Assessment of Work Stressors in Hotels from the Employees Perspective

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Abstract:

Although prior research has documented work stress and its effects on multiple sides during the work operations, otherwise their ordinary life activities, the relationship between work stress and its stressors remain unclear. the study aims to identify the significant difference between the four and five-star hotels with regard to the work stressors. the study population is made up of employees working in four- and five-star hotels in Luxor and the Red Sea. The number of five- and four-star hotels at Luxor and Red Sea is 123 hotels, which are classified as 44 hotel managers in five-star hotels and 79 hotel managers in the four-star hotels.

A structured questionnaire form was designed and distributed to a sample of 450 employees distributed as 300 employees in the five-star hotels, and 150 employees in four-star hotels.

The study demonstrated that work stress affects the morale, personal life, and health of workers. the study recommends the need to make a clear description of the tasks, taking into account the capabilities and skills of the hotel workers.

Keywords:

Work Stress**,** Stressors, Hotels,

1. Introduction

The hospitality sector is very stressful since it requires hard labour, deadline pressure, unplanned guest contacts, long hours, night and evening shifts, repetitive work that is rotated frequently, work overload, unsocial working hours, and interactions with customers who have different needs and wants (Chiang & Kwan, 2010).

The costs caused by work stress in the US economy, for example, are estimated by 300 billion US dollars annually due to the low level of absence from work and higher labor turnover (AlOtaibi, 1997). These high costs have raised the attention of many researchers to identify the causes and effects of it in preparation to develop the appropriate strategies to reduce them. Despite the serious effect of work stress on the individual and the organization, it has not received adequate attention in the literature on the Arab and the local environment (Hegan,1998).

2. Literature Review

2.2. Work Stress

2.2.1 Definitions

Organizational stress, according to Brittany et al. (2012), is the degree of environmental pressure that might disrupt or enhance an individual's physiological or psychological state, as well as affect their typical manner of working. Environmental demands include "time pressures, increased workload, and a lack of organizational resources," according to Schuler (1980). (Bhagat & Allie, 1989). Stress has been demonstrated to have a negative impact on firms, with employees reporting poorer job satisfaction, higher turnover, higher absenteeism, and reduced productivity (Cummins, 1990). Meanwhile, stress has been linked to employee burnout and discontent, but it has yet to be proven that it has a direct impact on customer results. There is a break in the direct link between staff stress and client involvement, which could signal a more complicated set of issues.

  Job stress is defined by the National Institute of Occupational Safety and Health (NIOSH)(2008) as an individual's mental and physical response to job expectations that are outside of his or her talents, resources, or needs. Stress, according to the Health and Safety Executive (2016), is the negative reaction people have to excessive pressures or other sorts of expectations placed on them at work. Workplace stress develops when there is a mismatch between the job's needs and the individual worker's resources and ability to achieve those demands.

Work stress is defined as anything about an organization's role that has a negative impact on an individual. It usually emerges because of work attribution, coworker-customer relationships, and hierarchical circumstances. Workplace characteristics will have a direct impact on job satisfaction and stress. Every corporation has a role structure that differs depending on the various positions or offices inside the business. Role stress has an impact on employees' health and work effectiveness. As a result, role stress has a huge impact in every company. It is determined by the type of the job. Overwork is a major source of stress for employees (Devi & Rani 2016).

Arzu et al . (2014) expressed the view that stress literature offers so many "stress definitions". However, there are some differences, it is accepted that the individuals who are trying to fulfill the requirements over their capacities. Work stress is also defined as "a particular individual's awareness or feeling of personal dysfunction because of perceived conditions or happenings in the work settings''. Emotions play an important role in work stress, as emotions respond immediately to conditions that are perceived as stressful to individuals (Lazarus, 1991) and as they motivate physiological change. Fox (2001) defined emotions' role as a mediator between job stressors and strains. Work-related stress is a factor that threatens the health of employees.

2-2.2. The stressors of work stress

Stress at work is a ubiquitous and multifaceted phenomenon that is costly for organizations because it contributes to expensive voluntary turnover. Villanueva et al. (2009) agrees with Podsakoff et al. (2007) that while hindrance stressors decrease job satisfaction and increase turnover intentions, challenge stressors increase job satisfaction and decrease turnover intentions.

The following is a summary of major research that looked at the stressors of work stress. According to (Antoniou & Vlachakis, 2006). And Moustafa (2015), stress literature showed many stressors such as role conflict, role ambiguity, job burden , and economic and social stress .

