

Four and Five-Star Hotel Employees' Emotional Related Stress

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This study describes and finds out to the Employees' Stress from Internal Sources on Four star and Five star Hotels working place. Here Emotional Related Stress is belongs to Internal Sources of stress on Four star and Five star Hotels working place. The Emotional relates variables are 'I have no chance to discuss my problems with others' (EMO -1), 'I am Unable to balance physical and psychological tension' (EMO -2), 'Mostly I have hesitation to participate with other people' (EMO -3), 'Co workers in the hotel cannot understand my priorities' (EMO -4), 'Do not have enough self-confidence and self-esteem' (EMO -5), 'I am not in the position to undertake duty at tensed situations' (EMO -6) and 'I am unable to create cheerful relationship with other' (EMO -7) In the study to finds out through the Multiple Regression Analysis, which variables are most impact to Four star and Five star Hotels Employees.

Keywords: Employees' Stress, Internal Stress, Emotional Related Stress, Star Hotels.

1. 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. It's a type of Emotional Related stress that causes an intense and negative stress response when someone experiences emotions like worry, fear, frustration, danger, or sadness.

2. Review of Related Literature

Dong Yoon Yoo, (2022), his study investigates the relationship between job insecurity, job stress, and the psychological well-being of hotel employees, and the moderating effect of emotional regulation control on the causal relationship between job stress and psychological well-being. A valid sample of 428 employees was used from three five-star hotels and two four-star hotels in Seoul and Busan, South Korea, The findings are as follows: (1) the positive effect of job insecurity on job stress is significant; (2) job stress negatively and significantly mediates the linkage between hotel employees' job insecurity and psychological well-being, while the direct effect of job insecurity on psychological is not significant; (3) the negative relationship between hotel employees' job stress and psychological well-being is dramatically alleviated by the seeking support strategy; (4) hotel employees' active coping strategy also has a palliative negative effect of job stress on psychological well-being; (5) however, avoidance is not an effective strategy for stress relief in the context of hotel employees' job stress and well-being

Roczniewska, M,et.al., (2022), their study described that the Job insecurity factors were found to affect not only mental illness, but also physiological variables, such as physical symptoms and various physical fatigue. In addition, it is confirmed that job insecurity has a negative relationship with psychological well-being, such as job enthusiasm and life satisfaction. In this research, in the field of hotel organization management, well-being was selected, in which the job insecurity factor is a result variable. According to the above discussion, it can be expected that job insecurity factors will negatively affect the well-being of organizational members.

Rehatta, P.N,et.al., (2022), discussed their research, the employees who perceive that they are likely to lose some or all of their jobs feel helpless if they do not know how to cope with these threats to their jobs, which causes them to experience stress while performing their jobs. Psychological tensions, such as anxiety, nervousness, low morale, and anger, increase. Further they discussed that employees' experiences of job insecurity can impact their out-of-role behavior and formal job roles. In addition, job insecurity refers to a state of incapacity and anxiety that organizational members may lose their jobs in specific situations that are threatening to their jobs. Accordingly, job stress and job insecurity are receiving much attention, mainly in the fields of organizational behavior and psychology, emerging as important social issues.

3. Objective:

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

4. 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.

5. Analysis and Interpretation

The study takes Multiple Regression Analysis of Four and Five Star Hotel Employees' Emotional Related Stress

Table- 1: Model Fit Summary

Model	R	R-Square	Adjusted R-Square	Std. Error of the Estimate	Durbin-Watson
Emotional Related Stress	0.955	0.911	0.910	0.28435	2.065

Dependent Variable: Emotional Related Stress

Model reveals that R- (Multiple Correlation Coefficients) value is 0.955. It is measuring the degree of relationship between the Emotional Related Stress and the predicted values like, 'I have no chance to discuss my problems with others' (EMO -1), 'I am Unable to balance physical and psychological tension' (EMO -2), 'Mostly I have hesitation to participate with other people' (EMO -3), 'Co workers in the hotel cannot understand my priorities' (EMO -4), 'Do not have enough self-confidence and self-esteem' (EMO -5), 'I am not in the position to undertake duty at tensed situations' (EMO -6) and 'I am unable to create cheerful relationship with other' (EMO -7)

R-Square (Coefficient of Determination) value is 0.911. It is more than about 91% of the variation of Employees' Emotional Related Stress is explained by the variation in the independent variables. Adjusted R- squared value is 0.910. 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 2.065, it is indicating negative auto correction, (i.e.) good correction.

Table- 2: ANOVA

Emotional Related Stress	Sum of Squares	df	Mean Square	F	Sig.
Regression	341.686	7	48.812	603.719	0.000
Residual	33.311	412	0.081		
Total	374.998	419			

Dependent Variable: Emotional Related Stress

The F-ratio in the ANOVA table interprets the overall regression model, which is a normal fit for the data. The result of $F(7,412) = 603.719$ and 'p' value 0.000 is less than 0.05 ($p < 0.05$), the regression model is a good fit for the data; therefore, this model is a linear relationship between the dependent and independent variables.

