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Work life balance on employees' wellbeing in hospitality industry of Uttarakhand

Akanksha Pal

Research Scholar, Department of Management, Himgiri Zee University, Dehradun, Uttarakhand

Corresponding author email: palakanksha1994@gmail.com

Abha Sharmar

Assistant Professor, Department of Management, Himgiri Zee University, Dehradun, Uttarakhand.

Abstract---Uttarakhand is a Himalayan state in northern India famed for its natural beauty and transcendent spirituality. It is also known as 'Devbhumi,' or the Land of Gods. Hospitality is a rapidly growing industry that is predicted to continue to contribute significantly to the global economy by generating required foreign exchange reserves while also creating job opportunities. Stress is merely a result of natural factors influencing an individual from the inside or outside environment. Individuals respond to stress in ways that have an impact on both themselves and their surroundings. “A productive employee is not simply a hard worker, but also one that is motivated and upbeat. Stress's impact on performance, attitude, and motivation is also investigated; this knowledge can help businesses get to know their employees and empower them accordingly. We wanted to learn more about the elements that influence happiness and dissatisfaction in the WLB environments where people work in this study [6].”. We will also establish a few approaches and measurements that the hotel industry might adopt in the future for efficient WLB management of their employees in order to improve productivity and optimize their human resources in this study paper.

Keywords---work-life-balance, hospitality, Uttarakhand, employees, stress, performance.

Introduction

Work Balance is a serious concern for both employees and employers. The organization spends a lot of money on various stress management programs. The programs are generally designed with the entire workforce of the organization in

mind, regardless of age, gender, and socio-economic background. Due to their varying personalities and stress causes, these programs do not give the desired results to all employees. Aside from the stress management programme, employees can also practice some activities to deal with stress, since they are in a better position to decide which activities will work for them, and these are determined based on the personality of the employee and the stressor. Individual efforts to cope with or cope with a stressful situation are referred to as coping. The mechanisms of coping are problem-driven and emotion-driven. Problem-focused coping involves efforts to change or overcome a difficult situation. Problem-focused coping mechanisms include taking action to solve the problem, getting information about what to do, holding back from thoughtless actions, and confronting difficulties. Efforts are made to reduce the emotional impact of stress by using emotion-focused coping. Emotional responses can include seeking others' company, denial of the truth, and looking at the problem optimistically.

Survey Method

“The basic idea behind the survey approach is to ask people a series of questions and then describe their answers. The goal of the survey method of primary data gathering is to test concepts, reflect people’s attitudes, determine consumer satisfaction levels, and undertake segmentation research, among other things. Both quantitative and qualitative research might benefit from the survey method.

The survey approach serves two purposes:

1. A description of a population's features or aspects.
2. Testing Putting theories regarding the nature of relationships in a population to the test.

Telephone surveys, mail surveys, and personal interviews are the three types of methodologies used in general surveys. [Table 1] provides a summary of each of these strategies.

Survey method	Description
Telephone survey	In a telephone survey, the questions are read to respondents over the phone.
Mail survey	It is a self-administered written survey.
Personal interview	Interviewing the respondent face to face

Table 1. The different types of surveys and their descriptions.

From a practical standpoint, questionnaires, interviews, and documentation evaluations are often the most popular types of surveys. By way of example, “Denscombe (2010) describes [Table 2] the main advantages and disadvantages associated with the following methods of primary data collection:

Table 2. Data collection methods for surveys: advantages and disadvantages

Method	Purpose	Advantages	Disadvantages
Questionnaires	Conducting an investigation to	The sample group members can remain	The challenges of ensuring increased

	collect a great amount of data in a short length of time.	anonymous. In comparison to most other primary data collection methods, it is cost-effective. It is possible to generate large amounts of data.	research depth. The 'first choice selection' issue.
Interviews	To explore issues with a more focused focus and reflect on emotions and experiences.	Directing the data collection process It's possible to gather specific types of information.	A significant amount of time is necessary to schedule and conduct interviews and collect primary data. If interviews must be arranged and conducted, there may be an additional cost, as well as travel expenses. Bias among interviewees is possible.
Documentation review	The research was carried out over a period of time to study numerous issues.	Comprehensive information retrieval is possible.	Inflexibility in the research process Access to documentation challenges.

