



**Occupational stress and its impact on employee health
and organization: with reference to hotels based in
central province Sri Lanka**

This dissertation is submitted as a partial fulfillment of the degree of
Master of Business Administration

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Abstract

Work – Related / Occupational stress has been a global concern in the hospitality industry and literature. Regardless of the massive growth in the Sri Lankan hospitality industry very little is known on the area of occupational stress among employees and how it can impact the overall organizational performance. From the study, it was discovered that mainly five cases where it proved to be the reason for employee stress and how it impacts their day-to-day routines. Hoteliers indicated that they experience problems with anger management in the workplace, headaches, and the inability to focus on the day-to-day operations because of poor management, work environment issues, personal problems, and training problems which are acting as the activation key to occupational stress among hoteliers. Top management of hotels / managers most definitely should start to address the issues which are related to occupational stress. Finally, hoteliers are encouraged to have a change in the way they work daily by adding activities like Exercise, rest, sleep, nutrition plans etc., which allows them to relax their mind and increase productivity in their daily routines.

Key Words: Occupational Stress; Hoteliers; Hospitality; Tourism; Psychology; Productivity; Sri Lanka

Table of Contents

Declaration	i
Acknowledgment	iii
Abstract	iv
Chapter 1: Introduction	2
1. 1 Introduction.....	2
1.2 Research Problem	3
1.3 Research Questions.....	4
1.4 Research Objectives.....	4
1.5 Dissertation Organization	5
Chapter 2: Literature Review	7
2.1 Chapter Introduction	7
2.2 Work Related Stress - WRS.....	7
2.3 Demands in a Hotel/Workplace	13
2.4 Work Control	14
2.5 Organizational Support.....	15
2.6 Types and Detecting Stressed Employees.....	16
2.7 Current Industrial Methods	18
2.8 Theories of Occupational Stress relating to Hospitality	20
2.9 Occupational Burnout	22
2.10 Chapter summary	22
Chapter 3: Research Methodology.....	24
3.1 Chapter Introduction	24
3.2 Research Design.....	24
3.3 Concept Indicator Model – Occupational stress & Organizational Performance	25
3.4 Ontological Stance	26
3.5 Epistemological Stance.....	26
3.6 Axiological Stance	27
3.7 Research Philosophy	27
3.8 Research Approach	27
3.9 Research Strategy.....	28
3.10 Research Instrument.....	28
3.11 Sampling Procedure	29
3.12 Interview Guidelines.....	30

3.13 Observation methods	30
3.14 Ethical Considerations	30
3.15 Chapter Summary	31
Chapter 4: Data Analysis & Discussion.....	32
4.1 Chapter Introduction	32
4.2 Data Analysis & Discussion	32
4.3 Respondent profiles	33
4.4 Themes Defined.....	34
4.5 Personal Characteristics & Related discussion	39
4.6 Discussion.....	39
4.7 Training Problems & Related Discussion.....	40
4.8 Discussion.....	40
4.9 Work Environment Problem & Related Discussion	41
4.10 Discussion.....	41
4.11 Management Problem & Related Discussion	44
4.12 Discussion.....	44
4.13 Good Management Decision & Related Discussion.....	46
4.14 Discussion.....	46
4.15 Recommendations.....	47
4.16 Chapter summary	49
Chapter 5: Conclusion.....	51
5.1 Chapter Introduction	51
5.2 Conclusion	51
5.3 Theoretical Contributions	52
5.4 Policy Implications and recommendations	53
5.5 Formulating Long term policy	54
5.6 Personal Management Application Concepts	54
5.7 Formulation of Code of Conduct	55
5.8 Council of Zone- Government Coordination.....	55
5.9 Ethical Consent and Approvals.....	55
5.6 Conflict of Interest	56
References.....	57
Appendices.....	64
Appendix 1: Guideline for the Interview questions.....	64
Appendix 2: Body Language observation chart for all respondents:	65

Appendix 3: Consent Forms	66
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List of Tables

Table 1 Quoted Evidence from respondents for training issues	40
Table 2 Quoted evidence form respondents for with regards to harassments.....	43
Table 3 Quoted evidence from the respondents for Management problems.....	44
Table 4 Quoted evidence from respondents for good management decisions.....	46

List of Figures

Figure 1 Concept Indicator Model – Occupational stress & Organizational Performance.....	25
Figure 2 Questions Used.....	34
Figure 3 Coded Responses - Respondent 1 & 2.....	35
Figure 4 Coded Responses - Respondent 3 & 4.....	36
Figure 5 Coded Responses - Respondent 5 & 6.....	37
Figure 6 Codes & Themes	38

List of Abbreviations

BSN – Body Sensor Network

ERI - Effort-Reward Imbalance

FFW – Fit for Work

JDC - Job Demand Control

NNS – Neurological Nervous System

PSD – Power Spectral Density

WRS – Work Related Stress