

A STUDY ON SOCIAL & FAMILY ROLE STRESS AMONG HOTEL EMPLOYEES IN CHENNAI

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ABSTRACT

Objective: The objective of the study is to measure the Level of Social & Family Role 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 **Prof.S.SultanAkhtar** ("Measuring Social & Family Role stress" 1989, Department of Psychology AMU, Aligarh) is used to measure the key variable: i.e. Social & Family Role Stress. Diagnostic Research Design is used in this study.

Result: Among 150 Hotel Employees, **104(69.33%)** have High Level of Social & Family Role Stress. The Chi Square test shows that Hotel Employees living in joint family and the employees who work in all the shifts experience more Social & Family Role Stress; T test result find out that there is a difference in the level of Social & Family Role Stress in terms of Living with the Family. The Anova result shows that hotel employees differ in their Social & Family Role Stress Level with respect to Number of Holidays and Leave they take. The hotel employees who are married tend to face more Social & Family Role Stress when compared with other groups. Social work interventions like providing family counseling for stress reduction, Providing Psychological Support, involving family tours and get together and life skill training can be included as a part of their training programs in hotels. This will progress the support that the hotel employee receive from his family.

KEY WORDS: Hotel, Hotel Employees, Social & Family Role Stress, Life Skills.

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