Advantages of Survey Method

1. Surveys are faster and less expensive than other methods of gathering primary data, such as observation and experimentation.
2. Most primary data collected through surveys can be analyzed fairly easily.

Disadvantages of Survey Method

1. Occasionally, respondents are unwilling or unable to provide information
2. Providing inaccurate information due to bias on the part of respondents
3. Differences in human understanding: it is difficult to formulate questions that each respondent will interpret in the same way. [1],[2].”

Research Design

Our research was both exploratory and descriptive in nature. The primary sources of information were searched in order to stay on track and do justice to the study. Before deciding on a course of action, a survey of people who are likely to have opinions on the subject was conducted.

Sample Design

The sample hotels and travel companies were the subjects of our research. Using the probability sampling technique, 150 employees from the hospitality industry in Uttarakhand were considered in the final sample.

Data Collection Method

The data was gathered using a self-administered questionnaire. The respondents were approached personally at their homes. The quantitative survey was chosen for the study because it was a simple and cost-effective method of gathering a large amount of data in a short period of time.

Final Results

The goal of this study was to determine the degree of stress experienced by personnel in the hotel industry. As previously stated, primary data is collected utilizing the questionnaire method. Subjects/respondents were asked to provide information on the following topics:-Is stress in the hospitality sector is a significant issue? Is stress a real problem at work (in hotels)?

Table 3. Is 'Stress' in the hospitality sector is a significant issue

Is 'Stress' in the hospitality sector is a significant issue?	Frequency	Percent
Yes	117	78
No	33	22

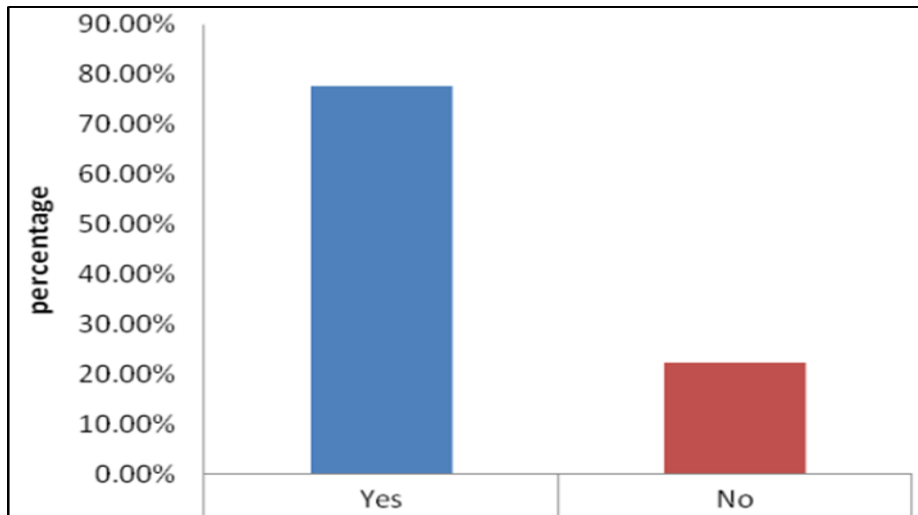


Fig 1. Is 'Stress' in the hospitality sector is a significant issue

We then discussed our additional requirements with the respondents and how they felt about the effects of Stress on a few attributes such as Performance and

Attitude. These responses were recorded, analysed, and graphically displayed in [Table 3] and [Figure 1].

