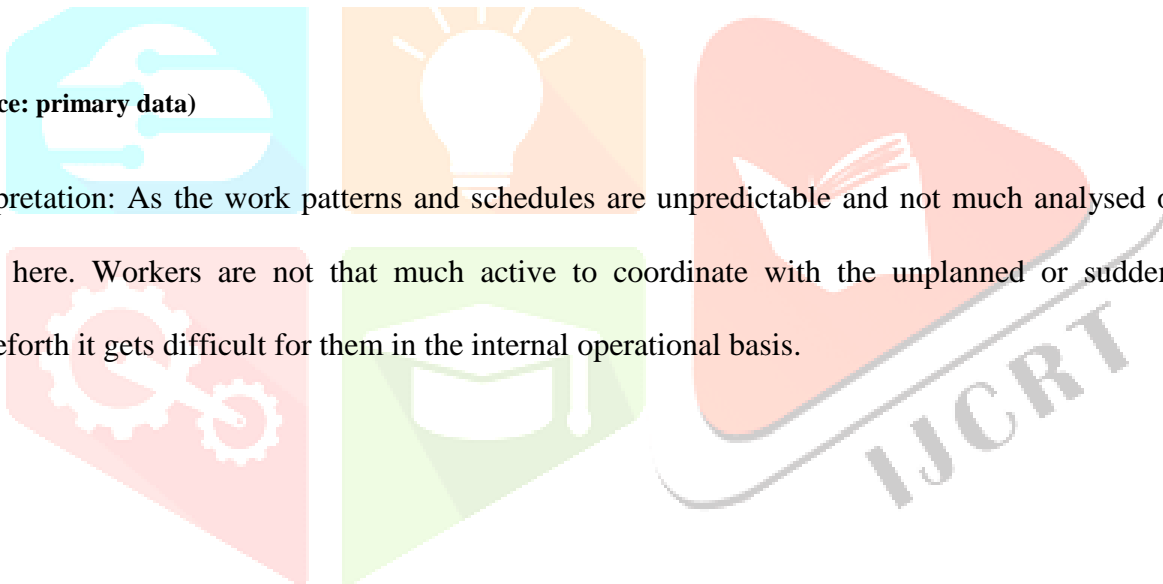


Number of people becoming implusive when something unplanned asked.

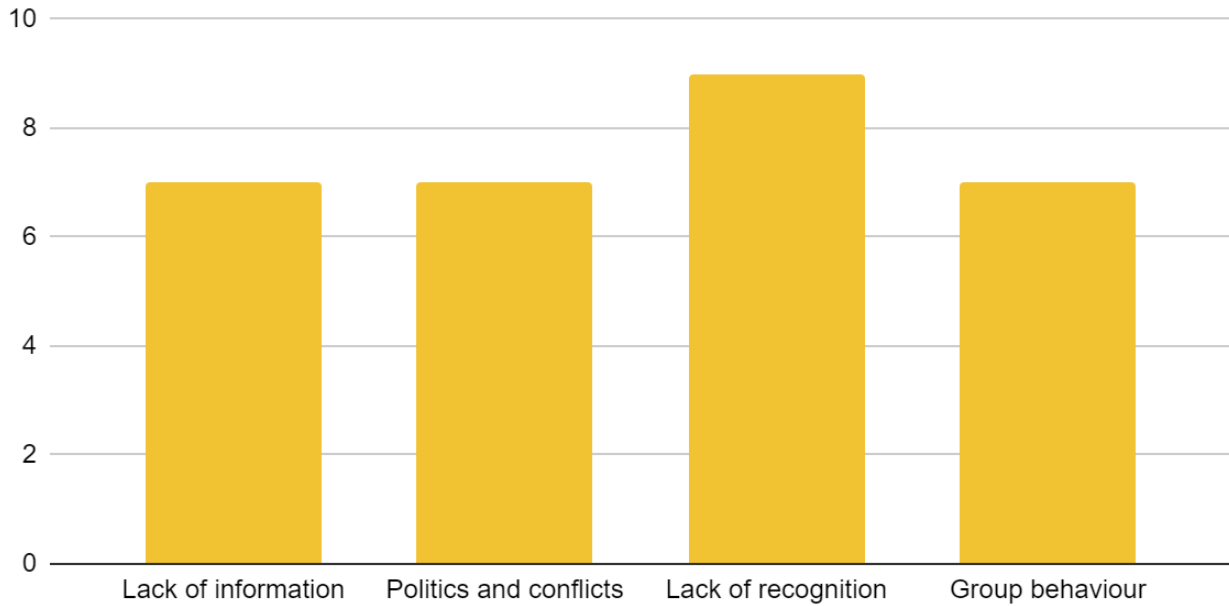


(Source: primary data)

Interpretation: As the work patterns and schedules are unpredictable and not much analysed on the prior basis here. Workers are not that much active to coordinate with the unplanned or sudden situations henceforth it gets difficult for them in the internal operational basis.