2.2.2.1. Role Conflict

Role conflict is born from the simultaneous occurrence of two or more role requirements, so that performance of one of them makes the performance of the other more difficult (Katz & Kahn, 1970). This idea is also used by Fisher (2001), who even stresses the impossibility of not fulfilling one of the requirements. For King and King (1990) and Lee (2010), these requirements can also be perceived as pressures or demands on a position. According to Montgomery (2011), situations that create role conflict occur when an executive: (i) perceives that his/ her performance will be evaluated in a different way between one or more competing role designators; (ii) understands that his/her performance evaluation will be influenced by the view of the role designator, concerning his/her ability to work with new technologies; (iii) considers that his/her performance evaluation will be influenced by how much the requirements placed by more than one hierarchical superior to whom he/she reports are fulfilled. For the author, these situations are the result of ineffective interdependencies that end up affecting an executive's performance.

According to Tarrant and Sabo (2010), conflict can arise when: I an individual's new skills are required as a result of assuming new roles, such as participating in decision-making processes where he or she is required to maintain an individual profile within a management team; or (ii) an executive's new skills are required to deal with new technologies, techniques, or government regulations; or (iii) an executive's professional training is insufficient, such as when an executive is required to deal with new changes effectively.

For Rizzo, House, and Lirtzman (1970) operationally, role conflict can be understood in terms of: congruence/incongruence or compatibility/incompatibility between: (i) the standards or values and the behavior defined for a role; (ii) an executive's time, resources, or abilities of an executive and the behavior defined for performing a role; (iii) the various roles that a single executive should perform; and (iv) the various organizational input inserted into the policies, rules, and suggestions of people linked with the incumbent role of an executive.

In this study, role conflict is understood in the ideas of Katz and Kahn (1970), Rizzo et al. (1970), King and King (1990), Fisher (2001), Lee (2010), Tarrant and Sabo (2010), and Montgomery (2011).

2.2.2.2. Role ambiguity

Role ambiguity is uncertainty about what a person responsible for a specific activity should do, lack of definitions or information regarding responsibilities, expectations, and expected behaviors for a position or regarding its scope, and can create role ambiguity which causes work stress. (Lee, 2010), According to Fisher (2001), role ambiguity is born when an executive does not have useful information that allows him/her to effectively perform his/her duties.

This information should provide evidence of (i) relevant expectations regarding the performance of a role, as well as its scope in terms of duties and responsibilities; (ii) crucial activities for effective performance of the duties of a position, as well as the steps or the best way to achieve this; (iii) the consequences of performing and of not carrying out the duties; (iv) behavior that is compensated or punished, the nature of compensation and punishments, behavior that is satisfactory or unsatisfactory in performing the role; and finally, (v) opportunities for advancement.

Job satisfaction is understood as the result of favorable conditions created by an organization that allow executives to achieve optimal performance, while allowing them to achieve their well-being (Montgomery, 2011).

According to Montgomery (2011), favorable conditions refer to (i) the availability of crucial resources that executives need to accomplish their tasks; (ii) the maintenance of organizational practices that streamline good communication between executives and managers; and (iii) the interest of an organization in taking care with the clarity of the duties and responsibilities of each position in the organizational structure.

2.2.2.3. Job burden

Substantial literature exists that defines areas of the workplace that are potential sources of psychological distress and work stress. Main areas include excessive workload which is related to job burden, interpersonal relationships, lack of task control, role ambiguity, unfair management practices, family and job conflicts, training/career development issues, and poor organizational climate (lack of management commitment to core values, conflicting communication styles, etc).(Marzec,2015).

(Abualrub) 2004 discussed that job-related stress is defined as any work situation perceived by the participant as threatening due to the mismatch between the situation's demands of the situation and the individual's coping skills.

There are two types of the job burden, the qualitative and quantitative. the qualitative means Assigning many tasks to the worker in the least amount of time available or the tasks are too small to be a challenge to worker and boring, Thus, increasing or decreasing the amount of work is one of the influences on work pressures, the second type of work burden is the quantitative which occurs when a worker feels that the skills required to perform a particular job are greater than his capabilities (Majeed, 2017)

2.2.2.4 Economic and social stress.

Viseu (2018) indicates that the relationships between financial threat and depression and between economic hardship and stress, anxiety, and depression. Regarding the association between financial threat and stress and anxiety, the effect of the economic stressor decreased in the presence of social support. The implications of these results are discussed and strategies to foster social support are proposed. Recent studies conducted in Portugal Leal et al. (2014) demonstrated that economic stress factors were positively associated with stress, anxiety, and depression, i.e. economic stress was responsible for increased psychological and mental health issues.

There is evidence that economic stress factors are responsible for a significant increase in mental health issues. Past reviews (Catalano et al., 2011) have underlined that economic stress increases the likelihood of psychiatric, psychological, and behavioral disorders, namely anxiety, depression, violence, and substance abuse. (Almeida and Xavier ,2013).

2.2.2.5 Pressure and Nature of Work for Workers

Workplace stress is a pervasive and complicated phenomenon that is costly to businesses because it relates to costly voluntary turnover (Villanueva & Djurkovic, 2009). Employees have physical, psychological, emotional, or social effects because of job conditions and events (Roland, 2011). Work-related stress, on the other hand, was characterized by Alosaimi (2016) as damaging physical and emotional responses that arise when the job requirements do not meet the worker's capabilities, resources, or demands.

