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**THE IMPACT OF STRESS ON LOW LEVEL EMPLOYEES OF STAR HOTELS**  
**WITH SPECIAL REFERENCE TO CHENNAI.**

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**ABSTRACT**

Stress is normal parts of life that can either help us learn and grow or can cause us significant problems. It is a condition or feeling experienced when a person perceives that “demands exceed the personal and social resources the individual is able to mobilize.” The extra-organizational stress, organizational stress and group stress were perceived to be the stressful. The study helps to identify the level of stress, stress due to changing work place, sources of stress at work and provide suitable suggestions to reduce it. The study considering as descriptive study, the primary data’s are collected from the low level employees of Hotel Savera. The sample size is taken for the study is 113. The data are collected through scheduled that are having 28 questions. 5 point scale is used to find out the factors for stress. The statistical tool chi-square is used for analyzing the data. The major findings are Extra-organizational and group stress mostly affected the stress level the suggestions are made based on the findings. The management can reduce the stress among the employees through conducting various programs like vocational tours, cultural programs, sports, classes for yoga and meditations, meeting, and counseling.

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**THE IMPACT OF STRESS ON LOW LEVEL EMPLOYEES OF STAR HOTELS**  
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**INTRODUCTION**

Day to day life is full of stress- both on the personal and the professional fronts. Pressure of time often results in people reporting to their workplace with migraine attacks, body aches, mental strains, etc. stress, therefore, is a costly business affair, that affects two aspects-first, the employee's health –which directly affects the second-the organization's profits. This is so because, if the health does not allow the body to function normally, it will lead to increased absenteeism, late comings and short leaves in the organization's growth and profit since employees are the main source of profit generation for an organization.

**STRESS AT A GLANCE:**

- Stress is normal parts of life that can either help us learn and grow or can cause us significant problems.
- Stress releases powerful neurochemicals and hormones that prepare us for action (to fight or flee).
- If we don't take action, the stress response can create or worsen health problems.
- Prolonged, uninterrupted, unexpected, and unmanageable stresses are the most damaging types of stress.
- Stress can be managed by regular exercise, meditation or other relaxation techniques, structured timeouts, and learning new coping strategies to create predictability in our lives.
- Many behaviors that increase in times of stress and maladaptive ways of coping with stress -- drugs, pain medicines, alcohol, smoking, and eating -- actually worsen the stress and can make us more reactive (sensitive) to further stress.
- While there are promising treatments for stress, the management of stress is mostly dependent on the willingness of a person to make the changes necessary for a healthy lifestyle.

**CAUSES OF STRESS AT WORK**

- To meet out the demands of the job.
- Relationship with colleagues.

- Support receives from the boss, colleagues and juniors.
- Excessive work pressure.
- To meet out deadlines.
- To give new results.
- Working overtime and on holidays.
- New work hours.
- Super sedation of Junior by promotion
- Argument or heated conversations with co-workers or boss.
- Change of job.
- Work against .

### **VARIOUS FACTORS CAUSED STRESS**

**Extra organizational Factors-** It refers to the factors that are more personal and related more to individual, like Societal patterns, Technological changes, Changed lifestyle, Relocation of work or family, Unexpected happening or changes in life.

**Organizational Factors -** They emerge from reasons related to organization or job assigned to individual. They can be of following reasons, High stress job, Job role, Improper working condition, role ambiguity, instability and dissatisfaction and Competition within departments.

**Group Factors-** The group can also be a potential sources of stress. Group stressors can be categorized into three areas. They are Lack of group cohesiveness, Lack of social support and Intra individual, interpersonal & inter group conflict.

### **PROBLEM IDENTIFICATION**

Generally in Hotel industry the stress is a major factor to reduce the employees level of involvement to fulfill the objectives of the management like, low involvement on satisfying and delighting the customers. The stressful employees may not fulfill the objectives. It may affect the industry's mission and vision statement. So the management needs to identify the level of stress among the employees and to reduce it.