Impact of Stress on Employees' Performance and Attitude

The questionnaire method is used to collect primary data. The subjects/respondents were initially asked to provide information about - Is stress in the hospitality sector is a significant issue? Is stress a real problem at work (in hotels)? After the stage first, of our research, we came forth towards the next part of the research. During this phase, we talked about the areas such as how the stress palpable in this sector affects their performance and work culture throughout.

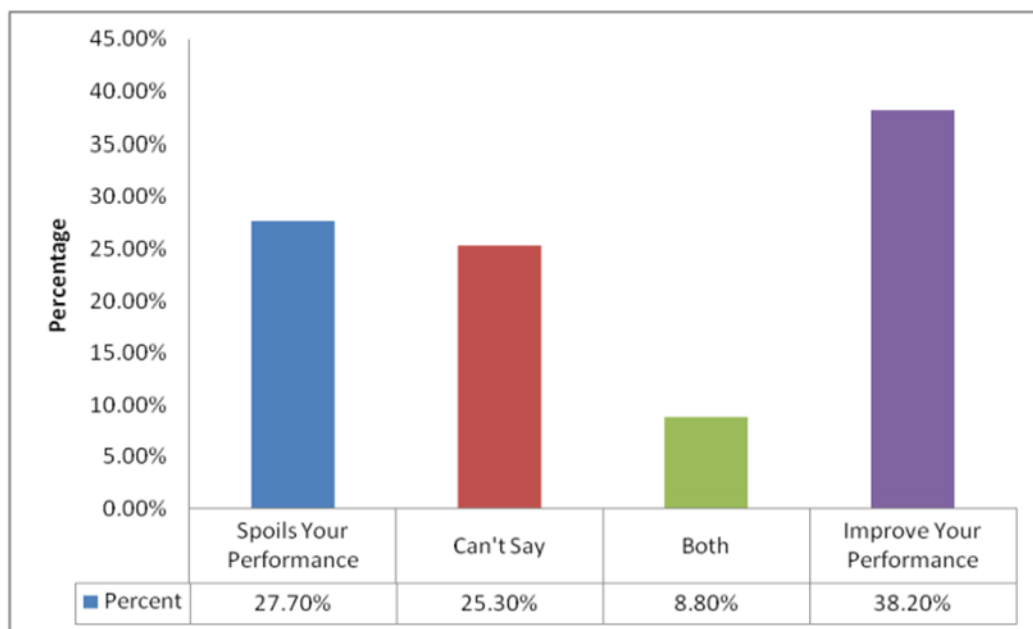


Figure 2. Effect of Stress on the Performance

As clearly mentioned in [figure 2], 27.7% of the respondents were sure that Stress actually spoils one's performance whereas the majority of them i.e. 38.20% affirmed the fact that it actually improves one's performance. Whereas 8.8% of them given the fact that it depends on the context and level as well as the kind of stress we are talking about.

