

Examining the Extent of Employee Attrition Due to Job Stress

R. George Leslie Davidson¹, Dr. G. Brindha²
{georgelesliephd@gmail.com¹, bkk28@yahoo.co.in²}

Research Scholar, Bharath Institute of Higher Education and research, Chennai.¹,
Professor & Head, Faculty of Management studies, Dr. M.G.R Educational and Research Institute,
Chennai.²

Abstract. The objective of the study was to identify the extent of the impact of Job Stress on Employee attrition in the Hotel industry in Tamilnadu. The study adopted a descriptive research design. The data was collected from 500 samples using Simple random sampling method. The data was collected from a structured questionnaire. The analysis was carried using two study variable namely; Job stress and employee attrition. The findings illustrate that there is exists positive relationship between Job stress and employee attrition i.e. when job stress increases the employee attrition also increases. Also, the study indicates that job stress highly influences employee attrition. The model governing the job stress and employee attrition is given by Employee attrition = $131.53 + (0.930 \times \text{Job Stress})$.

Keywords: Employee Attrition, Job Stress, Hotel Industry..

1 Introduction

Employees of some firms receive more attention from internal partners, such as owners and executives, than from external partners, such as customers. Employee satisfaction is an underlying assumption in these businesses. During peak business seasons, the hotel industry operates around the clock and hires casual or temporary staff. It is important to remember, however, that daily staff is in charge of key aspects such as customer service, room service, and food and beverages. In line with employers' performance demands, customers' expectations make their jobs more demanding and challenging. Employees' work-life balance can be impacted as a result of such strong customer attention. Such a strong customer emphasis may have a negative effect on employees' work-life balance, resulting in a subtle decline in individual and organisational efficiency. There isn't enough scientific research to shed enough light on the hotel staff's struggles with job stress and burnout. The results of previous studies are neither confirmed nor refuted in this report. The effect of job stress on employee turnover in the hospitality industry in Tamilnadu is investigated using a mixed method approach. Initially, a common technique was used to learn how hotel workers describe their daily lives, both on duty and at home. And there's the framework of the causal relationship. Then, using the equation model, the exclusion approach was used to evaluate the causal relationship structure between the study variables.

Review of Literature

Many previous studies claimed that statistical differences had an effect on employee job satisfaction. In the existing literature, there is no consensus on the relationship between population differences and other dependent variables such as job satisfaction and work stress. (Abdulla, 2015). Employees' age groups, gender, marital status, work experience, and job satisfaction levels were found to have no substantial differences in several studies. There is no clear trend in the relationship between demographic factors and job satisfaction among individuals in different occupations in different countries, including the hospitality sector, according to previous evidence. (Ahmad, 2014) says the author. The levels of job assessment are clearly dependent on various statistical variables, and the method still now adopted appears to be different in different industries or occupations. Do the methods described above resemble those used by hotel employees, especially those who work in five-star hotels? There is no significant evidence in the literature to support this claim, which necessitates further investigation (Bhattacharya, 2006).

Two studies of hotel industry experience from India, Germany, the United States, and the Middle East show that the variables that predict work satisfaction are diverse. Long working hours and low salaries were found to positively influence the job satisfaction of changing chief executives in one study conducted in the German hospitality industry. Similarly, emotional intelligence and guidance of managers have a huge effect on employee work satisfaction in the American hotel industry (Hashemi, 2015). There was a strong negative link between changing leadership and work tension and career burnout in Dubai's five-star hotels. The results presented above seem to be in conflict. The above results seem to be at odds with the literature's patterns. This may be attributed to concerns of cultural and diversity. Furthermore,

contact between "guest liaison staff" was found to be higher than communication between "non-guest liaison staff." Furthermore, three stock-related variables, stock uncertainty, stock dispute, and stock overload, were found to have a negative association with work performance in Kusadasi's four- and five-star hotels. Stock uncertainty, as opposed to stock dispute or higher loads, causes more tension. Job stress increased by rising company burnout, according to a study conducted by luxury hotels in China. In a separate study conducted in China, hotel employees were found to be frequently. Job stress increased by rising company burnout, according to a study conducted by luxury hotels in China. Another research in China found that hotel workers were often stressed at work as a result of workplace bullying or discrimination (Bilgic, 1998).