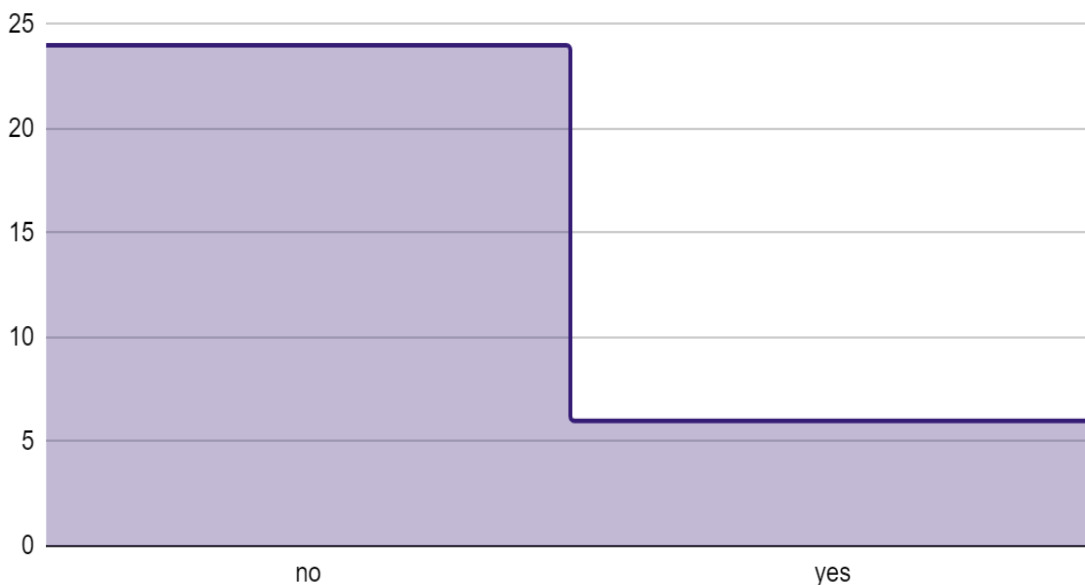
Type of challenges you feel in the job.



(Source: primary data)

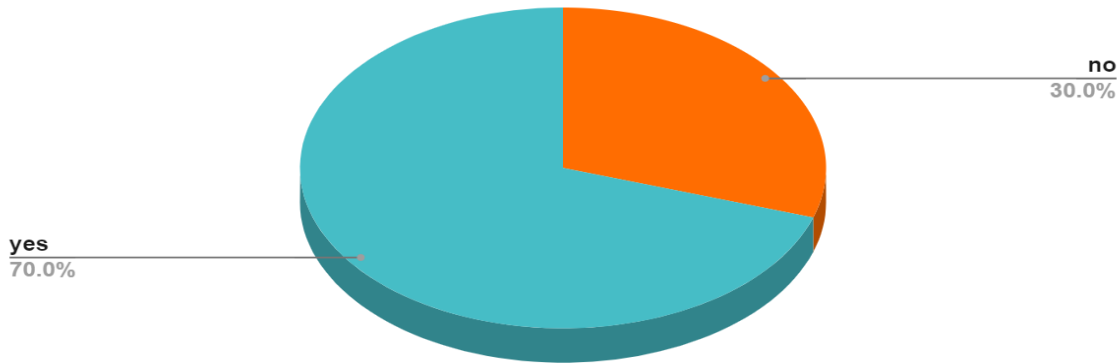
Interpretation: In this section most of the time there is not a proper flow of information or hierarchical approach towards the assigned roles which hampers the working environment. Between 8-10% employees, feel that there is lack of recognition at work. And it is important to recognize the efforts of other members on the team affect the success of your organization and acknowledge them.

Number of people unsatisfied with the workplace environment.



(Source: primary data)

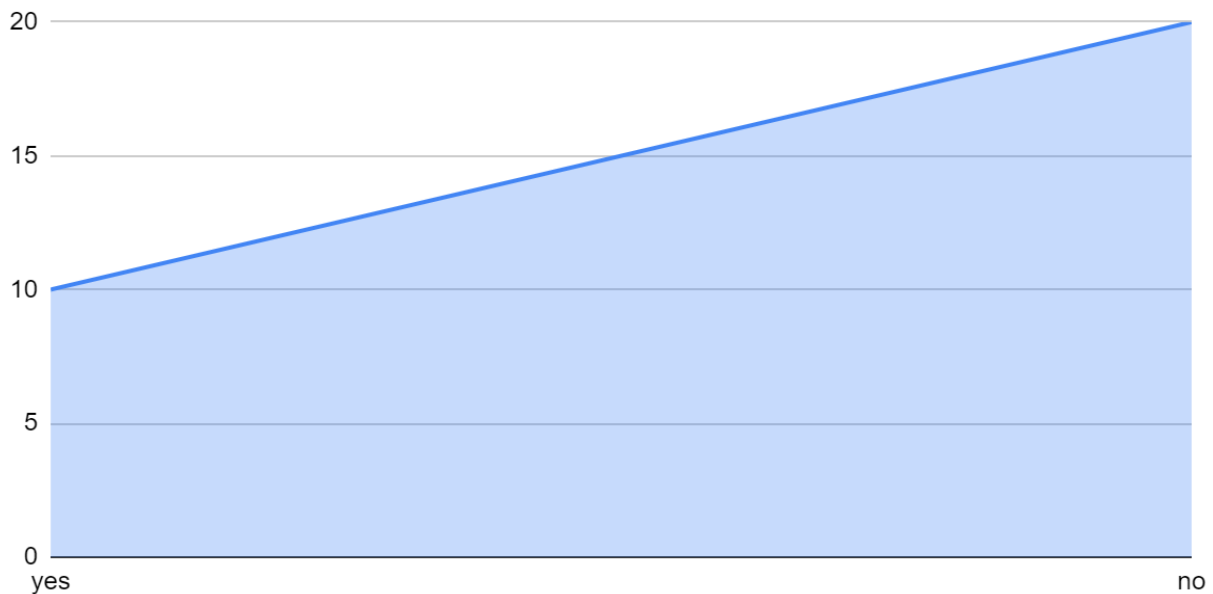
Interpretation: The bars suggests that workplace is not an issue but the internal managements are. Employees fail to perform for a couple of reasons, but the main reason for it could be that managers don't realize they may be contributing to their subordinates' lack of performance. Employees are hesitant to share their problems. Number of employees having frequent arguments.



