

# Work Life Balance to Overcome Stress in Hospitality Sector

H.M. Moyeenudin\* and R. Anandan

**Abstract---** *The predominance of employee stress is generally recognized in hospitality sector through luxury hotels and restaurants, especially due to extended shifts and hostile to social working hours, lack of job stability, with a continuous mismatched work requests, nevertheless working for additional hours without prior information and continued shift causes high work pressure. Generally hotels and restaurant have unstable manpower due to work pressure likewise hotel managers try to maintain their business with understaffed circumstances in order to have a high profit, during busy hours and this leads to feelings of anxiety. Left unchecked, delayed food service and the poor quality of food, the pressure has been seen as inconvenient to both the prosperity of hotel managers and associates. Thus Work life balance (WLB) is a basic issue for hotel staff and intricate to have prosperity and fulfillment of needs, because of the workplace and nature of Hotel or Restaurant leads to a lower level of WLB with organizational behavior. The objective of this study is to identify the work life balance among the employees of hotel and restaurant industry, secondly in overcoming the factors that leads to stress in hotel and restaurant sector.*

**Keywords---** *Work Life Balance, Hospitality Industry, Manpower, Stress Management.*

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## I. INTRODUCTION

In the current trend, the word profitability has picked up prominence in the business world and it is not, at this point of time, the efficiency of the employee is emphatically connected to the Work-Life Balance (WLB) circumstance of the concerned representatives [1]. Inn industry is described by arrangement of administrations nonstop. In addition, because of the regular idea of lodging business and high whittling down rate in the business, inns face the shortage of manpower [2]. This circumstance powers the representatives to take up the additional heap by working for extended periods of time and now and then their obligations are extended to 16 to 24 hours at a go. This factor has an incredible adverse effect on the WLB circumstance of the representatives since they don't get adequate time for their own and social responsibilities. They are accordingly caught in planning clashes and feel the weight of various jobs [3]. The Work life balance (WLB) of an individual is based on the nature of job, especially in luxury hotel and restaurant sector industry it is accompanied with exceptional worries for present and potential workers, as luxury hotels work continuously round the clock, when majority of the workplaces shut their entryways at evening. Hotels get early morning check inn and late check outs as the guest come from airline, some of the procedures are carried out like guest registration, reservations, VIP arrivals and their food request will be at mid night or between any time in 24 hrs. There will be guest visiting the hotel restaurants for delayed suppers and some reserved guest while check in to hotels, the housekeeping has to provide facilities and amenities ready while they arrive, likewise food production department engage in preparing food for them, in addition food and beverage

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service department must serve food through room service or at restaurant. The awareness of hotel employees on providing requirements to guest will comes precipitously during the shift end, or while during the end of the week schedule and on week off [4]. The necessities can emerge out of rapidly after the guest arrival. This make some time unassuming to state that adaptability on responding to make a work culture that qualities work-life balance, thus to reduce the stress among the hotel and restaurant employees, recognizing the issue related to the organizational behavior must be analyzed with feedbacks of employees, as the managers has greater adaptability in their work routine, and their lifestyle will improve in regard with job profile that making them to handle the team efficiently to deliver quality service to meet guest expectation through association to job dedication and cooperation of employees [5]. The method of stationing their plans more prior to exact time may permit employees to design better in reducing their stress.

## II. MATERIAL & METHODS

The acquired information is assisted with a questionnaire in the form of employee feedback on working atmosphere by random sampling method. The quantitative and qualitative technique were adopted to analyze the data of hotel and restaurant employees. The primary data obtained from hotel employees of luxury 5 star hotels, Quick Service Restaurants (QSR), Multi Cuisine Restaurants (MCR), whereas the secondary data procured from scholarly articles.

The statistical analysis is done to identify the mean, Standard Deviation on work load, family relation and on stress with feedback forms distributed to 250 employees of several five star hotels QSR and MCR on random basis to conduct this study and only 240 completed feedback forms are utilized for this study.

## III. RESULTS & DISCUSSION

The outcome of this study is indicating the concerns on duty time fluctuations among hotel and restaurant employees, furthermore inadequate manpower and additional work load. It revealed that Hotel and Restaurant employees encounter WLB with the above mentioned parameters like extra work load and unusual timings of this sector. There are some difference found in WLB of restaurant employees with luxury hotel employees. This analysis gave a quantitative proportion of WLB of Luxury hotel employees.