## REVIEW OF LITERATURE

Abdul , Raida , Wong Kok Keong,(2008) The researcher observed that the main sources of stress were unrealistic objectives, the issue of incompetent boss, time pressure and deadlines. From the study, the five major predictor of stress found in the furniture industries are support, adaptability, job security, conflict, and integrity. These 5 dimensions explained the variability in the overall stress level of employees. Individuals, particularly the organizational leaders need to take initiative to learn about themselves and their careers. Shoukry , K.Desai , An empirical analysis of job stress and job satisfaction of engineers, (1990)The researcher had included 249 male engineers from a variety of organizations for this study. This sample was used to test the relationships between each of the three variables of internal control, Type A behaviour, and job involvement, with job stress and with job satisfaction. The results showed that the higher the belief in internal personal control and the higher the job involvement, the lower the stress level. On the other hand, the results indicated that Type A engineers experienced high stress levels.

HI clark ,(2010)Healthy Coping Strategies. The researcher found the strategies to coping with stress. While these strategies will not eliminate your stress, they can help you handle it more positively, instead of adding to it. Try using these suggestions until you find a few that work for you. 1) Laugh (It's the best medicine), 2) Dance, 3) Lose yourself in a good book, 4) Talk to a friend, 5) family member, 6) Exercise, Meditate...or just take some deep breaths, 7) Take a nap, 8) Play a game (cards, crossword puzzle, sudoku).

“Based on the above literatures, the factors are used in framing the questionnaire”.

## METHODOLOGY

### Objectives of the study:

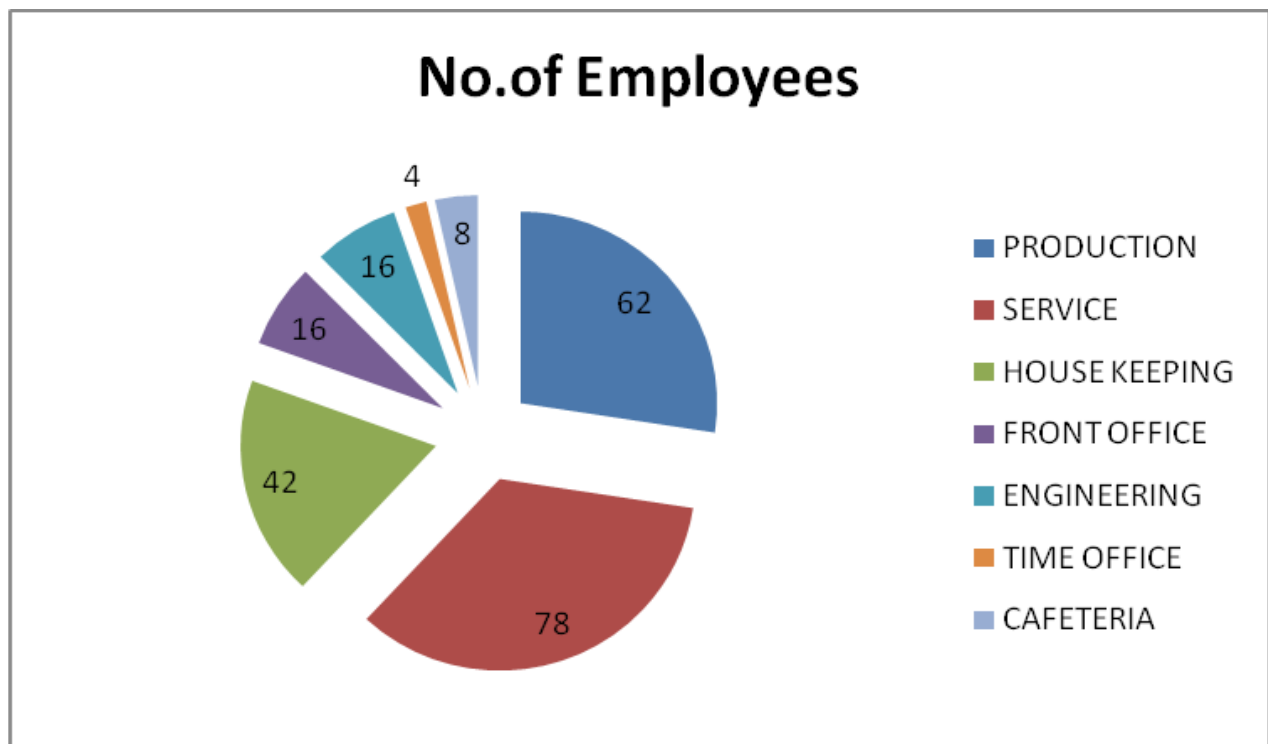
- To identify stress among the low level employees.
- To identify the stressful employees due to changing work environment.
- To identify the source of stress at work.
- To provide suitable suggestions to manage stress efficiently.

