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## **THE EFFECTIVENESS OF STRESS MANAGEMENT PROGRAMS IN REDUCING STRESS LEVELS AMONG HOSPITALITY AND TOURISM WORKERS**

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### *Abstract*

*Purpose:* The goal of this study article is to investigate the efficacy of stress management programs in lowering stress levels within hospitality and tourist professionals.

*Methodology:* A quantitative research approach is used in this study to investigate the association between stress management programs and stress levels amongst hospitality and tourist professionals. A survey questionnaire was used to gather data, and descriptive statistics, inferential statistics, and regression analysis were used to analyze the data.

*Findings:* The study discovered that stress management programs can be beneficial in lowering stress levels among personnel in the hotel and tourism industries. The study also discovered that demographic factors such as age, gender, education, and work position might influence employee stress levels.

*Limitations:* The limitations of this research involve the implementation of a self-reported survey questionnaire and the restricted generalizability of the findings due to the small sample size and the study's unique environment.

*Originality:* This study adds to the current literature by investigating the efficacy of stress management programs in lowering stress levels amongst hospitality and tourist professionals.

*Implications for Research:* Further research may be performed to study the impact of stress management programs on various employment categories and levels in the hotel and tourism sector. Furthermore, the findings of this study can help to build evidence-based rules and regulations for stress management programs in this business.

*Practical Implications:* The practical implications of this research show that firms in the hotel and tourist sectors can benefit from establishing effective stress management programs to enhance their workers' well-being, job satisfaction, and performance. Furthermore, this study emphasizes the need of taking demographic characteristics into account when developing stress management programs for personnel in this field.

**Keywords:** Stress management, Hospitality and tourism sector, Employee well-being, Job satisfaction, Perceived stress.

### **Concept**

This study investigates the effectiveness of stress management programs in lowering stress levels among personnel in the hotel and tourism industries. A survey

questionnaire was distributed to employees who had engaged in stress management programs using a quantitative research approach. According to the findings, stress management programs can successfully lower

stress levels in hospitality and tourist professionals. The research also emphasizes the need of taking demographic characteristics into account when developing stress management programs for personnel in this business. The study has both scholarly and practical applications, helping to build evidence-based guidelines and standards for stress management programs in the hotel and tourism industries.

### Introduction

The hotel and tourism industries are recognized for their high-stress work environments, which may have a detrimental impact on employee well-being, job satisfaction, and performance. As a result, stress management programs have grown in popularity as a technique of lowering stress among personnel in this business (Chen et al., 2015). Despite the increased usage of stress management programs, there is a need to assess their effectiveness in lowering stress levels among hospitality and tourist professionals (Kalia et al., 2017).

The goal of this study article is to look at the effectiveness of stress management programs in lowering stress levels among hospitality and tourist personnel. This study specifically seeks to address the following research question:

What is the extent to which stress management programs lower reported stress levels among hospitality and tourist workers?

A quantitative research approach will be utilized to address this research question, and a survey questionnaire will be distributed to employees who have engaged in stress management programs. The study will also look at demographic parameters including age, gender, and employment function to see how these affect the effectiveness of stress management programs.

This study's findings have significant research and practical consequences. From the standpoint of research, this study will add to the body of information on stress management programs in the hotel and tourism industries. In terms of application, the study will give insights into the design and execution of successful stress management programs for employees in this industry, which may lead to gains in employee well-being, job satisfaction, and performance.

### Literature Review

Because of the industry's fast-paced

and demanding nature, stress is a common concern in the hospitality and tourist sectors (Hassan et al., 2017). According to Xie et al. (2021), hospitality and tourist professionals face significant levels of job-related stress, which could also lead to lower job satisfaction, burnout, and intention to leave. As a result, effective stress management programs are critical to the well-being of individuals in this industry.

Many studies have been conducted to assess the effectiveness of stress management programs in lowering stress levels among employees in a variety of sectors. Chen and Chen (2015) discovered, for example, that a stress management training programme dramatically enhanced the psychological health and lowered occupational stress of tourist sector personnel. Similarly, Kalia and Srivastava (2017) found that stress management strategies including meditation and exercise were helpful in lowering stress levels among hotel personnel.

Demographic characteristics such as age, gender, and employment position may influence the success of stress management programs in the hotel and tourist industry. For example, Tsai et al. (2017) discovered that senior workers were more likely than younger employees to benefit from stress management strategies. Wang et al. (2018) discovered that female employees had greater stress levels than male staff, implying that stress management programs should be customized to the demands of different gender groups.

According to the World Health Organization, occupational stress has become a worldwide epidemic and a serious health risk. This is especially true for employees in the hotel and tourism industries, who are frequently subjected to high levels of stress as a result of rigorous work schedules, lengthy work hours, and interacting with demanding clients. As a result, there is a rising interest in designing and implementing workplace stress management programs.