Table 1: Employee Feedback of Hotel & Restaurant Sector

S.no.	Employee Feedback	Time Fluctuation	Inadequate Workforce	Additional Work Load
1	Always	138	122	187
2	Often	71	83	40
3	Sometimes	21	30	7
4	Rarely	10	5	6
5	Never	0	0	0

The information received from this approach proves that this industry permits shared jobs, and urge the hotel and restaurant employees to cooperate for an increasingly complicated shifts that may continue to another day. This is a potential results, contingent upon the area of dispute that influence stress with the action related to the adaptability of job needs in hotel industry as few hotel and restaurant associations, are trying different things to improve their business.

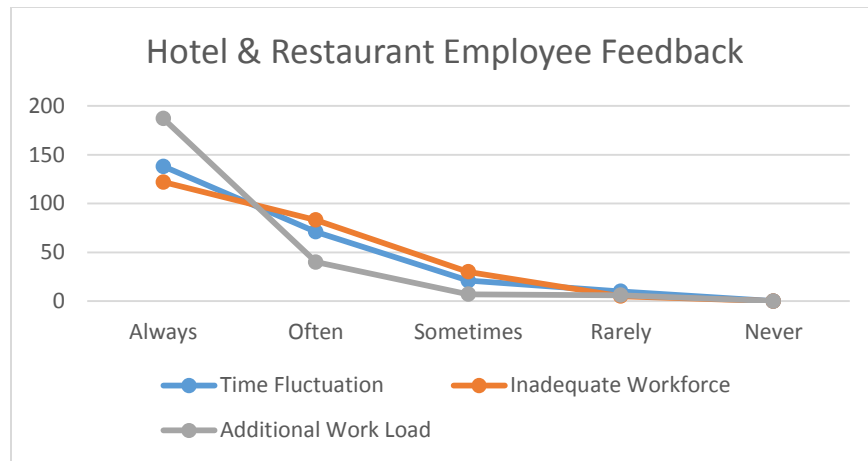


Figure 1: Hotel & Restaurant Employee Feedback

### *Time Fluctuations*

The hotels and restaurants works nonstop everyday even on weekends, it faces weak and peak seasons during the year depend on the idea of hospitality industry guest is considered as a fundamental priority. In any case, it is essentially impractical for hospitality industry to govern the hotel staff dependent on its occasional necessities, consequently a distinct industrial training that support hotel to utilize less employees based on its usual requirement. Likewise during the peak time these hotels have huge deficiency of workers, in fig 1. It is clearly shown that the majority of the employees are opted, duty time fluctuates most often and always, among 240 employees around 138 agreed it is always fluctuates and 71 mention as most often, which is displayed in table 1. It is also observed that some hotels depends only on industrial trainees, since it is economical, a laidback jobs won't require substitution of present employees. In this way, the standard hotel employees need to take the significant amount of outstanding burden during peak seasons of hospitality industry [6]. These hotels employees need to work continually for long hours at this periods it may leads more than 1 day at a stretch. Besides, during this peak time getting their regular leaves also cancelled, thus missing their one day week off makes the hotel staff exceptionally difficult with these situations, hotel employees never exerts weeks off together and weekend leaves. Despite in realty, the leaves are not availed by employee can be availed in upcoming days, employees feels extremely upsetting and quitting their job. The WLB is affected with these situations.

### *Inadequate Workforce*

The hospitality industry is varied in nature as already mentioned the business is not regular, thus this industry results in recruiting less workforce, when contrasted with their necessity. Notwithstanding that, the test of working with worker's organizations and different liabilities related with hotel and restaurant business, the industry is debilitated from utilizing more individuals during peak seasons and that is not possible, as it is the time for all hotels, multi cuisine restaurants and QSR's looking for manpower desperately. Therefore the extra remaining jobs are assigned in addition to their regular schedules as there is a manpower shortage, this pending jobs are allocated to the current employees making a significant lopsidedness in their family and public activity [7]. The hotel business is known for its high eroding in explicit cases, therefore numerous representatives quit their employments, which is set

apart as 35% to 40% at the current situation. This is a significant task for the Human Resource Department (HRD) in order to create a chance with reasonable capacity of appropriate sections. It requires some venture to find a legitimate individual on account of which the present workers can find an essential impression of high workload that collective work load of the employees, who quit that place of employment. Subsequently this is persistent and rehashing condition, there is a lot of helplessness in the work timings of the employees. Besides the additional period of work stretch encroaches their family and their personal nature of life.

