

CHAPTER I

INTRODUCTION

The concept of stress is marked everywhere as a tension and it is an unavoidable aspect of person's life span. The tension is applied not only in our everyday conversations but has become enough of a public issue to attract widespread media agencies. Different views are emerging in relation to depict a stressful situation. Persons may show similar or shared (in a family stress situation) or totally different expression of stress. There are sub-cultural (ethnic) and contextual (professional) variances in connoting the meaning of stress. It is obvious that stress disturbs a working person. This study explores the specific life events of working persons in relation to their path of control, satisfaction in life, and health etc. This study is related to the hotel worker's construal of their own environmental transactions. They evaluated their potential threat or harm (primary appraisal). Here these stressors upset worker's physical, as well as psychological well-being, and focus has been given to identify and quantify potential stressors, or stressful life events, a new scale (tool) has been developed which will measure positive and negative both types of stresses.

Below views of some scholars have forwarded to clarify the origin and development of stress. Scholar like Beck (2000) believes that organizational stress develops when salary and work efficiency is poor but Cox (1985) and Kahn et al, (1964) understood stress as the general term denoting the lack of fit

between the workers' abilities, needs, and the demands of their environment. Gmelch (1982) marks job stress as a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning. Whereas McGrath (1989) prefers to use the term homeostasis (physiological category) to describe stress as to maintain equilibrium of individual with the environment. According to him misbalance between person and his/her surrounding creates the stress in individual. Stress has been emphasized as the state that occurs when people are faced with demands from the environment that requires them to change in some way (Veitch and Arkkelin, 1995). According to House et al (1978), a majority (89%) of adult Americans experience high stress at a time or another and fully six out of ten feel great stress at least once or twice a week, and more than one in four live with high stress everyday. They argue about the quantity and quality of stress experienced by an American. Ivancevich and Matteson (1980) view stress simply as the interaction of the individual with his/her environment. Monat and Lazarus (1977) have explained stress as any event in which environmental demand and/or internal demand tax or exceed the adaptive resources of the individual, his or her tissue system, or the social system of which one is a part. This definition encompasses aspects of both the stimulus and the response, and includes the organism as an active participant in the process.

Most of the scholars considered stress in negative terms (Brief et al, 1988). It is thought to be caused by some bad events, in the form of distress. But there is also a positive, favorable side of stress which is caused by good events. This form is known as eustress (Selye, 1974). According to him the nature of stress is bipolar: Hypo-Hyper stress and Stress-Distress. Scholars agree in the variation of definitions of stress as the difference of individual. Stress is very subjective. It is the individual's assessment of a situation. People have different perception and interpretation of the term stress (Bheer and Bhagat, 1985). Mason (1975) also agrees that there is the confusion and lack of consensus regarding its definition. He viewed stress at least four different ways: first the external force acting on the organism; second, as the response or change in the physiological functions; third, as the interaction between an external force and the resistance opposed to, like in biology, and finally, as a comprehensive phenomenon encompassing all the three.

Agrawala, Malhan, and Singh (1979) giving comprehensive example assert that the confusion in the meaning of stress is primarily due to fact that the same term is used variously by scholars of different disciplines. In physics, stress is a force, which acts on a body to produce strain. In physiology, the various changes in the physiological function in response to evocative agents denote stress (rather than strain). In psychology, stress refers to a particular kind of state of the organism resulting from some interaction between an individual and the environment.

Psychological stress is a broader term encompassing both systemic stress and also the conditions proceeding systemic stress (Cofer and Appley, 1964). Luthans (1995) has compared stress equivalent to the term sin.