A schedule was designed with 28 parameters identified through literature review using a 5-point likert scale with scale ranging from strongly agree to strongly disagree .the schedule was administered among low level employees in hotel industries .Initially 200 schedule were

dispersed out of which 113 valid schedule were obtained.SPSS was used to analyze the survey responses using chi square test and percentage analyze.

### TOTAL NO.OF RESPONDENTS FROM EACH DEPARTMENT

S.NO	DEPARTMENTS	NO.OF EMPLOYEES
1	PRODUCTION	62
2	SERVICE	78
3	HOUSE KEEPING	42
4	FRONT OFFICE	16
5	ENGINEERING	16
6	TIME OFFICE	4
7	CAFETERIA	8



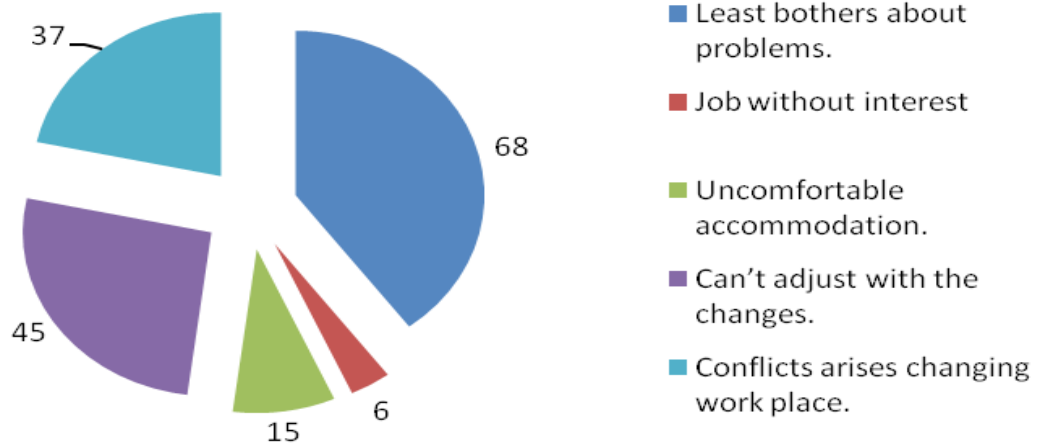
**Demographic Profile of Respondents:**

<b>GENDER</b>	<b>N</b>	<b>%</b>
Male	97	86
Female	16	14
<b>AGE</b>		
Below 25	76	67
25-35	24	21
35-45	11	10
Above 45	2	2
<b>EXPERIENCE</b>		
Below 1 year	26	23
1-5 years	78	69
5-10 years	5	4
Above 10 years	4	4
<b>SALARY</b>		
Below 5000	82	72
5000-8000	21	19
8000-10000	7	6
Above 10000	3	3

**TABLE SHOWS EXTRA ORGANIZATIONAL STRESS**

<b>PARAMETERS</b>	<b>No of respondents</b>	<b>%</b>
Least bothers about problems.	76	68
Job without interest	7	6
Uncomfortable accommodation.	17	15
Can't adjust with the changes.	51	45
Conflicts arises changing work place.	42	37