2.2. 3. Types of work stress

According to Barh & Fanza (2013), there are numerous types of workplace stresses that may be defined based on several factors, including impact standard, standard intensity, and standard source. First, there are two kinds of stressors, depending to the influence of the standard: positive and negative stresses. Positive stresses are ones that are important and beneficial to the human resource and organization; human resources work to increase motivation pressures and improve performance. Negative stress is defined as those stresses that have a negative impact on human resources, resulting in a decrease in motivation, weariness, worry, and pessimism about the future. For the institution, the negative stress is carried by high costs resulting from low job satisfaction for the human resource, as well as work-related accidents and leakage career.

Second, there are three types of strains, according to the standard intensity (James, 2012): simple, medium, and extreme stress. Simple stress will last for a few minutes or hours at most. Pressures that continue for hours to days, such as overtime, are classified as medium stress. Stresses that last a long time, such as months or years, are referred to as intense.

Third, due to the variety of sources of work stress, Hon and Kim (2007) claim that there are major research differences between researchers and writers. Stresses arising from the physical environment, social; and stresses resulting from the system to the human resource profile are found among these categories.

The types of stress are based on whether they are challenges-related (good stress) or hindrance-related (bad stress). Therefore, the researchers examined in greater detail the nature of stress related to obstacles and hindrance-related stress as they are related to work outcomes (Alice, 2013). A similar study discussed that challenge-related stress has been defined as 'good stress' that creates feelings of fulfillment, challenge, or achievement. Although such stress includes work overload, time pressure, and increased responsibility, research has suggested that such challenging job demands, or work circumstances produce positive feelings (Hon & Kim, 2007).

Challenge-related stress is generally associated with positive job outcomes (i.e., high job performance and satisfaction) because it motivates people with feelings of challenge and achievement. Challenge stressors trigger positive emotions and an active problem-solving style of coping behavior (such as increasing effort and time) to improve performance. This argument is supported by studies by (Podsakoff & LePine, 2007).

Those researchers also addressed hindrance-related stress, which they defined as bad stress associated with job demands or work circumstances involving excessive or undesirable constraints that interfere with an individual's ability to achieve goals (Boswell et al., 2004).

Typical stressors are role ambiguity, role conflict, red tape, and concerns about job security. Based on those studies, we propose that hindrance-related stress will be associated with negative work outcomes because people tend to appraise role ambiguity and role conflict as potentially threatening to their personal growth and goal attainment, These perceived threats cause people to withdraw personal effort from job tasks, resulting in poor job performance and low satisfaction. Several studies support this argument (Watkins, 2003).

2.2.4 Elements of work stress

Cooper (2003) investigated elements of work stress and argued that the work stress process contains possible sources of stress, individual differences (moderators/mediators), and outcomes of stress. Workplace stress is made up of three basic components: The institution's external and internal environmental conditions, as well as the connected human resources or factors that induce a sense of pressure, are all intriguing elements. Response: The response of a human resource is a psychological, physiological, and behavioural act expressed in response to a variety of stimulation factors.

The pressure experienced by the individual is the consequence of the interplay between compounds connected to the institution's environment, including external and internal factors, as well as factors associated with the human element (Al Dosari, 2010).

However, it is possible that a culturally rooted phenomenon like work stress manifests itself differently in different cultures. As a result, it is being investigated to (a) investigate work stress in each cultural environment individually, as findings cannot be easily translated from one culture to another, and (b) develop items that capture stress (Sanchez, 2006).
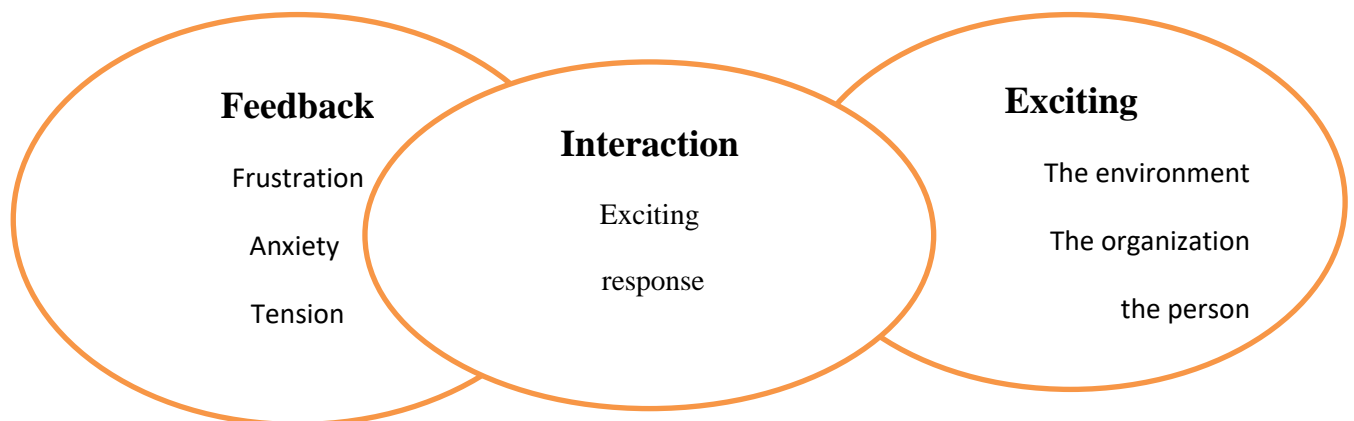
Figure 1: Elements of work stress