Oriental traditional texts like in *Yogasutra*, *Mahabharat*, *Ramayan*, and *Bhagwad Gita*, have coined the term *dukha* (pain, misery, or suffering), *Klesa* (hardship), *Kama* or *Trisna* (desire), *Atman* (self), *Ahamkara* (ego), *adhi* (mental wondering), *Tanao* (Tension) and *prajnapartha* (failure or lapse of consciousness) which are appear to be equivalent to stress. Though, they are not synonymous to stress. It is interesting to note that the invention of traditional body-mind relationship reflect the characteristic of modern sense stress which has been still highly emphasized in the Ayurvedic system of medicine (Pestonjee, 1992). Oriental scholars like Palsane, Evans, Bhawasar, and Goswami (1993) have discussed stress as a product of an individual's lifestyle and total mind–body relationship.

Rao (1995) has very succinctly traced the origin of stress in far oriental thought. Going back to the *Samkhya*, and *yoga* systems, he has pointed out that two Sanskrit words: *klesa*, and *dukha* are approximate to stress.

Stress, anxiety, burnout, nervous tension and distress convey distinct meaning. Stress is not simply anxiety. Anxiety operates solely in the emotional and psychological sphere, whereas stress operates in the physiological sphere (Siddiqui and Pandey, 2001). Sometimes stress can be accompanied by anxiety, but the two should not be equated. Stress is not

simply nervous tension. Nervous tension may result from stress, but the two are not the same. People at the unconscious stage can also exhibit stress, and some people may keep it bottled up and not reveal it through nervous tension (Myres, Lindenthal and Pepper, 1974). Distress may be prevented or can be effectively controlled whereas stress as tension cannot be satisfactorily controlled. It is inevitable. Job burnout is characterized by emotional exhaustion, depersonalization, and diminished personal accomplishment (Luthans, 1989).

Asthana (1983) critically opines that though the concept of stress has been tackled quite thoroughly by all disciplines, there is a sad neglect of a phenomenological analysis of the concept which is crucial to the understanding of the phenomenon. In phenomenological psychology, man is perceived as existing living being. All experiences are related to existing human beings and the world. Consciousness refers to the state of being aware of something else. Our consciousness of the existing situation means that we are physically responding to it and sometimes this response is taken from the feeling of stress- an intentional act and not a causal reaction in a physiological sense. Feelings are affirmations of attitudes toward situations and the experience of stress is one of such affirmations. Stress is experienced as a restriction of the existence. He believes that there has been an overdependence on the language of physics for describing psychological phenomena. He prefers the use of psychological terms to describe the experience.

Some researches concur with the widely held belief that the concept of stress is originated in the field of structural engineering and physical sciences which in due course of time has been adopted by behavioral scientists. It has been attempted to demystify the established facts related to the phenomenon of stress. The person-environment paradigm of stress emphasizes the balance between them. Stress, in this regard, may be viewed as a stimulus to growth and the achievement. Pestonjee (1983) views stress as the personal response to certain variations in the environment.

From above definitions, stress can be defined as (a) stimuli-oriented, (b) response-oriented and (c) psychodynamic viewpoints (Asthana, 1983).

Stimulus-Oriented Approach: stress is regarded as an external force, which is perceived as threatening. Some thinkers consider threat as stress. Any external event or any internal drive, which threatens to upset the organismic equilibrium, is stress.

Response-Oriented Approach: In this approach, it is claimed that the nature of stress, can be understood best in terms of the way people perceive and ascribe meaning to stress-producing situations, the values they attribute to actions and the way they interact with events. Stress cognition is conceived as per-conceptual: it is more adjectival than motivational. Psychiatrists have identified four phases in reaction to stress- the initial phase of anticipatory threat, the impact of stress, the recoil phase and the post traumatic phase. The response-oriented approaches describe how stress is reacted to, and how

people function under stress. The way it is presumably experienced is inferred from the response-oriented, i.e., it views the reactions of the organism as attempts come to terms with the environment. The trouble with the psychological approach is that it labors under the impact of Cartesian dualism. Having first separated the mind from the body of living entity, devices are then invented to relate the parallelism, interactionism or epiphenomenalism. Psychologists feel secured if they are able to successfully relate the psychological to the physiological processes by establishing concomitant variation in the vicissitudes of the psyche relative to change in the soma. Such a reductionist explanation seems to satisfy the physiologically oriented psychologists.