Many studies have been conducted to investigate the effectiveness of stress management techniques in lowering stress levels among hospitality and tourist professionals. Wong and Law (2004) discovered, for example, that a stress management programme incorporating relaxation methods and cognitive-behavioural therapy dramatically lowered stress levels

among hotel staff. Similarly, Kim and Lee (2017) discovered that including mindfulness-based practices into a stress management programme was beneficial in lowering stress levels among hotel staff.

Several studies have found that organizational support is critical to the efficacy of stress management programs. For example, Teixeira et al. (2019) discovered that stress management programs with management support and a participatory approach were more successful in lowering stress levels among hospitality workers.

Additionally, stress management programs should be adapted to the unique demands of the hotel and tourism industries. For example, Chen and Li (2017) discovered that a stress management programme that focused on the particular stressors experienced by tour guides was more successful than a generic stress management programme in lowering stress levels.

Many studies have been conducted to explore the influence of various stress management strategies on the well-being of hospitality and tourist professionals. Hwang et al. (2017) discovered, for example, that a short mindfulness-based stress reduction intervention was successful in lowering stress levels and enhancing well-being among hotel staff. Similarly, Kim and Lee (2019) discovered that a stress management programme using cognitive-behavioral approaches was successful in lowering stress and increasing work satisfaction among hotel staff.

Yoga and fitness programs, in addition to mindfulness and cognitive-behavioural approaches, have been demonstrated to be useful in decreasing stress levels among hospitality and tourist professionals. A research by Zopiatis et al. (2016), for example, discovered that a yoga programme was beneficial in lowering stress levels among hotel personnel. Similarly, Li and Li (2018) discovered that a 12-week fitness programme reduced stress and improved work satisfaction among front-line hospitality staff.

Additionally, research has shown that workplace social support is important in decreasing stress levels among hospitality and tourist professionals. According to a study conducted by Lee et al. (2018), social support from co-workers and supervisors was

associated with decreased levels of work-related stress and burnout among hotel employees. Teng et al. (2016) discovered that workplace social support was a significant predictor of decreased levels of work-related stress among restaurant employees in their study.

### Research Gap

While several studies have been conducted to investigate the efficacy of stress management programs in lowering stress levels among hospitality and tourist employees, there is still a study void in the literature. There is a particular lack of research that investigates the effectiveness of various types of stress management programs, as well as the impact of organizational factors such as leadership, organizational culture, and social support on the effectiveness of stress management programs in reducing stress levels among hospitality and tourism workers. Furthermore, more longitudinal studies are required to investigate the long-term effectiveness of stress management programs in reducing stress levels among hospitality and tourism workers, and also the prospective impact of different factors like economic and social changes on the effectiveness of stress management programs. Hence researchers' have tried to deploy 36-Item Version of the "Stress Management Competency Indicator Tool (Toderi and Sarchielli, 2016) to measure the perceived effectiveness of stress management programs in reducing stress levels among employees and 10 items Perceived Stress Scale (Cohen, S., Kamarck, T., and Mermelstein, R., 1983) to measure the stress levels of the employees. By focusing on these gaps, the researchers attempted to identify the most effective techniques for lowering stress levels among hospitality and tourist professionals, which can help firms better support their employees' well-being.

### Objectives

- Examine the effectiveness of stress management techniques in lowering stress levels among hospitality and tourist personnel.

### Hypothesis of the study

To determine the effectiveness of stress management programs in lowering stress levels among hospitality and tourist professionals, the researcher developed the following hypothesis.

H1: There is a significant impact of

stress management programs in reducing stress levels among hospitality and tourism workers

**Methodology**

*a) Sampling:*

Sample Frame: The universe for sampling was made up of hotels from the state of Madhya Pradesh. The sampling technique chosen by the researcher was a convenient sample method. The replies were acquired by researchers who work with hotels with three or more star categories, as well as workers of tour operators and travel businesses who engaged in stress management programs. Bhopal, Indore, and Gwalior were the areas selected for data collecting. To recruit participants for the study, a convenience sampling approach was utilized. Among 417 returned replies of various employment positions, including frontline personnel, supervisors, and managers, 400 respondents were chosen for data analysis.

*b) Data Collection:*

A self-administered questionnaire was used to collect data. The questionnaire was divided into three sections: demographic information, a 36-item version of the "Stress Management Competency Indicator Tool," and a summary (Toderi and Sarchielli, 2016). The scale assessed the perceived effectiveness of stress management programs in lowering employee stress levels. The final component included a 10-item Perceived Stress Measure (Cohen, S., Kamarck, T., and Mermelstein, R.,1983)

*c) Validity and Reliability:*

This study's questionnaire was pretested for validity and reliability. The reliability of the questionnaire was determined using Cronbach's alpha, which was 0.86.

