

The Effect of Stress on Job Performance of Frontline Employees of Hotels: Reference to Star Class Hotels in North Central Province, Sri Lanka

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Employees in the Sri Lankan hotel sector are increasingly exhibiting high levels of job stress due to many reasons and this has in turn affected their overall performance at work. There has been some research on stress in the industry in Sri Lanka and elsewhere. Still the amount is not proportionate to the severity of the issue. This paper examined the effect of stress on job performance of frontline employees of Sri Lankan hotel context. 70 self-administered questionnaires duly completed by frontline employees of star class hotels in North Central Province in Sri Lanka were used for the purpose with a response rate of 70%. Descriptive and inferential statistical tools were employed in this empirical study. The findings revealed that there is a high level of workload and role ambiguity existing among the frontline employees of hotels located in North Central Province, Sri Lanka. The existing high level of role ambiguity significantly reduce the job performance of the frontline employees of star class hotels while the existing low level of physical work environment leads to a low level of job performance. To address high existing level of workload, it was recommended that work should be delegated appropriately to ensure that no one is being excessively burdened. Management needs to take remedial action immediately to reduce role ambiguity by providing job descriptions and clear, planned goals and objectives for each job. The condition of the physical work environment is also needed to be improved by reacting quickly to safety concerns.

Keywords: Front line employees, Hotel, Job stress, Job performance, Sri Lanka