Source: (Shafik (2010)

The figure discusses this personal or organizational view of work stress through a three-fold process. The first is the interaction followed by the feedback to achieve satisfaction. This process is an ongoing interrelated process that aims to achieve positive outcomes.

2.2.5. Work stress resources

Individual and environmental resources, according to McCalister (2006), have the ability to improve the feeling of fit between person and environment. Individuals, for example, analyze the availability and strength of resources when assessing their ability to meet job demands. Resources can reduce work stress and job unhappiness by offsetting the balance in favor of talents to demands and values to supplies.

Individuals under comparable environmental conditions can experience different levels of work stress and job discontent due to the existence or absence of resources. As a result, it's important to look at characteristics that differ from person to person and may contribute to decreased work stress and job discontent.

Workplace stress has a substantial impact on employee performance. Both conventional understanding and positive psychology, according to James (2012), recognise a significant link between people's character strengths and how they execute their work. However, no studies have investigated the link between employees' wisdom strengths, potential mediating effects, and creative task performance.

This study aimed to identify the most important sources of work on the performance of employees under banks operating in Qatar pressures. This study reached the following findings indicate that the size of labor required in Qatari banks is large, increasing the tension and the pressures they face, and to upgrade opportunity is limited and that the high-pressure ratio contributes to the negative impact on their performance (Kubaisi, 2004).

Research has shown a negative correlation between job stress and quality customer service delivery, that is, less stressed employees provide better customer service than more stressed ones (Varca, 1999), and customer service employees reporting chronic stress exhibit particularly poor job performance (Beehr, Jex, Stacy, & Murray, 2000). In general, work-related stress has been shown to result in declines in the quality of employee job performance (Gilboa, Shirom, Fried, & Cooper, 2008).

Increases in exhaustion decreases in employee ability to learn more depressive symptoms, hostility. However, there is very limited literature of this type in the hospitality industry, and a lack of understanding regarding the nature, quantity, and outcomes of stress among hospitality industry employees (Lepine, & Jackson,2004). Within the hospitality industry, work stress has been regarded as one of the most important issues facing managers because, among other things, it affects the performance of all levels of employees, including both managers and hourly employees (Ross, 1995).

Recent research (Kim, 2008) has found that employee stress in the hospitality industry is important because it can result in workers becoming exhausted and cynical, which can have negative effects on service delivery. Stress within the hospitality industry has been qualitatively and moderately correlated with employee physiological symptoms, including headaches, fatigue, indigestion, ulcers, blood pressure, heart attacks, and strokes, and thus may result in decreased productivity and increased health care costs for the hospitality employer.

A stressful context where individuals feel overworked causes a state of attention deficit. Symptoms of dysfunctional stress include 'distractibility, inner frenzy, and impatience' (Hallowell, 2005). The mounting work pressures to achieve time and quality improvements promote such stress reactions and undermine the efficacy of traditional models of professional work design (Elsbach and Hargadon, 2006).

Compounding the problem is the recent downsizing and massive lay-offs resulting from the economic downturn which has forced survivors to simply do more work with less time and resources. What may be even worse, this 'busyness' and resulting stress has seemed to become a status symbol in many organizations. Chajut and Algom (2003) noted that while it is difficult to overstate the practical significance of resolving the question of performance under stress, as Hunter and Thatcher (2007) pointed out, there is still much to learn about the relationship between stress and performance.

Based on theories of psychological resources, it is proposed that the virtue of wisdom may provide employees psychological resources from which to draw from and reduce their stress and in turn enhance their creative task performance (Hobfoll, 2002).

Work overload is positively connected to work-family conflict and work-family conflict, according to Ahmed Zainal Abidin et al. (2011). According to Malik (2010), stress from the role causes employee unhappiness, absenteeism, and turnover. Role stress among women working in the field of information technology, according to Devi and Rani (2016), is caused by a number of causes, including a lack of resources, role overload, and personal inadequacies. When compared to non-working women, working women experience more job stress. Any working woman, especially those with young children to care for, faces stress and work-family conflict on a regular basis (Devi & Rani 2016).

