

## A STUDY ON STRESS MANAGEMENT OF HOTEL ROYAL PARK,, KAKINADA-AP

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### ABSTRACT

In order to accomplish its goals, every business must employ a staff that is both capable and experienced. The degree of expertise required in the workplace must rise, as must workers' adaptability and flexibility. Investment in employee training and development is not just a good idea, but a must for any company that wants to keep its workforce competitive and well-informed. The purpose of the research was to determine how successful training and development strategies are in improving the knowledge and skills of staff members at the "HOTEL ROYAL PARK KAKINADA -AP". The information was gathered from 300 workers who were chosen at random. Currently employed by the vast majority of respondents to a recent survey agreed that training and development programs are effective in increasing workers' levels of expertise. The workers agreed that specialized training significantly improved their specialized knowledge and expertise, which in turn increased their job performance. In light of this, the study's major aim is to examine the efficacy of training and development approaches. The goal of this effort has been to compile a body of information on training and development that may be used as a resource by anyone doing training-related research.

**Keywords:** Employee Stress, Hotel Staff, Managing Stress.

### 1. INTRODUCTION

Every organization irrespective of its nature and size has four resources namely men, material, money and machinery of these men i.e., people are the most vital resources and they make all the differences in an organization. In this connection L.F. URWICK says that —business houses are made broken in the long-run not by the markets or capital, patents or equipment, but by men. Of all the resources manpower is the only resource which does not depreciate with the passage of time. This resource is called Human Resource. As the central subsystem controls the functions of each sub-system and the whole organization. The prosperity and growth of an organization depends mainly on the policies, programs and practices of HR sub-systems. According to LEON C. MEGGINSON, the term human resources thought of as "the knowledge, skills, creative abilities, talents and aptitudes of an organization workforce, as well as the value, aptitudes and beliefs of the individuals involved". Thus, human resources represent the quantitative and qualitative measurements of the workforce required in organization. Human resource is regarded as human factor, human asset and human capital. Human Resource management is concerned with human being in an organization. It reflects a new philosophy, a new outlook, approach and strategy which views organization manpower as its resources and assets. Human Resource management is a managerial function which facilitates the effective utilization of people in achieving the organization individuals and goals. Earlier HRM was called by different names like Personal Management, Personal Administration, Staff Management, Manpower Management, Industrial Relations, Employee-Employer Relation, Human Capital Management and Human Asset Management. HRM is a management function that helps to recruit, select, train and develop the organization members for the purpose of achieving the stated organizational goals.

#### INTRODUCTION TO TOPIC: -

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of

improving everyday functions. In the context the term stress refers only to a negative consequence or distress in the terminology advocated by Hans Selye, rather than what he calls Eustress, a stress whose consequences are helpful or otherwise position. Stress can be thoroughly characterized as a versatile reaction to an outer circumstance that outcomes in physical, mental as well as social choices for authoritative practices.

#### PROFILE OF ROYAL PARK:

Hotels today are significantly more than simply a spot to rest and rest. Numerous explorers view them as a basic piece of a passage experience. With the new blast in store lodgings, spiffed-up spending plan properties, and oddity facilities, voyagers can pick an inn that is as much a selling point as the actual objective. The lodging business in India is a full-

grown industry set apart by exceptional contest, where an expansion in piece of the pie regularly comes at a contender's cost. The Indian lodging industry is having some fantastic luck. At present this industry has an inventory of 1, 25,000 rooms in India. The information accessible with the World Travel and Tourism Council, India, demonstrates that India positions eighteenth in business travel, and should rank among the best 5 inside this decade. It is assessed that request will surpass supply by no less than 100% over the course of the following two years. With such interest supply uniqueness, room rates in Indian lodgings are probably going to ascend by 25% every year, with inhabitancies rates increasing to 80 percent, throughout the following two years. India positions first with respect to the travel industry reasonable participation. The clinical the travel industry in India likewise doesn't linger behind. The nation today positions second in clinical the travel industry due to its exceptionally progressed treatment innovations charming an enormous number of patients from different nations. India's portion in worldwide the travel industry and the friendliness market is relied upon to increment more than the long haul. fresh financial plan and star inns are creature set up in the country. Numerous unfamiliar accommodation players are going towards Indian business sectors. The Indian friendliness area is relied upon to contact a gross business of US\$275 billion in the following 10 years. Royal Park is a luxurious 5-star hotel having experienced employees and excellent hospitality at a pleasantly low price. It is arrangement on the core of the township inside on foot distance of clamoring shopping and diversion centers. In each spacious room and suite, guests will experience a new level of elegance and luxurious comfort. The Expertly prepared inn staffs have confidence in keeping a solid obligation of trust and dependability with their clients through client cordial assistance. Inns in India have made some amazing progress since Independence and they have been offering a-list administrations to tourists visiting the country. Lodging Industry in India has seen colossal blast lately. Inn Industry is inseparably connected to the travel industry and the development in the Indian the travel industry has fueled the development of Indian inn industry. The flourishing economy and expanded business openings in India have gone about as an aid for Indian inn industry. The appearance of low coast carriers and the related value wars have provided homegrown sightseers with a large group of choices. The 'amazing India' objective mission and the as of late sent off 'AtithiDevoBhavah' (ADB) crusade have additionally helped in the development of homegrown and global the travel industry and thusly the inn business.

