

A STUDY ON JOB STRESS AMONG HOTEL EMPLOYEES IN CHENNAI

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ABSTRACT

Objective:

The objective of the study is to measure the Level of Job Stress among Hotel Employees.

Method:

150 Hotel Employees have been selected using Relay or Snowball Sampling from various 5 star Hotels from all the 4 Operational departments' i.e. Front office, House Keeping, Food & Beverage Production and Food & Beverage service. Standardized Scale developed by **Moorhead.G.Griffin.R.W** is used to measure the key variable: i.e. Job Stress. Diagnostic Research Design is used in this study.

Result:

Among 150 Hotel Employees, **98(65.33%)** have problematic level of Job Stress. The Chi Square test shows that Hotel Employees living with their family experience more Job Stress; T test result find out that there is no difference in the level of Job Stress in terms of Gender. The Anova result shows that hotel employees in different departments do not differ in their Job Stress Level. The hotel employees below 30 years tend to face more Job stress when compared with other age groups.

Social work interventions like providing symptom management for Stress Reduction, Providing Psychological Support and life skill training can be included as a part of their training programs in hotels.

KEY WORDS: Coping Strategies, Hotel, Hotel Employees, Job Stress, Life Skills.

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