The objective of the Study

The objective of the study was to identify the extent of the impact of Job Stress on Employee attrition in the Hotel industry in Tamilnadu.

Research Methodology

For the study, the descriptive research design was adopted. Herein data was collected from 500 samples using Simple random sampling method. The data was collected from a structured questionnaire.

Analysis & Interpretation

Herein the independent data – Job stress is a metric data which is measured in Likert scale. Similarly, the dependent data – Employee attrition is metric data which is measured in the Likert scale. Therefore, to identify the relationship between job stress and employee attrition Pearson correlation analysis is employed.

Null Hypothesis: There is no significant relationship between job stress and employee attrition.

Table No. 1: Relationship between job stress and employee attrition

Correlations			
		Employee Attrition	Job Stress
Employee Attrition	Pearson Correlation	1	.789*
	Sig. (2-tailed)		.035
	N	7	7
Job Stress	Pearson Correlation	.789*	1
	Sig. (2-tailed)	.035	

	N	7	7
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Source: (Primary data)

The estimated significance value is 0.035 which is less than 0.05. Thereby the null hypothesis is rejected meaning, there is a significant relationship between job stress and employee attrition. The Person Correlation value is estimated to be 0.789 which indicates there is a positive relationship between Job stress and employee attrition i.e. when job stress increases the employee attrition also increases.

From the above analysis, it is interpreted that there is a significant relationship between job stress and employee attrition. Hereby to make further insight influence of job stress on employee attrition is measured using the regression method.

Null Hypothesis: There is no significant influence of job stress on employee attrition.

Model Summary and Parameter Estimates									
Dependent Variable: Employee Attrition									
Equation	Model Summary					Parameter Estimates			
	R Square	F	df 1	df 2	Sig .	Constant	b1	b2	b3
Linear	.625	8.263	1	5	.035	131.353	.930		
Logarithmic	.614	7.953	1	5	.037	-11736.037	1812.186		
Inverse	.592	7.254	1	5	.043	3771.091	-3377944.783		
Quadratic	.623	3.306	2	4	.142	18.615	1.048	-2.902E-05	
Cubic	.624	3.320	2	4	.141	-181.076	1.177	0.000	-1.964E-08
Compound	.616	8.011	1	5	.037	757.088	1.000		
Power	.603	7.601	1	5	.040	2.008	.906		
S	.578	6.860	1	5	.047	8.450	-1684.769		
Growth	.616	8.011	1	5	.037	6.629	.000		
Exponential	.616	8.011	1	5	.037	757.088	.000		
Logistic	.616	8.011	1	5	.037	.001	1.000		
The independent variable: Job Stress									

Source: (Primary data)

Among the various regression model linear regression model has the highest R-square value of 0.625 meaning, there is 62.5% forecasting power. From the coefficient estimates, the regression model governing the job stress and employee attrition is given by:

$$\text{Employee attrition} = 131.53 + (0.930 \times \text{Job Stress})$$

Findings and Discussion

The study findings illustrate that there is exists positive relationship between Job stress and employee attrition i.e. when job stress increases the employee attrition also increases. Also, the study indicates that job stress highly influences employee attrition. Hereby it is suggested to the hotel industry in Tamilnadu to focus on framing suitable HR Policies and Practices to reduce Job Stress in the workplace, this, in turn, reduces the employee attrition to great extent. Further, it is advised to get an opinion based feedback from the employees to identify the stress associated factors and concentrate on decreasing it to reduce the employee attrition and increase employee retention.

Conclusion

The study adopted a descriptive research design. Herein data was collected from 500 samples using Simple random sampling method. The data was collected from a structured questionnaire. The analysis was carried using two factors namely Job stress and Employee attrition, each factor has 12 variables within it. The study findings illustrate that there is exists positive relationship between Job stress and employee attrition i.e. when job stress increases the employee attrition also increases. Also, the study indicates that job stress highly influences employee attrition. The model governing the job stress and employee attrition is given by Employee attrition = 131.53 + (0.930 × Job Stress)

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