

## **The Impact of COVID-19 on Subjective Well-Being of Tourism Employees in Sri Lanka.**

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### **Abstract**

Because tourism is a susceptible industry, the impact of the COVID-19 outbreak on the tourism industry has also been severely affected. This study aimed to examine the impact of COVID-19 on the subjective well-being of tourism employees. While it was aimed to determine the effect of COVID-19 and subjective well-being on job insecurity, social capital and mental health as well as the mediation effect of job insecurity, social capital, and mental health on the linkage between COVID-19 Impact and SWB. It was conducted in the Habarana tourism area and the selected sample consisted of 155 tourism employees such as hotel employees, tour guides, and safari employees. 5 point likert scale structured questionnaires were sent via google forms to randomly selected tourism workers. Partial least squares method by using smart pls was used to analyze the data. The COVID-19 impact has shown a direct effect on the job insecurity, social capital, and mental health also job insecurity, social capital, and mental health have shown a direct effect on the subjective well-being while mediation analysis was performed to assess the mediating role of job insecurity, social capital and mental health on the linkage between COVID-19 Impact and SWB. The structural model has shown that there was a significant effect of COVID-19 on job insecurity, social capital, and mental health. Job insecurity and mental had a positive effect on COVID-19 impact while subjective well-being had a positive effect on social capital and it hurts job insecurity and mental health. The mediation effect of job insecurity, social capital, and mental health on the linkage between COVID-19 Impact and SWB has shown negative effects and shown significant effects of social capital and mental health on the linkage between COVID-19 impact and SWB. In addition, an insignificant effect has been shown of COVID-19 impact on SWB and between job insecurity and SWB. Ensure safe resumption of tourist activities, making proper crisis plans, and promotional programs, introducing easy loan schemes, restoring tourist confidence, and encouraging investments and innovations are suggested to improve the subjective well-being of all the tourist employees in Sri Lanka.

**Keywords:** COVID-19 impact, Job insecurity, Social capital, Subjective wellbeing, Tourism employees

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