

**Factors Affecting Employee Job Stress and Job Performance in Classified Hotels**

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**Abstract**

Human resource has evolved as a crucial area to fulfill one's goals and objectives of the hospitality firms as most of the industries. At present, the hospitality sector has become tumultuous and dynamic which operates everyday and every hour in a year. As a consequence, several job characteristics such as irregular working hours and shift work might be observed in the sector. Moreover, it is a labor-intensive profession, and non-executive employees are the critical ones who generate the most productivity by directly involving guests. Therefore, it is critical to comprehend the nature of job stress to avoid the potential bad consequences and suitably cope with them. Although the literature does not provide enough empirical evidence on the factors affecting employee job stress and performance in classified hotels. Hence, the objective of this study was to find out the relationship between workload, role ambiguity and role conflict of job stress and job performance among employees in classified hotels. 150 non-executive employees were selected as the sample and used a convenience sampling method in the study. Moreover, the data were collected using a structured questionnaire. The reliability static Cronbach's alpha was used to measure the internal consistencies of the questionnaire. Frequencies, means, and standard deviations were used as univariate analysis, and Pearson's correlation and multiple regression analysis were used as multivariate analysis in the study. The results of the correlation coefficient showed that role conflict, role ambiguity and workload have a positive significant relationship with job performance and it emphasized that workload has a strong positive relationship with job performance. According to the multiple regression analysis, the model was strongly fitted to the data and 26.7% variance of job performance was explained by role conflict, role ambiguity and workload of job stress. Hence, it is suggested that the future researchers should consider the other factors which may also impact on job performance. Finally, it can be concluded that there is a significant positive relationship between selected factors of job stress and job performance of employees in Classified Hotels in the Kandy area. Based on the findings of the study, it is recommended for management to maintain a moderate level of job stress in the hotel industry to enrich the job performance of employees.

**Keywords:** *Job stress, Job performance, Role ambiguity, Role conflict, Workload, Star Hotels*

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