There are various role factors such as role overload Role conflict and role ambiguity, and the effect of role stress influencing job satisfaction is higher among female employees and supervisory employees rather than male employees and nonsupervisory employees (Devi & Rani, 2016). The factors mainly used to study the work-related attitude include job satisfaction (Bruck et al., 2002). The worker will be effective and satisfied only if he is satisfied with his job (Amiria, et al 2010).

A positive emotional state resulting from the appraisal of one job refers to job satisfaction (Devi & Rani, 2016). Temple and Gillespie (2009) define job satisfaction as a feeling that is experienced after a task is accomplished. The of the employee of the organizational goal achievement is based on the level of satisfaction (Devi & Rani,2016).

The employee who is satisfied with her/his job will perform well, who turns out to be productive while the employee who is unsatisfied with her/his job becomes a burden to their organization (Devi & Rani, 2016). The consequences of conflict lead to a reduction in the level of employee satisfaction with his/her job, family, or life (Burke & El-Kot, 2010).

2.2.6. Effects of work Stress

The literature related to the effects of work stress (Rial-Gonzalez, 2000; Cox & Griffiths, 2010) identifies two types of work stress effects, namely, the effects of work stress on the individual, called individual stress, and the effects of work stress on the organization, called organizational stress. As a result of work stress affecting an individual, they often show signs of increased unease and irritability, inability to relax or concentrate, difficulties with logical thinking and disability of decision-making, lower job satisfaction and work dedication, feelings of fatigue, depression, anxiety, and sleeping problems. In addition to this, physical health problems might arise, such as heart disease, problems with the digestive system, high blood pressure, headaches, and musculoskeletal disease.

Also, physical stress can cause serious mental health problems. Thus, for example, as the findings of the study by Irvine (2011) suggest, the starting point of the experience for many employees in the mental health and the field of employment, as they described it to the researchers, was not one of illness or disability, but of sadness, stress or worry.

The costs of the stress at work are reflected both on the persons and organizations and go beyond them, and up to the level of the society at large. On the individual level, stress can have negative effects on the workers' health state, as well as reduced performance (Cox & Griffiths, 2010), lack of career opportunities, and even danger of losing the job (Cox & Griffiths, 2010). In more severe cases, stress can lead to depression disorders (Netterstrm, 2008). For the company or organization, the costs of stress can have various forms, such as absenteeism (Houtman et al., 1999), expenses with workers' health and personnel turnover (Griffeth,et al, 2000) that is, costs with recruiting and training the workforce, risky behaviors (Siegrist & Rödel, 2006). Furthermore, in recent years, an alarm has been drawn on the productivity and efficiency loss generated by work stress (Cooper et al. 2001).

Workplace stress can put a strain on society and social security systems, especially if difficulties worsen and result in loss of work, unemployment, or retirement due to health concerns. This three-year project had as its main goal the development of a stress-related stress assessment tool based on the analysis of work-related stress as well as the diagnosis of its prevalence in Romanian firms (Petreanu, 2013).

3. Methodology

3.1 The population and sample

The population is the employees working in the four- and five-star hotels in Luxor and the Red Sea. According to the Egyptian Hotels Guide (2016), the number of five- and four-star hotels in Luxor and Red Sea is 123 hotels: 44 five-star hotels and 79 four-star hotels. As the population is infinite, the researcher used a random sample of 450 employees, distributed as 300 employees in the five-star hotels, and 150 employees in four-star hotels (Krejcie & Morgan,1970).

3.2 Instrument and data collection

A self-administered questionnaire was designed and distributed to the employees of five- and four-star hotels at Luxor and Red Sea.

3.3 Hypothesis of the study

1- There is no significant difference between the four and five-star hotels with regard to the work stressors.

3.4 Data analysis

Descriptive analyses were performed to investigate the frequency distribution of responses to the relevant questions, Std. deviation and mean. Descriptive research involves the presentation of information in a simple form. Five points Likert scale was used where 1 indicates strongly disagree and 5 indicates Strongly agree. Data analysis was carried out using SPSS version 24 (statistical package for social sciences). The regression test was used to test the hypotheses.

3.5 Validity and reliability

3.5.1 Validity

Validity expresses the degree to which the research tool reaches the goal for which it was designed. Validity is important in building data collection tools because it reveals their internal contents. A tool is considered valid if it measures the quality and ability that it is intended to measure. To verify the validity of the study questionnaire, the researcher used the following methods.

Face Validity

Face validity depends on the apparent review of the contents of the tool to ensure its clarity, accuracy, correct arrangement, and ease of realization by its respondents. In the light of this, the selected phrases attached to the definition of the questionnaire and its dimensions were presented to a group of (15) professors from faculty members in Tourism Institutes and Colleges to express their opinion about the validity of the questionnaire for application and its suitability in terms of the extent of the integrity of the phrase in terms of linguistic formulation, the extent to which the phrase is related to the dimension, and the degree to which each of the dimensions is related to the subject of measurement.

