

# A STUDY ON STRESS MANAGEMENT WITH REFERENCE TO HOTEL EMPLOYEES IN ERODE DISTRICT

C.Satheesh Kumar, Research Scholar, Department of Management Science, Kongu Arts and Science College (Autonomous), Erode, India.

Dr.P.Poongodi, Head & Professor, Department of Management Science, Kongu Arts and Science College (Autonomous), Erode, India.

**Abstract :** Employee stress is a significant issue in the hotel industry, and it is costly for employers and employees alike. Everyone has different stress triggers. The hotel industry has always been known for being busy and demanding but, for most of us, the good outweighs the bad when it comes to working in hotels. In the workplace, as in other areas, stress can play a positive role by increasing alertness among staff and mobilizing their adaptive capabilities. To some extent, therefore, a certain level of stress has the potential to actually contribute to organizational effectiveness. However, stress can become counterproductive once excessive levels of unresolved stress begin to affect the health and productivity of the workforce. Employers in any setting therefore have both commercial and moral reasons for being sensitive to the incidence of stress and developing management approaches for controlling it. This is particularly so in industries such as the hotel industry, which are both employees intensive and dependent upon face to face contact with guests in the delivery of services. Although addressing and reducing stress is both a noble goal and is capable of resulting in expense reductions for employers. This article presents the results of recent research conducted in the hotel industry in Erode district and aiming to uncover the types, frequencies, and outcomes of work-related stresses of hotel employees.

**IndexTerms - Stress, Hotel, Employees, Reduce.**

## I. INTRODUCTION

Stress is a biological term which refers to the consequences of the failure of a human body to respond appropriately to emotional / physical threats to the organism, whether actual or imagined. In the present complex and competitive environment stress level is increased both in the workers and managers. Recent research has shown that stressed managers are not good to the management. The stress reduces efficiency, productivity and profitability. Stress is physical, mental and chemical reasons to circumstances that frighten confuse and irritate. Stress is the general term applied to the pressures, people feel in life. The presence of stress at work is almost inevitable in many jobs.

## II. OBJECTIVES OF STUDY

- To find out the level of stress among the hotel employees in Erode district.
- To identify the factors causing stress among employees.
- To study the strategies to overcome stress management among employees.
- To study the role of stress in interpersonal relationship.

## III. MATERIALS AND METHODS

### 3.1 Sample Area of the Study

The sampling area of the study refers to hotels situated in Erode district.

### 3.2 Sample Size

For this study 120 respondents are interviewed for data collection.

### 3.3 Sampling Technique

The survey is conducted by means of census method.

### 3.4 Statistical tools used in the study

The following statistical tools are used in the study for purpose of analysis.

- Percentage Analysis
- Chi-Square Test

## IV. DISCUSSIONS

### 4.1 AGE GROUP AND LEVEL OF STRESS

In order to find the relationship between the age group and level of stress, chi-square test is used and result is given below.

**Null Hypothesis [H<sub>0</sub>]** : There is no significance relationship between the age group and level of stress  
**Alternative Hypothesis [H<sub>1</sub>]** : There is significance relationship between the age group and level of stress

#### AGE GROUP AND LEVEL OF STRESS

Factor	Calculated Value	Table Value	Degree of Freedom	REMARKS
Age group	6.175	12.592	12	Not Significant at 5% level

It is noted from the above table, the calculated value is less than the than table value at 5% level of significant level. Hence the null hypothesis is accepted. So there is no relationship between the age group and level of stress.

#### 4.2 GENDER AND LEVEL OF STRESS

In order to find the relationship between the gender and level of stress, chi-square test is used and result is given below.

**Null Hypothesis [H<sub>0</sub>]** : There is no significance relationship between the gender and level of stress.  
**Alternative Hypothesis [H<sub>1</sub>]** : There is significance relationship between the gender and level of stress

#### GENDER AND LEVEL OF STRESS

Factor	Calculated Value	Table Value	Degree of Freedom	REMARKS
Gender	5.333	5.991	4	Not Significant at 5% level

It is noted from the above table, the calculated value is less than the than table value at 5% level of significant level. Hence the null hypothesis is accepted. So there is no relationship between the gender and level of stress.