The Psychodynamic view points: This approach considers events (both external and internal) which pose a threat to the integrity of the organism leading to the disorganization of personality as stress. Stress presages loss of ego strength and loss of ego support. Stress may be induced by interpersonal (external) or intrapsychic (between own impulses and ego) factors resulting in anxiety. The socially oriented psychologists believe that the intrapsychic needs call the mechanisms of perceptual selection, defense and vigilance. There are wide variations among individuals in reactions to stress and the capacity to tolerate it, and in the some individual on different occasions. The most basic aspect of stress is that, like feelings, stress is experienced. Selye's General Adaptation Syndrome (GAS) has been widely held as a comprehensive model

to explain the stress phenomenon. It states that when a organism is confronted with a threat, the general physiological changes occur in three stages: alarm, resistance and exhaustion. Hyper stress, is over-activation or heavy demands in the terms of time or responsibilities; and in hypo stress, individual suffers from lack of activation, characterized by fatigue, and boredom. Achievement, higher productivity, and work effectiveness call for stress. When stresses are left unchecked and unmanaged, they can create problems in performance and affect the health and well being of workers.

1.1 Stressors

Work-scheduling (rotating shift work) is potential stressor (Jamal and Baba, 1992). Job insecurity is an ongoing stressor for many organizational employees (Kuhnert, Sims and Lahey, 1989). Lennon (1994) has reported that lack of control over work produces stress. Uncertainty about role conflict creates stress (Kahn, Wolf, Quinn, and Snoek, 1964). Stressor is commonly used to refer to both condition of the environment and a person's reaction to his or her environment (Jex, Beehr, and Roberts, 1992). Lazarus and Cohen (1977) have described three general categories of environmental stressors. They vary along a number of dimensions. These Cataclysmic (violent) events, are overwhelming stressors. Such events are usually sudden, and give little or no warning of their occurrence. They have a powerful impact. Tornadoes, hurricanes and other natural disasters are all unpredictable, and can be considered in this category of stressors (Baker and Chapman, 1962:

Baum et al., 1983; Hartsough and Savitsky, 1984; Pennebaker and Newton, 1983; Sims and Baumann, 1972). A second group of stressors may be termed personal stressors. These include such events as illness, death of a loved one (Greene, 1966; Hackett and Weisman, 1964; Lehman, Wortman, and Williams, 1987; Parkes, 1972), or loss of one's job (Dooley, Rook and Catalano, 1987; Kasl and Cobb, 1970; Kessler, House, and Turner, 1987). A third group of stressors may be termed background stressors which are persistent, repetitive, and almost routine and considerably less powerful than others. Their impacts are more gradual, and they usually are much more chronic like daily hassles (Lazarus, et al., 1985, Zika and Chamberlain, 1987). Micro stressors like global conditions of the environment pollution, noise, residential crowding and traffic congestion represent noxious stimulation for larger number of people, are chronic and nonurgent. These are difficult to solve by one person. Boyd and Gampert (1983) proposed two fundamental occupational stressors: physical and social stressors. Whereas Luthans (1989) categorized the stressors into four categories: extra organizational stressors, organizational stressors, group stressors and Individual stressors.

Extra organizational stressors include things such as societal/technological change, the family, relocation, economic and financial conditions, race, and class, and residential or community conditions. The phenomenal rate of social and technical change has had a great effect on

people's lifestyles. The more change occurs in life, the poorer is the subsequent health (Neugarton, Havighurst and Tobin, 1918).

Organizational stressor can be categorized into administrative policies and strategies, organizational structure and design, organizational processes, Downsizing, and working conditions (Luthans, 1989). Chronic occupational demands can lead to stress. Working woman with perceived pay inequity and work overload experiences more stress. Lack of group cohesiveness, lack of social support, and group conflict are the potential group stressor in an organization.