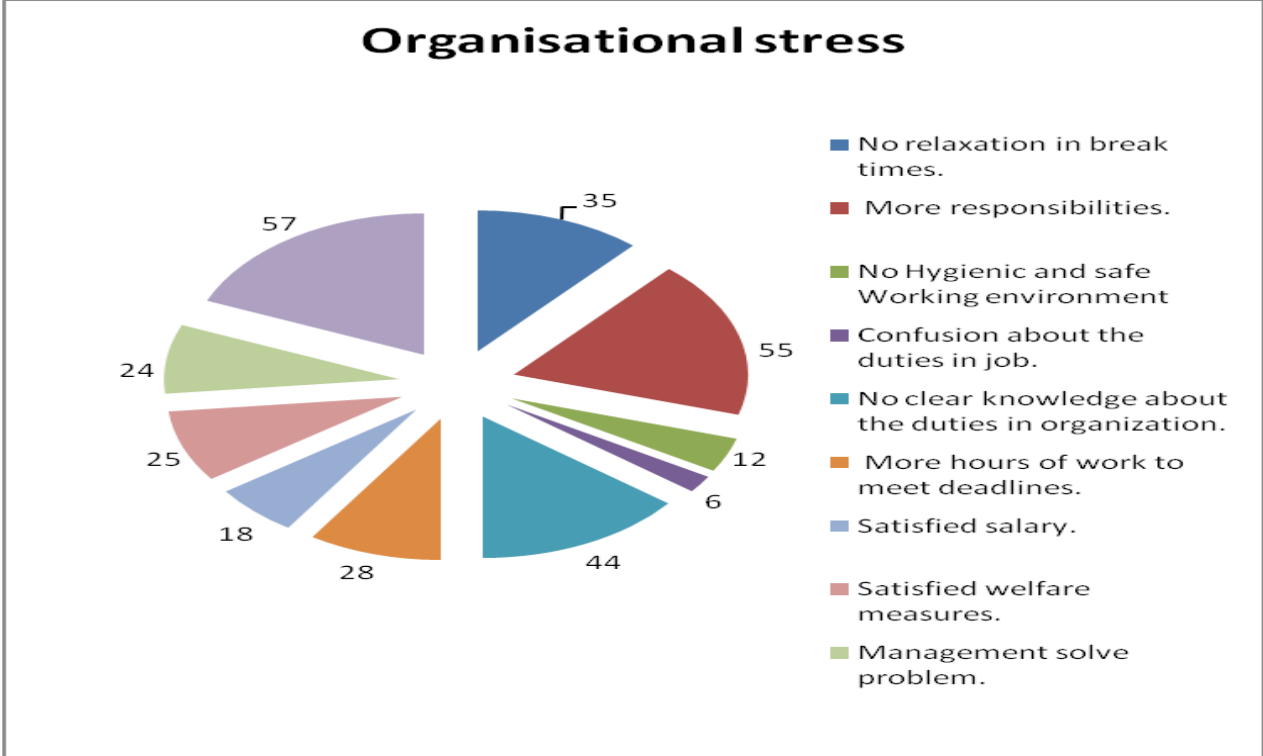
## Extra Organisational Stress



**TABLE SHOWS ORGANIZATIONAL STRESS**

Parameters	No.of Respondents	Percentage
No relaxation in break times.	40	35
More responsibilities.	62	55
No Hygienic and safe Working environment	14	12
Confusion about the duties in job.	7	6
No clear knowledge about the duties in organization.	49	44
More hours of work to meet deadlines.	31	28
Satisfied salary.	20	18
Satisfied welfare measures.	28	25
Management solve problem.	27	24
Satisfied in decision making process.	65	57





**TABLE REPRESENTING THE RELATIONSHIP BETWEEN AGE AND ORGANIZATIONAL STRESS**

Parameters		Age				Total
		below 25	25-35	35-45	above 45	
Organizational -stress	welfare measures satisfaction	33	54	68	100	255
	mgt ready to solve problem	30	73	77	50	230
Total		63	127	145	150	485

**Ho-** There is no Relationship between age and organizational stressors.

**H1-** There is a Relationship between age and organizational stressors.

**Chi-Square test**

Parameters	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.972 <sup>a</sup>	3	.000
Likelihood Ratio	19.256	3	.000
Linear-by-Linear Association	9.207	1	.002
N of Valid Cases	485		

**INFERENCE:**

The significant value is lower than 0.05, hence the null hypothesis (H<sub>0</sub>) is rejected. Hence there is a relationship between age and organizational stressors.