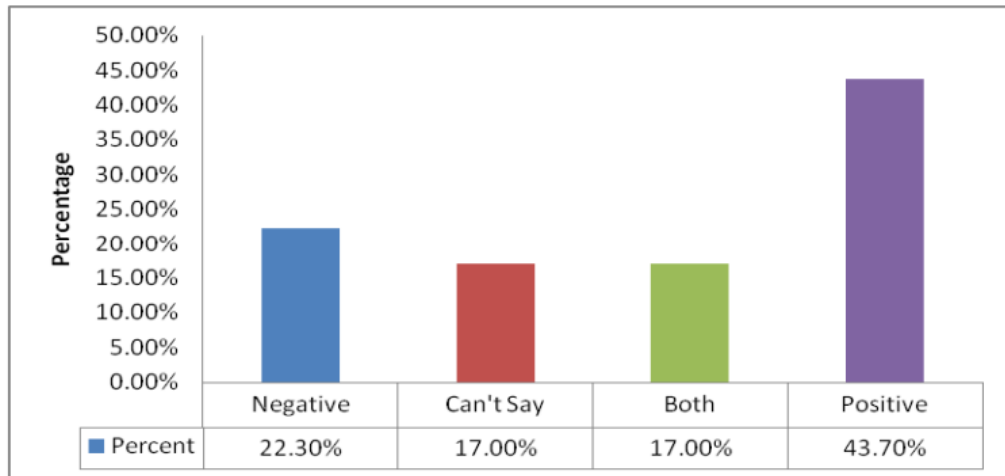


Figure 3. Effect of Stress on the Attitude

Our next target was to analyze the effect of 'stress' on the next taken attribute i.e. Attitude. We came to the conclusion as demonstrated in [Figure 3] that the majority (43.7%) of respondents were of the belief that it actually has a positive impact on the attitude of the employees altogether, whereas 22.30% were convinced that it is actually detrimental to the work attitude.

Table 4: Stress levels among hotel employees

Variables	Mean	SD	Low Stress (0-13)	Moderate Stress (14-26) (%)	High Perceived Stress (27-40) (%)
Hotel employees (N=150)	4.32752008	5.72904705	12.83%	80.4%	6.75%
Z-test	-2.23				

The total PSS for hotel employees is 4.33 [Table 4], indicating that hotel employees in the current scenario are moderately stressed. Only 12.83 percent of hotel employees are considered to be low stress. The high and moderate PSS scores for specialists may be related to the high level of work pressure. Even while working during COVID-19, the urgent factor of their administrative duties, fear of being infected, and the pressure of being quarantined and not seeing their families for a long time are always on their minds.

Table 5: Stress levels among Uttarakhand hotel employees by gender

Variables	Mean	SD	Low Stress (0-13) (%)	Moderate Stress (14-26) (%)	High Perceived Stress (27-40) (%)
Male (82)	17	6.71	27.33	63.33	9.33
Female (68)	18.39	6.76	24	62.66	13.33
Total (150)	17.69	6.76	25.67	63	11.33

Z-test	-1.80				
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Male hotel employees have an average PSS score of 17, while female hotel employees have an average PSS score of 18.39.

The scores were divided into three categories: low stress (0-13), moderate stress (14-26), and high perceived stress (27-40). According to table 5, only 24 percent of female specialists are low-stress, while 27.33 percent of male specialists are. Stress is highly perceived by 9.33 percent of male specialists, while similar symptoms are experienced by 13.33 percent of female clinical experts. Women specialists experience 62.66 percent moderate stress, while men hotel employees experience 63.33 percent moderate stress. According to this study, female clinical specialists experience more stress at work during COVID-19. When the standard deviations (SD) of the two groups are compared separately, the SD scores of male specialists (6.71) are lower than those of female specialists (6.76). Female hotel employees have a wider range of SD scores; their PSS scores will be similar to those of male hotel employees in general. Given that statistical significance = 0.5, $z = -1.80$, and (p-value), we can conclude that the null hypothesis is correct.

Analysis and Discussion

“Stress is considered normal and necessary by many academics and experts in related domains. However, too much will reduce productivity, resulting in product failures, service delivery challenges, and other operational Key metrics being harmed. Excessive stress causes employee absenteeism and turnover, employee errors, interpersonal difficulties, and employee anxiety. Stress aggravates problems and can spread throughout an organization. Employees can learn to let go of the need to control everything, which can cause undue stress, by prioritizing, breaking large projects down into smaller components, and delegating responsibility as needed. People who resist perfectionism can avoid unnecessary pressure, which is often self-imposed. Employees can re-energize and motivate themselves to function effectively at work and at home by removing clutter, keeping to-do lists, and thinking positively about interactions [3].”

