

Influence Of Occupational Stress On The Work Performance Of Restaurant Employees

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Abstract: The current study has been done to identify the relationship between occupational stress and the work performance. The employees of restaurant sector of Chennai were selected as a sample for the purpose of the study. The sample size was fixed at 100 and a structures questionnaire was distributed among those employees. The technique used for collecting the data was convenient sampling. The results so arrived were assessed using quantitative techniques. On the other hand Regression was employed to assess the dependent variable. The data so collected was analyzed with the help of SPSS software. Work performance is predicted by occupational stress. This is the final result of the study. It was found that only six items did not predict employee's work performance. Further it was found that nearly 56% of the factors of occupational stress had their influence on employee's work performance.

Keyword: Occupational Stress. Work Performance.

1. INTRODUCTION

Hospitality is regarded to be as one among the largest industries in the field of service. This service sector consists of cafes, restaurants and accommodation. Among these, the food service sector is sub categorized as commercial and non commercial food service sectors. The restaurants of casual dining along with fine dining in India come under the area of full service and are categorized under commercial service of food providing. The development of food industry owes its credit to the preference for the restaurants. This increases the provision of more job opportunities to people. Since in the current era, hotels and restaurants are businesses which are people oriented, heavy competition exists among companies. In order to overcome such competitions, the employees of restaurants are expected to extend significant level of service in job. The current study has been carried out to examine the factors of occupational stress that exist commonly among the employees of hotels. Efforts were also taken to explore the extent to which these stress factors exist. Earlier researches have explored that workplace stress is more common in service sectors. The present study has experienced that satisfying the customers is more particular factor of stress in hotel service. Perceived hazards of psychological nature are expected to make the employee more stressed. This psychological hazard may include high level of competition and performance based heavy expectations. These hazards make the employee to live always in a stressful environment. These conditions also make them to face changes in personal as well as work life. Consequently, these hazards lead to problems such as emotional imbalance, fall of motivation and eventually decline in the level of satisfaction in job. The productivity and the focus on the part of employees are intensively influenced by the factors of stress. The most important and necessary skill for a restaurant industry is to be attentive all the time, in order to serve the customers. This ability gets diminished due to the stress factor among the employees. The service sector of restaurants has been growing tremendously for the past few years and has been grown as

a strong service providing industry. A research conducted recently by the southern medical university scientists has put forward the fact that the job of a waiter or a waitress is too stressful and may also prove to be harmful to their health. Along with the findings of PwC, the researchers have also explored that out of every 3 employee, 1 of them expressed stress over their personal finance problems and carry those stresses to their work environment. Hence it becomes the foremost duty of the employers to deal smoothly with the stressors of employees, both at the work area and even in their personal life.

2. NEED FOR THE STUDY

Several studies had been performed to examine the stress factors of employees and their influence on the work performance in various fields. But, no study is seen to exist regarding the examination of stressors among the employees of restaurant sector.

3. RESEARCH OBJECTIVES

The current research has been done by the scholar to identify those occupational stress factors which influences the work performance of employees of restaurants.

4. REVIEW OF LITERATURE

John W. O'Neill, and Kelly Davis, (2011) have found that one of the important issue of the hospitality service sector is the employee's stress. This proves to be costly for both the employer and the employees too. Exploring the extent of stress among employees and reducing it is a noble deed on the part of employers. It reduces the expenses for the employers. But the extent and nature of these stressors are yet not fully studied. The main aim of this study was to explore the stress factors that are common among the employees. The sample population consisted of 164 employees, both at the managerial as well as the hour based employees. The sample area selected was 65 hotels in different places. These employees were interviewed for 8 consecutive days. The study examined that interpersonal tensions in work area and work overload were the most important stress factors. The next aim was to identify whether the job types of employees (manager or non managers, marital status, gender) created a difference in the frequency of stress factors. It was found from the study that the managers faced a high level of stress when

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compared with the employees working on hourly basis. On the contrary, gender or the employee's marital status did not have any influence on the extent of stress among the employees. Efforts were also taken in the study to examine whether these stress factors ad any ill effects on the health of employees and subsequently on the outcomes of job. It was found that increased number of employees and stressors of coworkers affected the physical health of employees. Outcomes of the study also showed that work's interpersonal tensions resulted in decreased satisfaction in job and an increase in turnover intentions. A study was done by Farah Wahida Amran, Hazrina Ghazali and Siti Fatimah Mohamad (2018) on work-related stress. This stress which is work related is regarded to be as a universal phenomenon in most of the industries. Though a few type of stress factors are positive, most of the employees have reported that stress which is related to work results in negative effects. The service sector of restaurant is also not an exception regarding stress among employees. Stress can have a negative impact on the productivity and performance of the job of employees. Long hours of working, work on the basis of shift, conflict regarding demands of work and ineffective management are the causes of stress in restaurant industry. Investigation regarding stress in job has not been done for long, in particular, in restaurant industry. Therefore this study had been performed to examine the levels of job stress among the employees of restaurants in the area of Klang Valley. The primary data needed for the study was gathered using a quantitative method. The data was collected from the employees of Malaysia alone. A total of 700 questionnaires were circulated among the restaurants of casual dining in the area of Klang Valley. Data analysis was done for 620 questionnaires which were self completed. Analysis of data was done using the descriptive analysis by way of SPSS version 22. Perceived Stress Scale (PSS) was analyzed and the result reveal that nearly 76.6% of the employees showed moderate to high level of stress. This accounted to nearly 475 employees.