**TABLE REPRESENTING THE RELATIONSHIP BETWEEN SALARY AND EXTRA ORGANIZATIONAL STRESS**

Parameters		Salary				Total
		below 5000	5000-8000	8000-10000	above 10000	
Extra-organizational stressors	bore due to changing work place	0	10	14	17	41
	family members co-operation	51	67	64	50	232
	conflicts arises due to changing work place	1	7	0	17	25
Total		52	84	78	84	298

**H<sub>0</sub>**- There is no Relationship between salary and extra organizational stressors.

**H<sub>1</sub>**-There is a Relationship between salary and extra organizational stressors.

**Chi-Square test**

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	40.689 <sup>a</sup>	6	.000
Likelihood Ratio	51.255	6	.000
Linear-by-Linear Association	.282	1	.595
N of Valid Cases	298		

**INFERENCE:**

The significant value is lower than 0.05, hence the null hypothesis (H<sub>0</sub>) is rejected. Hence there is a relationship between salary and extra- organizational stress.

**TABLE REPRESENTING THE RELATIONSHIP BETWEEN EXPERIENCE AND GROUP STRESS**

Parameters		Experience				Total
		below 1 year	1-5 years	5-10 years	above 10 years	
Group stress	poor appreciation	0	5	60	63	128
	superior-subordinate relationship	37	47	40	13	137
Total		37	52	100	76	265

**H<sub>0</sub>**- There is no Relationship between experience and group stressors.

**H<sub>1</sub>**-There is a Relationship between experience and group stressors.

**Chi-Square test**

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	107.636 <sup>a</sup>	3	.000
Likelihood Ratio	129.991	3	.000

	Value	Df	Asymp. Sig. (2-sided)
Linear-by-Linear Association	101.004	1	.000
N of Valid Cases	265		

### **INFERENCE:**

The significant value is lower than 0.05, hence the null hypothesis (H<sub>0</sub>) is rejected. Hence there is a relationship between experience and group stressors

### **FINDINGS**

- The chi-square analysis shows the relationship between age with extra organizational stress, organizational stress and group stress.
- There is a relationship between salary with extra organizational stress, organizational stress and group stress.
- There is a relationship between experience with extra organizational stressors and group stress

### **RECOMMENDATIONS FOR EMPLOYERS**

- From this study it was identified the employees are having stress. Mostly the Extra-organizational stress (personal and individual, like societal patterns, technological changes, related to family and changes in life) and Group stress (lack of group cohesiveness, interpersonal & inter group conflict) are the major factors induce the employees to get stress. So the management can reduce the extra-organizational stressors through conducting counseling among the employees (per month) to get well from the personal and family problems. To reduce group stressors the management should concentrate on improving interpersonal relationship by conducting cultural programs, sports and meetings.
- The analysis shows the stress affects the employees due to changing work environment. So management can reduce the stress by getting the opinion from the employees before changing the work place and to encourage the employees through giving career opportunities like, promotions or providing increments.

- It was identified that few employees are getting stress because of too many bosses in work place and few of them feels working more hours without interest. So the management can reduce sources of stress through improving interpersonal relationship among the employees and to concentrate on employees working hours to perform well.
- Most of the employees are obtaining stress due to not received appreciation from the superiors. So the management should suggest the superiors to appreciate the employees in appropriate time.
- The management can reduce the stress among overall employees through conducting programs like, vocational tours, creating awareness about the exercise benefits, classes for yoga and meditations.

## CONCLUSION

.The Savera is one of the leading four star hotels in Chennai. The Savera having the very good relationship between superiors and employees, and the employees are getting excellent welfare measures. The stress is an unavoidable factor in everyone's life in this world. But everyone has the ability to overcome the stress. So the management should concentrate on conducting stress management programs to reduce the stress among the employees. It will help the employees to fulfill the management objectives like satisfying and delighting the consumers.

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