## 2. LITERATURE REVIEW

A literature review of stress management in the context of Royal Park Hotel focuses on the unique stressors faced by employees in the hospitality industry and the strategies implemented to address them. Studies reveal that hospitality workers often experience high stress levels due to demanding schedules, customer service pressures, and the need to meet quality standards. Effective stress management practices in hotels, including Royal Park Hotel, typically include employee wellness programs, regular training on time management and conflict resolution, and access to counselling services. Research also highlights the role of supportive leadership and a positive work environment in reducing employee stress and enhancing productivity. Alternative approaches, such as relaxation areas, team-building activities, and mindfulness sessions, have also been explored to foster employee well-being. However, literature indicates that challenges remain in fully addressing stress due to factors like high turnover rates and workload intensity, emphasizing the need for ongoing evaluation and tailored interventions in the hospitality sector.

### NEED FOR THE STUDY: -

Stress the board is viewed as one of the significant parts of hierarchical improvement now a days, it is the method of making tranquil climate through which the representatives can work all the more successfully. The fundamental point of pressure the board is to make the representatives ready to work without pressure. The associations play out some guiding for its workers to know their perspective Thus, the associations look for most recent strategies and procedures to diminish the pressure of the representatives for the better consequences of the association.

## 3. OBJECTIVES OF THE STUDY:

- To find out whether the employees feel stress & to know about the reasons for their stress, in
- Royal park.
- To examine the stress management practices.
- To study personal wellness programs conducted by the company.
- To evaluate the effectiveness of stress reducing programs.
- To find whether stress management practices are satisfactory to employees.
- To give suggestions if any, for upgrading the methods of managing stress.

#### 4. METHODOLOGY

**PRIMARY DATA:** Data collected from employees through questionnaires, Interviews and discussions with staff with open ended and close ended questions.

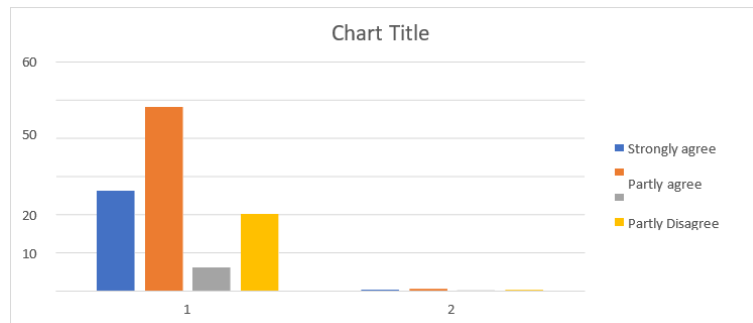
**SECONDARY DATA:** Other external sources like magazines, other publications and internet, annual reports, circulars, journals, information brochures and other literature of the company.

#### 5. RESULTS DISCUSSION

**TABLE 5.1**

RESPONDENTS OPINIONS ON PROGRAMMES HELPING THE EMPLOYEES TO AVOID STRESS.

	Statements	Respondents	Percentage
1	Strongly agree	26	26%
2	Partly agree	48	48%
3	Strongly disagree	6	6%
4	Partly Disagree	20	20%
	Total	100	100%



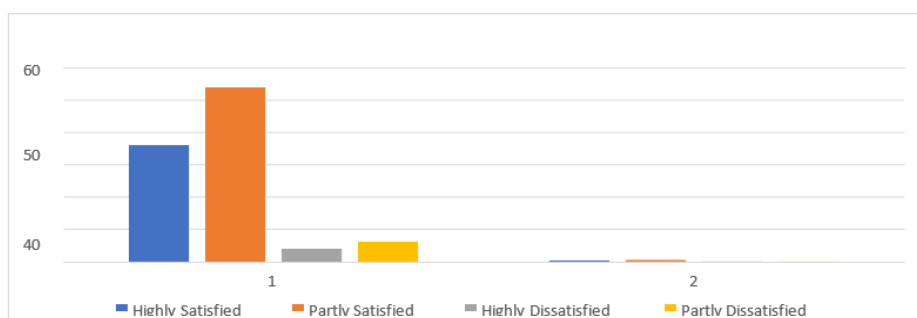
**GRAPH 5.1**

Table 5.1 explains that 26% of respondents are strongly agree that the programs conducted at Royal Park are helping them to reduce the stress when working under stress, 48% of respondents are partly believed that those programs are reducing the stress levels, 6% of employees are strongly disagree that those programs are not reducing the stress n time pressure, 20% of respondents partly disagree that the programs conducted at Royal Park are not helping them to avoid from stress when working under time pressure.