Personality and job factors are the significant individual stressor to produce stress. Role conflict, ambiguity, and individual dispositions such as Type A personality, personal control, learned helplessness, self-efficacy, and psychological hardiness all affect the level of stress someone experiences. The personality complexity and individual difference become the source of stress (Newcomb, 1943). Personality traits such as authoritarianism, rigidity, masculinity, femininity, extroversion, supportiveness, emotionality, tolerance for ambiguity, anxiety, and the need for achievement have been uncovered by research as being particularly relevant to individual stress (Robbins, 1995). Friedman and Rosenman (1974) has studied Type A personality as a more vulnerable to stress (Luthans 1995).

Bortner (1964) found that Type A are irritated with the work efforts of others, and to be misunderstood by supervisor. People's feeling about their

ability to control the situation is an important disposition for stress (Seligman, 1971). Bandura (1982), the great psycho social theorist, has found the relation of high self-efficacy to low level of physiological arouse. Rathus (1973) points out that people with higher self-efficacy expectations have biological as well as psychological reasons for remaining calmer. Kobasa (1979) has found no hardy executives under considerable stress are sufferer from illness and were characterized as having less commitment, challenge and control.

1.2 Stress and Consequences

Stress is not automatically bad for individual employees or for performance in organization. In fact, it is generally recognized that low level of stress can enhance job performance. One study found that mild stress, such as getting a new supervisor, being involuntarily transferred, may have the positive result in performance (Robbins, 1972). Also, mild stress may get employees juices flowing and lead to increased activity, change, and overall better performance. People in certain job, such as in sales or creative fields like journalism would seem to benefit from a mild level of stress. But police officers and physicians may not benefit from constant mild stress.

Recent researches indicate that the level of difficulty, nature of the task being performed, personal dispositions psychological dispositions, and neuroticism affect the relationship between stress and performance. The performance of many tasks at a time creates the stress. It is advisable to drop off rigorous performance when stress rises to high levels. High level of stress

affects the contemporary society in general and for effective human resource management in particular. The problems due to high level of stress can be exhibited physically, psychologically, or behaviorally by an individual. Supporting the fact, Luthans (1989), says that there are physical consequences, psychological consequences, and behavioral consequences.

A high level of physical stress is accompanied by high blood pressure, high level of cholesterol, and may result in heart disease, ulcers, and arthritis. There is link between stress and cancer (Luthans, 1989).

Ivancevich and Matteson (1980) found that company's loss due to heart attack of employees is very serious. High level of psychological stress is accompanied by anger, anxiety, depression, nervousness, irritability, tension, and boredom. It is accepted that stress has the significant impact on aggressive actions like sabotage, interpersonal aggression, hostility, and complaint. These types of psychological problem from stress are relevant to poor job performance, lowered self-esteem, resentment of supervision, inability to concentrate, inability to make decisions, and job dissatisfaction. These outcomes of stress have a direct cost effect on the organization (Paykel, 1974).

Another issue of even grater significance is that the outcomes of stress can have a subtle, but very real effect on the styles and effectiveness of managers who are under constant stress may become very moody (Cartwright and Copper, 1997). The psychological problem yields the negative effect on

performance and forced the manager to be a rotten personality which in fact is the result of stress (Porter, 1962).

Direct high level of behavioural stress include under eating or overeating, sleeplessness, increased smoking and drinking and drug abuse. It is realized that 60 percent of the population all over the world are alcoholics, that another estimated 10 percent are problem drinkers (US Health Report 1994).

Problems with alcohol have been recognized for a number of years. Several problems stemming from drug abuse have emerged more recently. In Nepal the problem is growing seriously in these days.

Researches showed the clear relationship between stress and addictive behaviour. Workers experience stress and stay at home leaving work the next day with a hangover and some of them even quit the job.

