A STUDY OF PREVALENT STRESS AND LIFE SATISFACTION AMONG FIVE STAR HOTEL EMPLOYEES IN NEPAL

A DISSERTATION
SUBMITTED TO THE FACULTY OF HUMANITIES
AND
SOCIAL SCIENCES IN FULFILLMENT OF
REQUIREMENTS FOR THE DEGREE OF DOCTOR
OF PHILOSOPHY IN PSYCHOLOGY

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FORWARD

I recommend the dissertation of Gopi Lal Neupane **A STUDY OF PREVALENT STRESS AND LIFE SATISFACTION AMONG FIVE STAR HOTEL EMPLOYEES IN NEPAL** submitted for the award of degree of DOCTOR OF PHILOSOPHY, Tribhuvan University, Nepal. The dissertation, which has been completed by Mr. Neupane under my supervision and guidance, is recommended for the necessary process of final acceptance.

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LETTER OF RECOMMENDATION

We hereby recommend that this dissertation entitled, A STUDY OF PREVALENT STRESS AND LIFE SATISFACTION AMONG FIVE STAR HOTEL EMPLOYEES IN NEPAL, prepared by Gopi Lal Neupane under our supervision is accepted by the Research Committee for the final examination in the fulfillment of the requirements for the degree of DOCTOR OF PHILOSOPHY in PSYCHOLOGY.

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Gopi Lal Neupane

PREFACE

This is a research work on stress and life satisfaction and aims to convey the relation among variables such as stress, life satisfaction, locus of control, and general health of hotel employees in particular.

This research report is organized into five chapters. Chapter 1 is the introduction chapter. It contains the concept of stress and stressor, stress and consequences, Stress tolerance limit, stress cost, Stress and illness, Life events and stress, Locus of control and stress, Life satisfaction and Stress, Gender and stress, Ethnicity and stress, Stress management, Five star hotels in Nepal, Variables, Rationale, Objectives of study, Justification of study, Statement of Problem and Hypotheses of Research.

Chapter 2 examines relevant researches done by psychologists and scholars. This chapter is therefore, basically the literature review. In literature review, the review has been done according to their significance and relatedness to this research topic. The review includes native scholars, foreign scholars and researchers.

Chapter 3 states the Methodology of the research. This research adopted the survey method, standardized questionnaire, and inventory.

Chapter 4 contains the Result and Interpretation**.** It tested the five hypotheses. Except hypothesis 1, other hypotheses reject the null hypothesis in favor to alternative hypothesis.

Chapter 5 contains the discussions and suggestions. The discussion focuses on the result of the hypothesis testing. The findings of the present study have been compared to the findings of other previous researches in the discussion chapter. Further research works that can be done has been cited in suggestions.

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ABSTRACT

This research has two pronged aims. The first aim is to develop life Event Inventory after collection of stressful life events from 800 sample of professionals (N=700) and students (N=100). The Nepalese life stress Inventory was administered on 10.18% employees (N=250) sample from all (six) five star hotels. Systematic random sampling technique was used to represent the population universe of 2455. The sample (N=250) consisted of males (N=208) and females (N=42). Methods of study used were Standardized Questionnaire: Locus of Control Inventory (Rao, 1985), General Health Questionnaire (Goldberg and Williams, 1988), Life Satisfaction Scale (Warr, 1989), informal interview and participatory observation.

The second aim is to compute analysis of variables, showed that married employees were less stressed, enjoyed good health and showed more satisfaction in life than unmarried. Married were found to be more internal than the unmarried. Married were high risk takers. Employees from terai were high internality oriented than the employees from Hill and Mountain. Urban employees showed high internality than the rural employees. Similarly Sino-Tibetan employees showed high internality. Female employees also showed high internality, good health and high life satisfaction. Further attempts were made to test hypotheses. The difference of stress score in males and females were not found significant (null hypothesis was retained). There was positive

and significant relation between life satisfaction and locus of control. The difference of stress due to gender (biological) was not significant.

Employees scoring high in internality showed high life satisfaction. The mean score of life events at hill region was greater than mean score of life events at mountain and terai. Pearson correlation between life satisfaction and general health was significant. Stress has negative effect on the well-being. In covariate analysis age has significant effect on life satisfaction, and religion has effect on health. The interaction effect of work experience and salary together has the significant relation to life satisfaction.

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LIST OF ABBREVIATIONS

ANOVA	=	Analysis of Variance
CAL	=	Calculated
CAQ	=	Clinical Analysis Questionnaire
CEO	=	Chief Executive Officer
df	=	Degree of Freedom
EWP	=	Employee Wellness Program
GAS	=	General Adaptation Syndrome
GHQ	=	General Health Questionnaire
H_1	=	Alternative hypothesis
HMG	=	His Majesty the Government
H_O	=	Null Hypothesis
LCU	=	Life Change Unit
LE	=	Life Event
LEI	=	Life Event Inventory
LOC	=	Locus of Control
LSS	=	Life Satisfaction Scale
M	=	Mean
M/F	=	Male/Female
MANOVA	=	Multivariate Analysis of Variance
MLES	=	Modified version of Life Event Scale

P	=	Probability
r	=	Correlation
R	=	Ratio
SD	=	Standard Deviation
SIG	=	Significance
SPSS	=	Statistical Package for Social Sciences
SRRS	=	Social Readjustment Rating Scale
STD	=	Standard
STL	=	Stress Tolerance Limit
Tab	=	Tabulated
UK	=	United Kingdom
US	=	United States
WHO	=	World Health Organization