**TABLE 5.2**

RESPONDENTS OPINION ON SATISFACTION TOWARDS JOB DESIGN &WORKING CONDITIONS.

S. No	Statements	Respondents	Percentage
1	Highly Satisfied	36	36%
2	Partly Satisfied	54	54%
3	Highly Dissatisfied	4	4%
4	Partly Dissatisfied	6	6%
	Total	100	100%



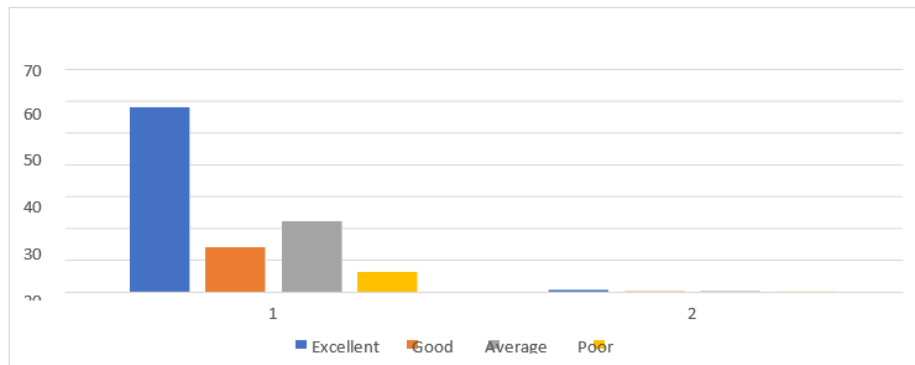
**GRAPH 5.2**

Table 5.2 explains that 36% of employees are highly satisfied with the job design and working conditions in Royal Park, 54% of employees are partly satisfied with the job design and working conditions, 4% of employees are highly dissatisfied with the job design and working conditions, and 6% of employees are partly dissatisfied with job design and working conditions at Royal Park.

**TABLE 5.3**

RESPONDENTS OPINION ON INTERPERSONAL RELATIONS AND SOCIAL SUPPORT WITH COLLEAGUES.

S. No	Statements	Number of Respondents	Percentage
1	Excellent	58	58%
2	Good	14	14%
3	Average	22	22%
4	Poor	6	6%
	Total	100	100%



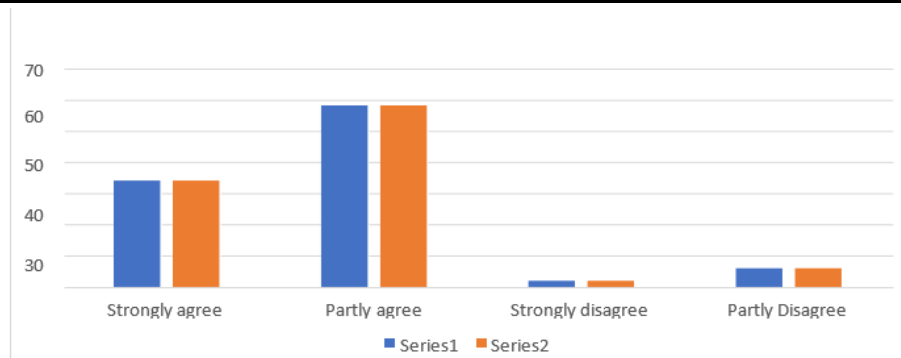
**GRAPH 5.3**

The 5.3 table and graph shows that 58% of employees opinioned that there is excellent interpersonal relations and social support with their colleagues, 14% of employees opinioned that there is good interpersonal relations and social support with their colleagues at Royal Park, 22% of employees opinioned that there is average interpersonal relations and social support with their colleagues, and 6% of employees opinioned that there is poor interpersonal relations and social support with their colleagues at Royal Park.

**TABLE 5.4**

RESPONDENTS OPINION ON WORK OVERLOAD IN THE JOB.

