

The impact of job stress on employee's performance in star class hotels in Dambulla area

T.T.S.K. Fernando and K.T.N.P. Abeywickrama

Department of Tourism & Hospitality Management, Faculty of Management Studies, Rajarata University of Sri Lanka

Corresponding author: koshilaks@gmail.com

Abstract

Job stress has become a common term in today's parlance. Stress leads to increase absenteeism, high labor turnover and low productivity. Dambulla being an isolated area with less infrastructure facilities available, the hotels located in Dambulla is at a high risk of employee stress. Thus the study was performed with the objective to identify the impact of job stress on employee's job performance in star class hotels in Dambulla area. The population of the study was 1550 non managerial level employees work in 06 star class hotels located in Dambulla. 200 non managerial level employees were chosen using stratified sampling method from various departments. A Likert Scale type questionnaire was used to gather data on demographics of respondents, the respondent's agreement on the four independent variables, such as role ambiguity, shift work, working environment & workload and the dependent variable is employee's job performance. Only 188 usable completed questionnaires were returned. Descriptive statistics were used to explain the sample and the regression analysis was carried out to examine the impact of stress on employee performance using SPSS 21. The results revealed that shift work and role ambiguity have a significant negative impact on employee job performance while other factors' influence remained insignificant. Therefore it was concluded that, increasing shift work and role ambiguity leads to poor employee job performance in Dambulla star class hotels. It was recommended to consider family life requirements to avoid social and domestic disruptions when fixing shifts for workers, furthermore it was recommended prevent from frequent change in duties and conduct on the job trainings to reduce work ambiguity which would possibly to enhance employee performance.

Keywords: *Job stress, role ambiguity, shift work, working environment, workload*