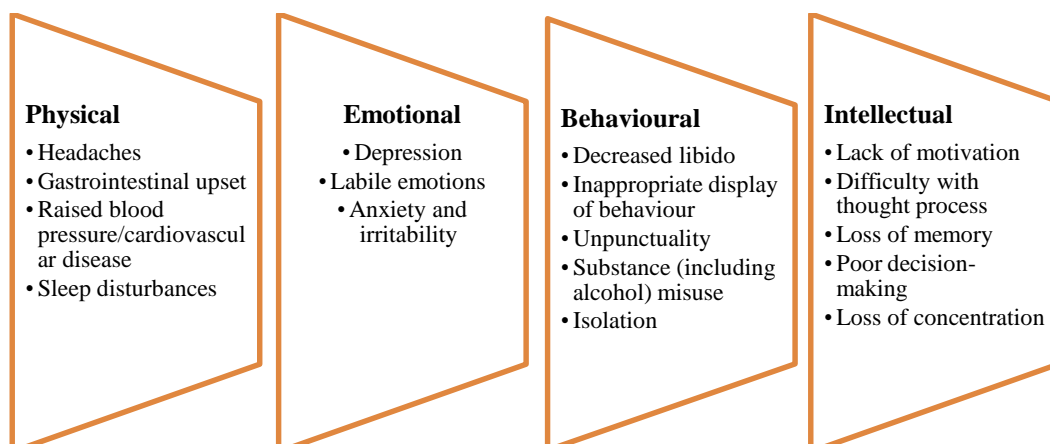


Fig 4. Employees' Negative Effects of Stress

Hotel employees' lives are frequently disrupted. The current study demonstrates the work stress endured by hotel employees during the pandemic. According to a recent report, "India reports more than 3,000,000 new infections and 2,000 deaths in a single day."

Employees at the hotel are putting their personal lives on the line to aid the war effort. They have been living in isolation since the first pandemic outbreak. Because they work so hard, even hotel employees don't have time to spend with their families. They are working to make the world a better place. Because it is the most standardized scale, the PSS was used to assess stress. The scale's possible range is 0 to 40. Similarly, the PSS ranges were divided into three sections. To determine whether or not they were stressed, the higher and lower quartiles were combined. The PSS score indicates moderately high stress among specialists, with 63 percent of clinical experts falling into this category. This study compared data from different genders. According to the findings of this survey, the mean estimation of total female specialists is 18.39, while the mean estimation of total male specialists is 17. According to this data, female experts are more stressed than male experts. Some explanations may be required. One example is the gender stereotype, because female nurturers and caregivers may experience more stress and uncertainty as their patients recover. Furthermore, in a man-centric culture like India, women are expected to continue caring for their families, children, and relatives once they return home from work and are unable to self-isolate, increasing the risk of the infection spreading to the entire family [5]. This would also add to the fatigue of female hotel employees. Furthermore, traditional family standards may result in a lack of symmetrical help with household management, adding to family stress. Female specialists may be more effective in the end.

Conclusion

"Employee stress can be avoided by identifying the sources of workplace stress. There are primary, secondary, and tertiary interventions for reducing workplace stress. Primary interventions seek to reduce or eliminate potential stressors in order to prevent stress. This level of intervention focuses on the causes of physical and psychological stress in the workplace. Redesigning the workplace environment is an example of primary intervention. Employees are given breaks and nap periods, and their participation in decision-making and work-plan development is increased. Increase the number of resources and time available to complete specific job tasks. Job descriptions are matched to employee qualifications and skills. Establishment of distinct channels of promotion and reward Physical hazards are eliminated, and safer technology and equipment are used instead, with control measures in place to reduce a worker's risk of occupational hazards and encourage the use of personal protective equipment. Secondary interventions aim to improve employees' ability to cope with stress and detect stress-related symptoms early by altering how they perceive and respond to stressors. Employee training and education, worker cognitive behavioral training, and routine health surveillance - screening for high blood pressure and stress symptoms - are examples of secondary interventions. At the level of the sickness, tertiary interventions are ways of control [4]. They are available to people who are stressed. Treatment, compensation schemes, rehabilitation programs, and

return-to-work programs are common tertiary interventions. Medical treatment and employee assistance programs for affected workers, as well as return-to-work plans that include modification and "redesign of work," are examples of tertiary interventions.

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