5. METHODOLOGY OF RESEARCH

For the purpose of the study, a questionnaire which was self administered was employed. This questionnaire was framed using the information of the research done earlier. Therefore the questionnaire was developed and designed as per the needs of the restaurants of casual dining of Chennai. Data was collected using convenience sampling from the employees of hotels in Chennai.

5.1 Modified instrument

The below mentioned statements are representing the Occupational Stress. Kindly give your response by marking [x] in the appropriate column, based on the following instructions.

SA – Strongly Agree, A – Agree, N – Neutral, DA – Disagree and SDA – Strongly Disagree

Occupational Stress
Do you have the feeling that you are posed with extra work when compared with your co employees?
Are you forced to do the things where mistakes could be reasonably costly?

Occupational Stress
Have you ever felt that you didn't get proper assistance or enough support to carry out the work allotted to you?
Have you ever thought that the amount of work that you have planned to do might interfere with how well it gets done?
Have you ever felt that you need to execute the work as per your own decisions?
Have you ever felt that you were not in a position to influence your co-workers in their work?
Have you ever thought that you may not be in a position to meet the conflicting demands of your co-workers?
Have you ever predicted of what is being expected from your end, by your superior?
Is your position, to deal with a particular work satisfactory?
Have you ever felt that your job tends to interfere with your family life?
Has it happened to perform extra work against your wishes?
Has your work as a restaurant employee demanded to work very fast?
Has your job required you to work very hard either Physically or Mentally or both?

The questionnaire of the present study comprised of two sections. The first section included variables in 5- points Likert scale. This scale ranged from 1 = strongly disagree to 5 = strongly agree. The second part of the questionnaire was inclusive of questions relating to the demographic features of the employees and was of open ended questions type relating to occupational stress. The sample population was collected from restaurants of casual dining. Data so collected was analyzed and collected with the help of SPSS version 22.

6. ANALYSIS AND INTERPRETATION

R	R Square	Adjusted R Square	F	Sig.
.753(a)	.567	.502	8.676	.000(a)

a. Predictors: (Constant), Occupational stress
Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.510	.320		4.724	.000
C1	.210	.075	.327	2.818	.006
C2	.084	.063	.144	1.327	.188
C3	.147	.103	.189	1.433	.155
C4	-.091	.078	-.126	-1.162	.249

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
C5	.297	.078	.534	3.810	.000
C6	-.225	.079	-.443	-2.853	.005
C7	.117	.103	.141	1.133	.260
C8	-.156	.074	-.223	-2.113	.038
C9	.199	.073	.308	2.722	.008
C10	.115	.089	.162	1.290	.200
C11	-.269	.078	-.384	-3.447	.001
C12	.190	.083	.271	2.291	.024
C13	-.018	.085	-.033	-.206	.837

C1: Do you have the feeling that you are posed with extra work when compared with your co employees?

C2: Are you forced to do the things where mistakes could be reasonably costly?

C3: Have you ever felt that you didn't get proper assistance or enough support to carry out the work allotted to you?

C4: Have you ever thought that the amount of work that you have planned to do might interfere with how well it gets done?

C5: Have you ever felt that you need to execute the work as per your own decisions?

C6: Have you ever felt that you were not in a position to influence your co-workers in their work?

C7: Have you ever thought that you may not be in a position to meet the conflicting demands of your co-workers?

C8: Have you ever predicted of what is being expected from your end, by your superior?

C9: Is your position, to deal with a particular work satisfactory?

C10: Have you ever felt that your job tends to interfere with your family life?

C11: Has it happened to perform extra work against your wishes?

C12: Has your work as a restaurant employee demanded to work very fast?

C13: Has your job required you to work very hard either Physically or Mentally or both?

Dependent Variable: Work Performance

This table offers the Multiple Correlation ($R = .753$), the Multiple Correlation squared ($R^2 = .567$), the adjusted Multiple Correlation squared ($adj.R^2 = .502$), and the Standard Error of the Estimate. The multiple correlations

are the combined correlation of every predictor with the conclusion. The multiple correlations squared denote the degree of variance in the outcome which is reported for by the predictors; here, 56.7% of the variance regarding work performance is accounted for by statements of occupational stress. Yet, the multiple correlations squared are a bit positive, and hence, the adjusted R^2 is suitable. The table designates that the model's R^2 is significantly dissimilar from zero, $F = 8.676$, $p < 0.000$, which explains that there is significant connection among occupational stress and work performance. The outcomes of regression show that work performance is predicted by occupational stress. Chennai was selected as the area of research for this study. Generally people living in urban areas have the knowledge to finish a work in a formal way and also possess the ability to solve any problem in a very proper and efficient way.

7. CONCLUSION

Work performance is predicted by occupational stress. This is the final result of the study. It was found that only 6 items did not predict employee's work performance. Further it was found that nearly 56.7% of the factors of occupational stress had their influence on employee's work performance. Every field of research has some drawbacks. So is the case of the current study. The study area was limited only in Chennai. These limitations can be rectified in future and further researches can be done in other sectors in Tamilnadu.

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