(Source: primary data)

Interpretation: Looking towards the bars it can be denoted that the stressors are the serial and obvious reason that leads the co-workers into the argument for fellow staffs amongst each other and with rude and intensive guests too, impulsively.

Employees having personal time after job.



(Source: primary data)

Interpretation: The workload is too much in this sector and one particular department or staff doesn't need to be limited to their respective roles and responsibilities only instead whenever the situation arose, they need to work on other co-worker's behalf too which snatched their self-time from them.

VIII. Findings:

- Most of the respondents are not clear about their organizational goal and hence there is the role conflict leading to demotivation and attrition issues in the organisation.
- It is found that workload is one of the areas where the employee faces stress most of the employees feel that the organization is not utilizing their ability properly.
- It is found that there is no frequent transfer in the organization so the employees do not face stress.
- More than 55% of the respondent where strongly agree that they have lot of work load.
- Only 8 % to 14% where disagree they do not have a lot of workloads.
- Majority of the respondents replied that there is no respect from their higher authority which induces stress. Client's harsh behaviour and insensitivity is also one of the reasons of demotivation amongst the employees. The management should make a protocol on, till what limit is the misbehaviour acceptable. This will make the employees feel that they are being valued and have respect in the organisation.
- More than 58% of the respondent agrees that there is a stress due to political pressures while 15% disagree with this statement. Partiality and politics are the major stressors that occur in this sector.
- It is very surprising that majority of the respondents replied, they are working under stress while more than 40% of the respondent replied that they don't have an idea on this and they take things lightly which is good for the employee as well as the organisation both.
- More than half of the respondent have not decided about the responsibility at work area and only 26% where agree to that they have responsibility and remaining 30% where disagree to that.
- Interpersonal stressors have a relation between each factor. Age factor will not have a relation between the stress factors but only some of the factor has the relation.
- It is also been observed that because of the lack of precautions taken by the customers the hotel staffs suffer from the consequences.
- In concern of the research, we took null hypothesis as;

H0: There is a significant relation between covid-19 and stress in the job and after all analysis during the research work it was found that there is no significant relation between Covid19 and stress as the issues which were found after discussion with the respondents clears that hospitality sector needs some interference by the management on their stress management part otherwise the work life balance becomes a big challenge for them.

Hence H0 is rejected.

IX. Limitations of the study

- The respondents were not understanding the language of the questionnaire, they were finding it difficult to read in English.
- The process was not smooth due to the pandemic situation.
- The entire process was time consuming as we had to rely on digital platform data collection tool and the employees were stuck in their routine very badly.

X. Conclusion:

• Stress is a condition of physical or mental strain that goes along with related stressors. Stress is becoming an increasingly important factor in our working life.

• Each individual is exposed to a range of stressors both at work and in their personal life's.

• In the working environment, certain occupation has higher stress level than others and individual employees will react to the situation in different ways.

• Pressure can also be a good thing leading to increased productivity. However, when this pressure becomes excessive, stress is caused.

• The problems occur when the stress on an individual seems to be overwhelming or out of controls. That is, they perceive themselves as being unable to cope and not to possess the necessary skills to combat their stress.

• There are some situations that can cause us to be stressed. Once these are identified, we can take steps to modify either the situation or the way we view the situation.

• Identifying unrelieved stress and being aware of its effect on one's lives is not sufficient for reducing its harmful effects.

• Just as there are many sources of stress, there are many possibilities for its management. However, all requires working towards change-changing the source of stress or changing one's reaction to it to avoid anxiety or mental strain and focus towards the work.

• The study in Hotel Industries shows that 93.33% of the employees suffer from stress. Though fewer employees are suffering with low stress, they do not adopt proper coping strategies.

So, the management should provide organization-wide stress avoidance and coping techniques that would help the employee to manage their stress.

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