### ***Additional Work Load***

The hospitality business is being occupied with offering support to its guest who visit hotels or restaurants. In doing as such, the greatest test is to fulfill the changed requests of their visitors. The ever changing and flighty nature of these requests make the activity of hotel workers increasingly questionable. Not at all like different ventures where progressing errand can be given over to the representative in the following movement, in the hospitality sector the worker can't leave the visitor administration fragmented and can't leave the work or handover to the following movement until and except if the visitor is completely fulfilled. In doing as such, the employee in some cases need to work for expanded hours [8]. In this manner vulnerability of work is the main consideration liable for the unsure work timings for the employees of hospitality industry, which further hampers the WLB. The hotel jobs are exhausting especially as a result of the consistent interaction with the hotel guest. The hotel staff must be always alert and focus continually on the orders placed by guest, by being active, captivating and fresh as ever when they are dealing with the guests, he is required to wear a delightful grin all finished and ought not look depleted or tired whether or not he has been standing or circumventing continuously in his duty. A terrible endeavor is the best assessment of the cordiality of hotel staffs. At this juncture the worker lost their greater amount of energy during long shifts and subsequently they scarcely finds time for their family which further leads to dissatisfaction and disengage from family.

### ***Hotel & Restaurant Employee Work Life Balance***

As the hotel and restaurant staffs are tired after their shifts, they couldn't dedicate time for their families, thus it is imperative to organize their available time by prioritizing the task. The duty schedules must take in account while prepared by managers or executives. The Work-life approaches raised the effort on providing individuals the help to work in the best way for lessening their pressure, improving vitality, expanding time. The executive's aptitudes improves the spirit of employee and performance, also making it simpler to deal with expert and individual obligations. The required employment fulfillment may prompt greater commitment and better outcomes. As the acceptable WLB of hotel staffs have an incredible positive effect on their work efficiency likewise industry must centers on powerful programs that burning their stress and providing an option to oversee work pressure and handle numerous jobs successfully. Employees are urged follow their jobs sagaciously, furthermore participate with excellence in using vitality instead of working long hours. Formulating work this way may assist the employees in planning their time adequately [9].