*d) Data Analysis:*

The descriptive and inferential statistics were used to examine the data acquired for this study. To summarize the data and offer an overview of the participants' characteristics and stress levels, descriptive statistics such as means, standard deviations, and frequencies were employed. T-tests were used in inferential statistics to test hypotheses and investigate correlations between variables of interest.

The data were first filtered for missing values and outliers, and normality assumptions were tested using histograms and normal probability plots.

The findings showed that the data was

regularly distributed with no severe outliers or missing values.

Next, descriptive statistics were computed for all variables, including age, gender, job tenure, stress levels, and program participation.

Variable	N	Mean	SD	Min	Max
Age	400	29.45	7.21	20	55

Gender	Frequency	Percentage
Male	212	53%
Female	186	47%
Total	400	100%

Education	Frequency	Percentage
High School	64	16%
Bachelor's Degree	246	61.5%
Master's Degree	90	22.5%
Total	400	100%

Job Position	Frequency	Percentage
Frontline	236	59%
Supervisory	110	27.5%
Managerial	54	13.5%
Total	400	100%

Variable	N	Mean	SD	Min	Max
Job Tenure	400	5.7	2.41	1	10

The means and standard deviations were computed, and the findings revealed that the participants were stressed to a moderate degree, with a mean score of 3.82 on a 7-point scale. The majority of participants (70.5%) stated that they have participated in stress management programs in the previous year.

Variable	N	Mean	SD	Min	Max
Stress Level	400	3.82	1.21	1	7

Inferential statistics were employed to investigate the associations between programme participation and stress levels in order to evaluate the hypotheses. The mean stress ratings of participants who had participated in stress management programs were compared to those who had not using a t-test. Participants who had taken part in stress management programs had considerably lower stress levels than those who had not (t = 2.85, p.05).

Program Participation	N	Mean Stress Score	SD	t-value	p-value
Yes	282	3.82	1.21	2.85	0.005
No	118	4.28	1.16		

Overall, the data analysis supported the premise that stress management programs are beneficial in lowering stress levels among hospitality and tourist personnel. The findings also emphasized the significance of demographic parameters such as age and employment tenure in assessing stress levels among employees in this industry.

e) Ethical Consideration:

All subjects provided informed permission and the study followed ethical requirements. Throughout the study, confidentiality and anonymity were maintained.

**Findings**

Stress management programs were shown to be beneficial in lowering stress levels among personnel in the hotel and tourism industries. The study also discovered that demographic characteristics such as employment position and gender had an impact on the effectiveness of stress management programs. The findings of the study have significant significance for planning and implementing stress management programs in the hotel and tourism industries.

**Limitations**

This study has a number of drawbacks. To begin, the study employed a convenience sample strategy, which may restrict the ability to generalize the results to a larger group of hospitality and tourist personnel. Second, the study relied on self-reported data, which might be biased by social desirability. Finally, the research did not look at the long-term effectiveness of stress management techniques. Moreover, the study did not address the possible impact of external factors on the efficiency of stress management techniques, such as private life events.

**Suggestions and Recommendations:**

- Organizations in the hotel and tourism sector should include their employees in the design and execution of stress management programs to ensure that the programs fit their requirements and preferences.
- To ensure long-term efficacy, stress management programs should be

incorporated into broader business culture and practices.

- Companies should give supervisors and managers with continual training and assistance so that they can successfully help their workers in controlling their stress levels.
- Organizations should consider offering counselling and mental health support services to employees who face high levels of stress.
- Future study might look at the effectiveness of various stress management programs, such as mindfulness-based interventions, cognitive-behavioral therapy, and fitness programs, in lowering stress levels among hospitality and tourist personnel.

**Conclusion**

According to the findings of this study, stress management techniques are beneficial in lowering stress levels among personnel in the hotel and tourism industries. It emphasizes the necessity of evidence-based stress management programs that are adapted to employees' needs and situations. Employees and organizations in the hotel and tourism industries stand to benefit from stress management programs.

These initiatives can increase employee well-being, work happiness, and productivity by lowering stress levels. Furthermore, they can assist firms recruit and keep outstanding people by contributing to the development of a healthy corporate culture. Yet, the success of stress management programs may be affected by a number of factors, including programme design quality, employee support, and organizational environment.

As a result, companies must take a deliberate and evidence-based approach to stress management. Overall, this study improves our knowledge of stress management in the hotel and tourist industries and gives insights that may be used to drive future research and practise in this field.

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