After presenting the questionnaire in its initial form to the panel, a final draft of the questionnaire was produced according to the comments of the panel. The number of questionnaire phrases became (68) phrases representing the sub dimensions of the questionnaire, that is, (4) phrases were deleted from the questionnaire phrases by (2.72%) of the total number of questionnaire phrases.

Content Validity

Validity is one of the appropriate methods to verify the structural validity of a questionnaire. In this method, the total questionnaire scores are the same as the criterion used to calculate its validity, by finding the value of the correlation coefficient between the total scores of each dimension and the total questionnaire scores.

4. Results and Discussion

4.1 the demographic and work data

(1)Table the demographic and work data

The gender	4 star		5 star		Total	
	F	%	F	%	F	%
Male	86	57.3	215	71.7	301	66.9
Female	64	42.7	85	28.3	149	33.1
Total	150	100	300	100	450	100
The age	4 star		5 star		Total	
	F	%	F	%	F	%
Less than 25 years old	12	8	16	5.33	28	6.22
From 25 to less than 45 years	105	70	226	75.3	331	73.6
From 45 years and over	33	22	58	19.3	91	20.2
Total	150	100	300	100	450	100
qualification	4 star		5 star		Total	
	F	%	F	%	F	%
Secondary school	8	5.33	4	1.33	12	2.67

Two years diploma after high school	24	16	16	5.33	40	8.89
University education	108	72	267	89	375	83.3
Post graduate	10	6.67	13	4.33	23	5.11
Total	150	100	300	100	450	100

marital status	4 star		5 star		Total	
	F	%	F	%	F	%
married	126	84	267	89	393	87.3
Single	24	16	33	11	57	12.7
Total	150	100	300	100	450	100

Department	4 star		5 star		Total	
	F	%	F	%	F	%
front offices	24	16	29	9.67	53	11.8
House keeping	33	22	49	16.3	82	18.2
Food and beverages	93	62	222	74	315	70
Total	150	100	300	100	450	100

Contract	4 star		5 star		Total	
	F	%	F	%	F	%
Permanent	15	10	23	7.67	38	8.44
Temporary	123	82	259	86.3	382	84.9
Casual	12	8	18	6	30	6.67
Total	150	100	300	100	450	100

Work experience	4 star		5 star		Total

	F	%	F	%	F	%
Less than one year	11	7.33	26	8.67	37	8.22
from one to five years	43	28.7	32	10.7	75	16.7
More than five years	96	64	242	80.7	338	75.1
Total	150	100	300	100	450	100

As shown in table (1) most employees of Luxor and red sea governorates the five star hotels on average has a male rate of 71.5 % , while the rate of females are 28.5%. In the four-star hotels, the rate of males are 56.4% and 43.6 of females. At the same time, most employees of Luxor and red sea governorates in the five-star hotels are (from 25 to less than 45), on rate 75.53 % then 69.6% in the four star hotels. Also, most employees of Luxor and red sea governorates in five-star hotels are those who are university graduates with a percentage of 89.31 %, then 71.3 in the four- star hotels. Moreover, most employees of Luxor hotels and red sea governorates in the five-star hotels are married on average 89.31% then 84% in the four-star hotel

As shown in table (1) most employees occupy food and beverage department in the five star hotels in Luxor and red sea governorates on average 73.6% and 60.77 in the four star hotels. For the contract type most employees are working on temporary system contracts in the five- star hotels at rate of 86.5 and 80.66 in the four-star hotels.

1.2 . The work stressors

Table (2) illustrate that worker in the four-star hotels in the governorates of Luxor and the Red Sea are more sensitive about the job burden, with an average of (3.4) at a rate of (68%), followed by five hotels with an average of (3.38) at a rate of (67.6%).

Table (2) Job burden of workers in the four and five-star hotels.

No.	Phrases	5 Star				4 Star			
		M	S.D	P%	R	M	S.D	P%	R
1	I do more tasks than I can do at once.	3.14	1.27	62.8	4	3.16	1.28	63.2	3
2	My ability and my readiness is less than how much work I have	3.16	1.05	63.2	3	3.15	1.01	63	4
3	Work stress affect my performance	4.22	1.04	84.4	1	4.25	1.04	85	1
4	There is no rest time during official working hours	3.09	1.2	61.8	5	3.09	1.19	61.8	5
5	The specified work time does not allow me to do everything that I am expected to do.	3.3	1.18	66	2	3.33	1.16	66.6	2
	Total	3.38	1.23	67.6		3.4	1.22	68	

The job burden in the four-star hotels in Luxor and the Red Sea governorates is represented in the following indicators: Work pressure affects my performance, which was with an average of (4.25) at a rate of (85%). The allotted work time does not allow me to perform everything I expect to do, which was with an average of (3.33) at a rate of (66.6%). I do more tasks than I can do at one time, which was on average of (3.16) at a rate of (63.2%). My ability and willingness are less than my work amount, which was on average of (3.15) at a rate of (63%). I don't have time to rest during official work hours, which was with an average of (3.09) at a rate of (61.8%).