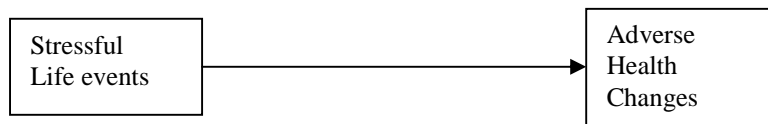
In short, psychological problem affects on workers daily life, health, and life satisfaction. In organization, it manifest in the form of absenteeism, alcoholism, quarrels with friends, turnover, bad health and other overall activities.

1.3 Stress and Illness: A Theoretical Frame Work

Study of stress and illness provides additional evidence of the negative effects of stress on worker's life. Dohrenwend and Dohrenwend (1981) have conceptualized the possible processes whereby stress induces adverse health

changes. They have forwarded six models with hypotheses. Model A, the victimization hypothesis which contains no intervening processes postulate a simple and direct effect of stressful events on health.

Figure 1: Model A. Victimization Hypothesis



Model B, the stress-strain hypothesis, postulates that psychophysiological strain mediates the impact of life events on subsequent health and illness.

Figure 2: Model B Stress-Strain Hypothesis

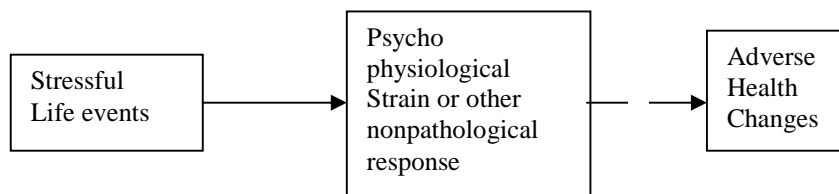
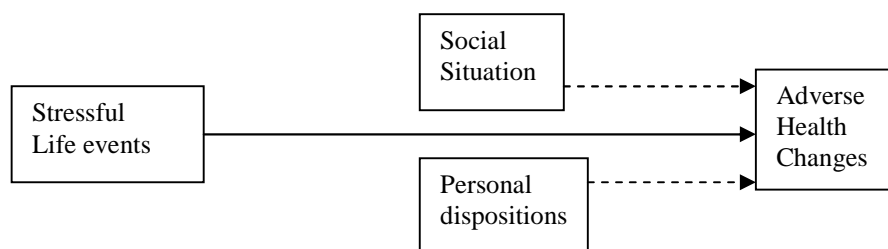


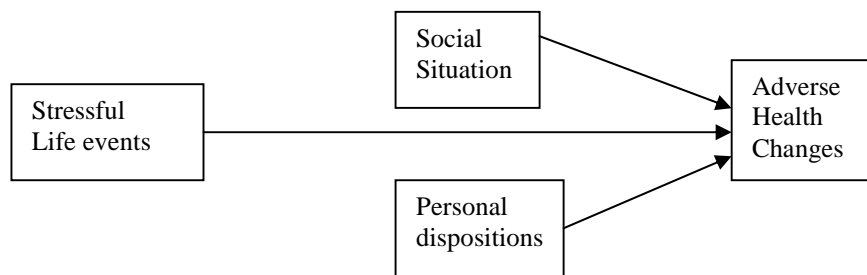
Figure 3: Model C Vulnerability Hypothesis



Model C, Vulnerability hypothesis, suggests that there are preexisting personal dispositions and social conditions which moderate the causal relation

between stressful life events and health. It is this model that suggests to researchers to search for such mediating factors as the strength of social support systems, optimism and locus of control.

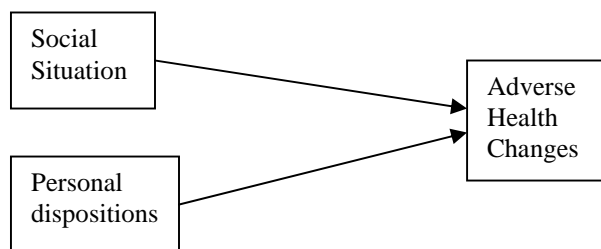
Figure 4: Model D Additive Burden hypothesis



Model D, by contrast, postulates that personal dispositions and social conditions make independent causal contribution to the occurrence of stress. This model suggests that personality variables and/ or social conditions are a potential source of added burden to the individual in the precipitation of illness.