#### 4.3 MARITAL STATUS AND LEVEL OF STRESS

In order to find the relationship between the marital status and level of stress, chi-square test is used and result is given below.

**Null Hypothesis [H<sub>0</sub>]** : There is no significance relationship between the marital status and level of stress  
**Alternative Hypothesis [H<sub>1</sub>]** : There is significance relationship between the marital status and level of stress

#### MARITAL STATUS AND LEVEL OF STRESS

Factor	Calculated Value	Table Value	Degree of Freedom	REMARKS
Marital status	5.333	5.991	4	Not Significant at 5% level

It is noted from the above table, the calculated value is less than the than table value at 5% level of significant level. Hence the null hypothesis is accepted. So there is no relationship between the marital status and level of stress.

#### 4.4 EDUCATION AND LEVEL OF STRESS

In order to find the relationship between the education and level of stress, chi-square test is used and result is given below.

**Null Hypothesis [H<sub>0</sub>]** : There is no significance relationship between the education and level of stress  
**Alternative Hypothesis [H<sub>1</sub>]** : There is significance relationship between the education and level of stress

#### EDUCATION AND LEVEL OF STRESS

Factor	Calculated Value	Table Value	Degree of Freedom	REMARKS
Education	30.752	12.592	12	Significant at 5% level

It is noted from the above table, the calculated value is more than the than table value at 5% level of significant level. Hence the null hypothesis is rejected. So there is relationship between the education and level of stress.

#### DESIGNATION AND LEVEL OF STRESS

In order to find the relationship between the designation and level of stress, chi-square test is used and result is given below.

**Null Hypothesis [H<sub>0</sub>]** : There is no significance relationship between the designation and level of stress.  
**Alternative Hypothesis [H<sub>1</sub>]** : There is significance relationship between the designation and level of stress.

#### DESIGNATION AND LEVEL OF STRESS

Factor	Calculated Value	Table Value	Degree of Freedom	REMARKS
Designation	18.354	18.307	20	Level of Significance 5%

It is noted from the above table, the calculated value is greater than the table value at 5% level of significant level. Hence the Alternative Hypothesis is accepted. So there is a relationship between the designation and level of stress.

## V. FINDINGS AND SUGGESTION

### 5.1 Findings

- Majority (57%) of the respondents come under the category of 21 to 30 years.
- Maximum (65%) of the respondents are male.
- Most(32%) of the respondents handling their stress situation positively.
- 62% of the level the management is effective in handling stress situation to certain extent.
- From the analysis (30%) of the respondents are affected stress by co-workers.
- Majority ( 58%)of the respondents are working 60hrs to 70 hrs in a week.
- Most (47%) of the respondents are affected by organization stress.

### 5.2 Chi – Square Analysis

- There is no relationship between the age group and level of stress.
- There is no significance relationship between the gender and level of stress.
- There is a significance relationship between the salary status and working hours.
- There is a significance relationship between the education and level of stress.
- There is a significance relationship between the designation and level of stress.

### 5.3 Suggestion

- The study had revealed that majority of the respondents stress is created by the co-worker .Hence the hotels may take necessary step to reduce the stress which is occurred by the co-worker.
- The more working time is the major reasons for the high level of stress .So the hotels may bring some modification in the working hours so that the stress level will be reduced.
- The study had revealed that the majority of the respondents are affected by organization stress. So the hotels may take efficient steps to find out the place where the stress is arrived and what are the measures to control the stress level.
- The study had revealed that the respondents are fear of more workload. The hotel industry can give efficient workload and necessary staff so that the workload will be reduced.

## VI. CONCLUSION

Stress is common for all organization which plays a vital role in developing economy of our country and lives of the people. Among those organizations, the hotel industry faces more problems, due to employee's stress. Every organization should be provided sufficient salary, standard working hours and frequent leave in order to reduce the impact of stress among employees during their work and simultaneously, to increase the productivity and achieving the goodwill for the hotel.

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