

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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Abstract : There has been some research on stress in the hotel 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. Duly completed 70 self-administered questionnaires filled 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%. The researcher employed empirical analysis using statistical tools such as regression analysis of Pearson's correlation of coefficient. It was found that there is a high level of workload and role ambiguity existing among the frontline employees of hotels located in North Central Province and existing role ambiguity significantly reduce the job performance of the frontline employees of star class hotels while the existing low level of physical work environment also leads to a low level of job performance.

Keywords : hotel front line employees, job stress, job performance, Sri Lanka

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