The job burden in the five-star hotels in Luxor and the Red Sea governorates is represented in the following indicators: Work pressure affects my performance, which was with an average of (4.22) at a rate of (84.4%). The allotted work time does not allow me to perform everything I expect to do, which was with an average of (3.3%) at a rate of (66%). My ability and willingness are less than my work amount, which was on an average of (3.16) at a rate of (63.2%). I do more tasks than I can do at one time, which was on an average of (3.14) at a rate of (62.8%). I don't have time to rest during official work hours, which was with an average of (3.09) at a rate of (61.8%).

The study agreed with (Abualrub, 2004) that job-related stress is defined as any work situation perceived by the participant as threatening due to the mismatch between the situation's demands of the situation and the individual's coping skills.

Table (3) Pressure and Nature of Work for Workers

No.	Phrases	5 Star				4 Star			
		M	S.D	P%	R	M	S.D	P%	R
6	Long working hours.	3.24	1.34	64.8	3	3.25	1.32	65	3
7	Discouraging work conditions are bothering me and causing me psychological stress.	3.84	1.07	76.8	1	3.89	1.05	77.8	1
8	Increased work stress leads to an increase in the proportion of error.	3.42	1.4	68.4	2	3.71	1.18	74.2	2
	Total	3.5	1.3	70		3.62	1.22	72.4	

The table indicate that workers in the four-star hotels in the governorates of Luxor and the Red Sea are more exposed to pressure and the nature of the work, where the average was (3.62) at a rate of (72.4%), then followed by the five hotels with an average of (3.5) at a rate of (70%).

The stress and Nature of Work in the four-star hotels in Luxor and the Red Sea governorates are in the following indicators: Discouraging working conditions bother me and causing psychological stress, which was with an average of (3.89) at a rate of (77.8%). The increased work stress increases the percentage of my mistakes, which was with an average of (3.71) at a rate of (74.2%). I work long hours, which was with an average of (3.25) at a rate of (65%).

While the Work stress and Nature of Work in the five-star hotels in the Luxor and the Red Sea governorates are represented in the following indicators: Discouraging working conditions bother me and causing psychological stress, which was with an average of (3.84) at a rate of (76.8%). The increased work stress increases the percentage of my mistakes, which was with an average of (3.42) at a rate of (68.4%). I work long hours, which was with an average of (3.24) at a rate of (64.8%). Similarly, work-related stress was defined by (Alosaimi, 2016) as harmful physical and emotional responses that occur when the requirements of the job do not match the resources or needs of the worker.

Table (4) Ambiguity and conflict of the role among workers

No.	Phrases	5 Star				4 Star			
		M	S.D	P%	R	M	S.D	P%	R
9	Sometimes I do not know what is required of me to do in my work.	3.12	1.42	62.4	3	3.11	1.42	62.2	3
10	Work under conflicting policies and guidelines.	3.5	1.45	70	1	3.52	1.42	70.4	1
11	The work entrusted to me is difficult and unclear	2.6	1.09	52	4	2.6	1.11	52	4
12	My work responsibilities are variable and unstable.	3.19	1.27	63.8	2	3.21	1.27	64.2	2
	Total	3.1	1.35	62		3.11	1.35	62.2	

The previous table illustrate that the workers in four-star hotels in Luxor and the Red Sea governorates are more sense of ambiguity and conflict in the role, with an average of (3.11) a rate of (62.2%), followed by five hotels with an average of (3.1) a rate of (62%).

The Ambiguity and conflict of the role among workers in the four-star hotels in the Luxor and the Red Sea governorates are represented in the following indicators: The work assigned to me is difficult and unclear, with an average of (3.52) at a rate of (70.4%). Sometimes I do not know what I am required to do in my work, which was with an average of (3.21) at a rate of (64.2%). Working under conflicting policies and guidelines, which were with an average of (3.11) at a rate of (62.2%). My responsibilities are variable and unstable, which was with an average of (2.6) at a rate of (52 %).

The Ambiguity and conflict of the Role among workers in the five-star hotels in Luxor and the Red Sea Governorates are represented in the following indicators: The work assigned to me is difficult and unclear, with an average of (3.5) with a rate of (70%). Sometimes I do not know what I am required to do in my work, which was with an average of (3.19) at a rate of (63.8%). Working under conflicting policies and guidelines, which were with an average of (3.12) at a rate of (62.4%). My responsibilities are variable and unstable, which was with an average of (2.6) at a rate of (52%). The study agrees with (Lee, 2010) which states that role ambiguity is uncertainty about what a person responsible for a specific activity should do, and lack of definitions or information regarding responsibilities, expectations, and expected behaviors for a position or regarding its scope, can create role ambiguity which causes work stress.