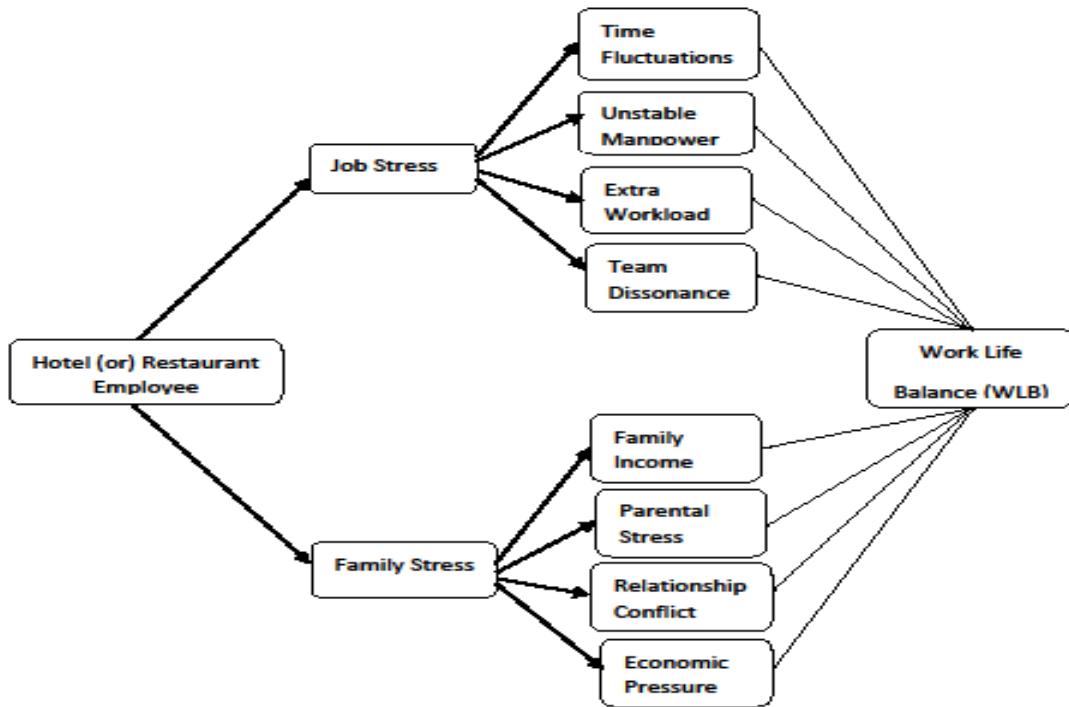


Figure 2: Conceptual Model of Work Life Balance

Burnout is the aftereffect of a long encounter of pressure or changeless hierarchical elements that lead to redundant pressure and exhaust the assets of people as illustrated in fig 2. . It was first perceived among men and women working in the consideration with currently connected to numerous work and irregular timings, as stress indicates to 'a mental weakness brought about by a condition of constant and uncontrolled jobs, thus this pressure bringing about exhaustion and dissatisfaction, particularly among employees. The stress is a procedure where the individual first experiences disintegration of enthusiastic possessions that bit by bit lead to separation from the undertakings jobs. It is therefore presents a depersonalization, which prompts a nonappearance of satisfaction at work. The scale comprises of three measurements: passionate fatigue, depersonalization, and individual achievement. Passionate fatigue alludes to a debilitating of physical, mental, and enthusiastic properties of people in managing work requests that surpass their versatile ability to work. Depersonalization, additionally called criticism or separation lead to enthusiastic fatigue. Individual achievement alludes to people's productive accomplishment, abilities, and adequacy at work. This investigation considers just the two first measurements. The individual achievement measurement of MBI was additionally missed in other research as its things don't have a decent dependability and the relations between this factor and others are delicate and lopsided. There are some exercise is followed for employees working in divisions whose remaining tasks are changes every day some other employee. Especially the staff's works with banquet operations of luxury hotel has an opportunity of working in versatile changes depending upon the timetable of the division. The activity of this division is to take into vast occasions like birthday celebrations, corporate conferences and numerous huge social affairs. The timings for these events are not fixed and may vary routinely. Hence if the employee carry his job at this banquet department have the option of

working in versatile hours, they can make themselves available at varied timings when such events carried on. Thusly they have only option to work with versatile timings, likewise maintaining a strategic distance from futile staff during less clamoring hours. Regardless, this division can't be loosened up to all their staffs.

### ***Stress Eradication***

Stress eradication is the significant apparatus to overcome the difficulties of hotel jobs and family conflicts, this is the point where the family members are invited to hotel as social gathering like a get-together on the event of introduction with each, they get a chance to interface with the type of work and the associates who work along with their companion knowing the work culture of their companion [10]. This programs makes an understanding the difficulties of each according to their jobs. It is appropriately said that the inn business never rests. In this manner in such a situation, the hotel staff need to work in changed movements dependent on the prerequisites of their activity. Since there are a couple of employee in each division, every single one of them must be prepared to work in any move and these movements may change on a day by day or week after week. The working premise may be keep changing as contingent with the nature of job.

## **IV. CONCLUSION**

This exploration on WLB has found some major areas that acts as a bridge for employee's dissatisfaction like Long and difficult working hours and there is lack of labor, which is liable for poor WLB among the employees of hotel. The hotels and restaurants must provide some options to employees in regard with recreation clubs for their family once in a year also invites for a social gatherings as it is considered as a best measures to improve WLB that would prompt better employee profitability. The hotel staff having an opportunity to participate with their life partner's in the event events conducted by the hotel will improve the satisfaction level. In other segment their leaves compensations, service charges, incentives on performance in comparison with extra leaves not availed in relation with week offs. Furthermore the fixed number of working hours are the best measures to improve WLB that would prompt better worker efficiency. Despite the fact that, luxury hotels give home drops to women working in late shifts.

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