S. No	Statements	Respondents	Percentage
1	Strongly agree	34	34%
2	Partly agree	58	58%
3	Strongly disagree	2	2%
4	Partly Disagree	6	6%
	Total	100	100%



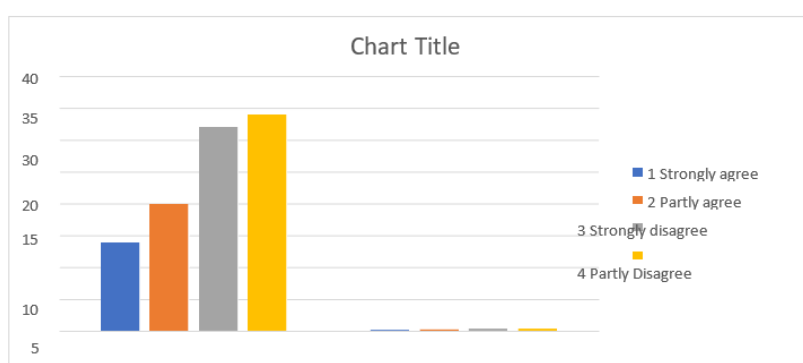
**GRAPH 5.4**

The 5.4 table and graphs show that 34% of employees are strongly agree that there is work overload in their job, 58% of employees are partly agree that they have work overload in their job, 2% of employees are strongly disagreed that they have a work overload in their job, and 6% of employees partly disagreed that they have work overload in their job.

**TABLE 5.5**

RESPONDENTS OPINION ON PHYSICAL EXERCISE OR YOGA CAN REDUCE YOUR WORKPLACE STRESS.

S. No	Statements	Respondents	Percentage
1	Strongly agree	14	14%
2	Partly agree	20	20%
3	Strongly disagree	32	32%
4	Partly Disagree	34	34%
	Total	100	100%



**GRAPH 5.5**

The 5.6 table of and graphs shows that 14% of employees strongly agreed that physical exercise or yoga can reduce workplace stress, 20% of employees are partly agreed that physical exercise or yoga can reduce workplace stress, 32% of employees are strongly disagreed that physical exercise or yoga can reduce workplace stress, 34% of employees are partly disagreed that physical exercise or yoga can reduce workplace stress.

## 6. FINDINGS

The following are the various observations from the study:

- It is observed that the programs conducted at ROYAL PARK are helping the employees to avoid from stress when working under time pressure.
- There is good and satisfied job design and working conditions at ROYAL PARK.
- The employees have a great interpersonal relations and social support with them colleagues.
- It is observed that sometimes there is work overload in their job. 5. The company has taken adequate care of personnel safety and production-oriented safety for its employees.
- Most of the employees feel better after they attending the programs on stress management.
- It is observed that ROYAL PARK conduct pep-talk every month by inviting specialists from hospitals and conducts counselling for its employees and also other programmes to make the employees free from stress.
- It is observed that the company conducts annual health check-up for each and every employee in the organization.

## 7. SUGGESTIONS

- The management has to encourage more participation of the employees in suggestion scheme and consider if suggestions are effective.
- It is necessary to take individual counselling for the employees twice or thrice in a year.
- Company can concentrate on increasing open communication among employees.
- The organization has to take steps to maintain good relations between the employees and their supervisors.
- The organization has to take steps to give proper training over handling of tools and the personal wellness programmes should be conducted once in a month
- The organization should take feedback from its employees regarding their needs and problems in the working area in order to reduce stress.

## 8. CONCLUSION

The above study reveals that the stress is common factor in the social as well as work life of the humans. Now-a-days, service sector has taken a major role in the development of the economy. Hotel industry is the main branch in service sector because as it keeps on meeting the customer requirements. It provides 24/7 service to the customers and fulfil their requirements. Hotel Shelton is one among them in meeting customer requirements. Today's work environment is one of the constant and & chaotic change, there needs to be dynamic stress management. No one is immune to stress. Realistically, stress can never be totally eliminated from a person's life, off the job or on. The concern is in reducing the pert of stress that is dysfunctional. Thus, we can conclude that management is providing congenial environment for the employees and at the same time employees also expressed keen interest on stress management programs benefits. Finally, the management has some scope in the area and feedback mechanism to make current system more effective. Stress is a vast subject to study and discuss. In the research study the conception of stress is very important. In this paper it is analysed that stress is an important issue in the Hospitality Industry. This paper gave an insight that stress does exists in the employees of star category hotels of costal Andhra Pradesh. The objectives that stress leads to Mobility of Employees to other jobs are accepted. A productive employee is considered to be not only a good performer but also highly motivated with a positive attitude. The impact of stress on Performance, Attitude and Motivation is also discussed, it can help the employers to know their employees and empower them accordingly.

## 9. REFERENCES

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