Table (5) Stress of economic and social work

No.	Phrases	5 Star				4 Star			
		M	S.D	P%	R	M	S.D	P%	R
13	I feel that work requirements are conflicted with my family duties.	2.94	1.48	58.8	2	2.96	1.48	59.2	2
14	Work stress affects my personal and healthy life.	3.21	1.33	64.2	1	3.25	1.33	65	1
	Total	3.07	1.42	61.4		3.11	1.41	62.2	

The table illustrate that worker in the four-star hotels in the governorates of Luxor and the Red Sea are more exposed to economic and social work stress, where the average was (3.11) with a percentage of (62.2%), then followed by the five hotels with an average of (3.07) and with a rate of (61.4%).

The Economic and Social Work stress among workers in four-star hotels in Luxor and the Red Sea governorates are represented in the following indicators: Work stress affects my personal life and my health, which was on average of (3.25) at a rate of (65%). I feel that work requirements conflict with my family duties, which was with an average of (2.96) at a rate of (59.2%).

The stress of economic and social work among workers in four-star hotels in Luxor and the Red Sea governorates is represented in the following indicators: Work stress affects my personal life and my health, which was on an average of (3.21) at a rate of (64.2%), I feel that work requirements conflict with my family duties, which was with an average of (2.94) at a rate of (58.8%). The study agrees with (Hobfoll, 2002) when argued that social support also plays an important role in the conservation of resources theory and there are reasons to believe that social support is affected by stress and negative affect.

Finally, the previous tables in that part discussed the stressors of the work stress which consist of four dimensions in 14 statements.

4.4 Testing Hypotheses

Table (6) the difference between the four and five-star hotels with regard to the work stressors.

Stress-reducing strategy	4 star		5 star		T	Sig.
	M	S. D	M	S. D		
Job burden of workers in the four and five-star hotels	16.98	2.921	16.91	2.925	0.224	0.823
Pressure and Nature of Work for workers	10.61	2.334	10.49	2.408	0.429	0.668

Ambiguity and conflict of the role among workers	12.40	3.555	12.44	3.540	0.090	0.928
Stress of economic and social work	6.22	2.512	6.15	2.495	0.241	0.810
the work stressors	46.21	6.884	45.99	6.919	0.284	0.776

It is clear from Table (6) that it shows there is no significant difference between the four and five-star hotels with regard to the work stressors, the following:

For the dimension of the job burden of workers, The average score of the four-star hotels was (16.98), while the average degrees of the five-star hotels was (16.91), it is found that the calculated value of (T) is (0.224), which is smaller than its tabular value at a significant level of (0.01) or less, which means that there are no significant differences on the dimension of job burden of workers between four and five-star hotels.

For the dimension of the pressure and nature of work for workers, The average score of the four-star hotels was (10.61), while the average degrees of the five-star hotels was (10.49), it is found that the calculated value of (T) is (0.429), which is smaller than its tabular value at a significant level of (0.01) or less, which means that there are no significant differences on the dimension of pressure and nature of work for workers between four and five-star hotels.

For the dimension of ambiguity and conflict of the role among workers, The average score of the four-star hotels was (12.40), while the average degrees of the five-star hotels was (12.44), it is found that the calculated value of (T) is (3.540), which is smaller than its tabular value at a significant level of (0.01) or less, which means that there are no significant differences on the dimension of ambiguity and inconsistency of the role among workers between four and five-star hotels.

For the dimension of stress of economic and social work, The average score of the four-star hotels was (6.22), while the average degrees of the five-star hotels was (6.15), it is found that the calculated value of (T) is (0.241), which is smaller than its tabular value at a significant level of (0.01) or less, which means that there are no significant differences on the dimension of stress of economic and social work between four and five-star hotels.

For the work stressors as all, The average score of the four-star hotels was (46.21), while the average degrees of the five-star hotels was (45.99), it is found that the calculated value of (T) is (0.284), which is smaller than its tabular value at a significant level of (0.01) or less, which means that there are no significant differences on the work stressors as all, between four and five-star hotels.

Based on regression analysis, the third hypothesis of the study is accepted, which states: "There is no significant difference between the four and five-star hotels with regard to the work stressors."

5. Conclusion and Recommendations
5.1 Conclusions

The study demonstrated that work stress affects performance and showed that discouraged working conditions cause psychological stress. It seems that increased work pressure and working under conflicting policies and guidelines increased work stress and the percentage of employees' mistakes. Work stress affects the morale, personal life, and health of workers.

5.2 Recommendations

- The results have shown that one of the most important factors causing stress is the job burden of the worker with tasks that exceed his capabilities and ability, with an average rate of 63%. Therefore, the study recommends the need to make a clear description of the tasks, taking into account the capabilities and skills of the hotel workers.

- The economic and social aspects of the workers in the four- and five-star hotels in Luxor and the Red Sea should be taken into consideration by reducing work stress to reducing work stress among workers

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