Table-3: Relationship between a linear combination of the Four and Five Star Hotel Employees' Emotional Related Stress

Emotional Related Stress	Unstandardized Coefficients		Standardized Coefficients	t	Sig. P-Value	95% Confidence Interval for B		Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Tolerance (>0.2)	VIF (<5)
(Constant)	-0.17	0.052		-3.391	0.001	-0.28	-0.07		
EMO -1	0.137	0.014	0.180	9.733	0.000	0.109	0.164	0.632	1.582
EMO -2	0.151	0.017	0.209	9.092	0.000	0.118	0.184	0.408	2.452
EMO -3	0.154	0.016	0.218	9.676	0.000	0.123	0.185	0.425	2.354
EMO -4	0.154	0.015	0.208	10.398	0.000	0.125	0.183	0.538	1.860
EMO -5	0.165	0.014	0.239	11.804	0.000	0.138	0.193	0.527	1.898
EMO -6	0.146	0.012	0.210	12.346	0.000	0.123	0.170	0.747	1.339
EMO -7	0.154	0.014	0.170	11.220	0.000	0.127	0.181	0.934	1.071

Dependent Variable: Emotional Related Stress

The above table shows the independent variables of the Employees' Emotional Related Stress variables like, 'I have no chance to discuss my problems with others' (EMO -1), 'I am Unable to balance physical and psychological tension' (EMO -2), 'Mostly I have hesitation to participate with other people' (EMO -3), 'Co workers in the hotel cannot understand my priorities' (EMO -4), 'Do not have enough self-confidence and self-esteem' (EMO -5), 'I am not in the position to undertake duty at tensed situations' (EMO -6) and 'I am unable to create cheerful relationship with other' (EMO -7) are highly significant; the p- values are less than 0.01.

It can be seen that the values of VIF of all the predictor constructs are less than 5. The tolerance values the constructs are also more than 0.2. The VIF and Tolerance values are well within the stipulated limits as suggested in the extant literature. Hence, it can be inferred that there is no substantial level of multi collinearity among independent variable, which indicates that multi collinearity is not a problem in this model.

95% Confidence Interval for B's Lower Bound and Upper Bound, both values are positive or both values are negative; it is influence on Lower Bound and Upper Bound, here all variables Lower Bound and Upper Bound both values are positive, so it is significantly influence on Lower Bound and Upper Bound.

The above table derives the equation of Employees' Emotional Related Stress Working Group Influences Related Stress dependent variables like

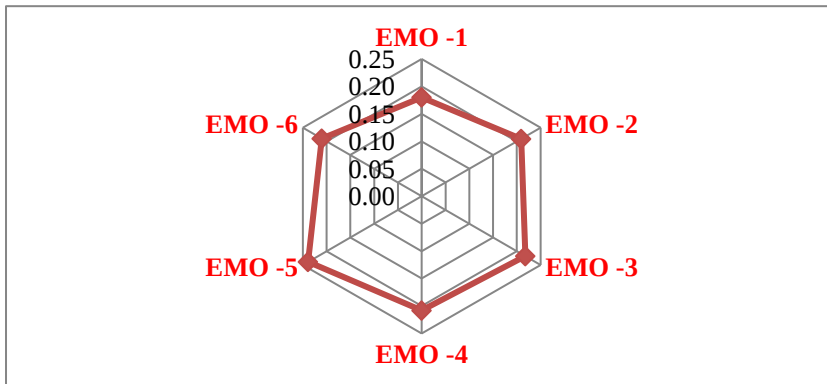
Employees' Emotional Related Stress = -0.17 (β₀)+β₁(0.137)+β₂(0.151)+ β₃(0.154) + β₄ (0.154) + β₅ (0.165) + β₆ (0.146) + β₇ (0.154)

6. Findings

The significant variables are comparing with Standardized Coefficients β-values; the resulted that the first influenced Emotional Related Stress variable is 'Do not have enough self-confidence and self-esteem' (EMO -5), the β-value is 0.239. The second influenced variable is 'Mostly I have hesitation to participate with other people' (EMO -3) the β-value is 0.218.

The third influenced variable is, 'I am not in the position to undertake duty at tensed situations' (EMO -6) the β -value is 0.210.

Employees' Emotional Related Stress Variables



7. Conclusion

The study concludes most influenced variables of employees Emotional Related Stress is 'Do not have enough self-confidence and self-esteem', 'Mostly they have hesitation to participate with other people' and 'They are not in the position to undertake duty at tensed situations'.

8. Suggestions

According to the study findings the internal stress of Emotional Stress, its leads to the employee are not in the position to undertake duty at tensed situations and they do not have enough self-confidence and mostly they have hesitation to participate with other people. So the study suggests Yoga and meditation have become one of the most important factors in day to day life, as a life style management module and is very popular in organizations these days. Associates should indulge regularly themselves into yoga and meditation. Once they become habitual of it they can see miracles of change in their attitude and also can feel increased patience and performance.

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