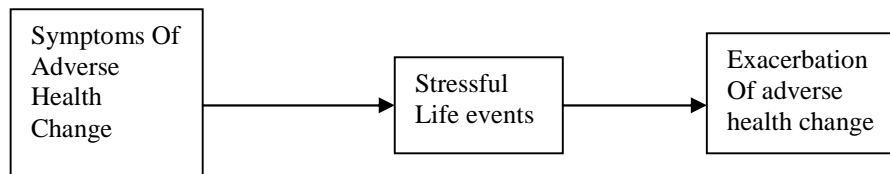
Model E, chronic burden hypothesis proposes that transitory life events have no role in precipitating illness, but rather that stable personal characteristics and social conditions by themselves cause adverse health change.

Figure 5: Model E. Chronic Burden Hypothesis



Model F, the event proneness hypothesis, portrays stressful life events and health disorders. Here stressful life events are thought to characterize individuals who are already ill.

Figure 6: Model F. Event proneness hypothesis



This research is specifically based on these models.

1.4 Life Events and Stress

Some life events are stressful or painful and some events are pleasurable or enjoyable. Pleasurable life events are desirable and yield satisfaction. They promote the individual health and work efficiency. Advancement, growth, recognition, marriage, fall in love etc. are the events which give immense satisfaction in life. Fire from work, death of parents, insurgency, failure in examination etc. are some of the representative events that yield dissatisfaction in life and result the adverse health change. The stressful life events are casually implicated in a variety of undesirable effects on our performance and health (Dohrenwend and Dohrenwend, 1981). Holmes and Rahe (1967) have established the fact that there exists a positive relationship between stressful life events and subsequent illnesses. It is important to study the life events between the onset of illness and a recent

increase in the number of stressful events that necessitate socially adaptive responses on the part of the individual. Brown (1977) has shown that women, who have one important confiding relationship with a husband, lover, or friend, are 90 percent less likely to become depressed than women who have no such relationship to rely on. Dube (1983) attempted to develop a life event scale after reviewing life events scale of Holmes and Rahe (1967), and Paykel et al (1976). Singh et al (1983) attempted to construct a stressful life event scale and obtained some new items which had not been listed in the Holmes and Rahe's scale.

Batlivala (1986) examines the typical role stress faced by Indian executives. Life events bring change in health, family relationships, economic and living conditions, education, religion, and social affairs. They ranged in severity from major life crises, such as death of a parents, to relatively minor events, like change the rented room or school vacation.

Co-relational studies suggest a relationship between life change scores and the onset of tuberculosis, heart disease, skin disease, a general deterioration in health, and poorer academic performance (Srivastava and Singh, 1981).

Syme (1996) has suggested that people who live alone and who are not involved with other people or organizations are more vulnerable to a variety of stresses related chronic illnesses. Lynch (1977) argues that the socially isolated die prematurely. He compared mortality figures indicating that

married people experience a lower mortality rate (from all diseases) than unmarried people. Research studies have shown that members of certain religious groups have lower incidence of stress-related health problems. In many cases it is not the quantity of contacts but the quality or relationship that actually works in communities.

1.5 Locus of Control (LOC) and Stress

Locus of control refers to an individual's belief about what causes the certain outcome (Kuratko and Hodgelts, 1998). It is generally thought of as existing of a continuum with internal at one end and external at the other. Those with an internal locus of control feel that they have considerable control over the outcomes in their lives. Success and failure is a function of one's ability and effort. Those with an external locus of control feel that outside forces such as, luck or fate; exert considerable control over the outcomes in their lives (Weiten and Lloyd, 1994). It has been linked with several other variables such as, academic achievement, health, and psychological adjustment (Haidt and Rodin, 1999). Internals tend more on academic tasks than externals. They also have more effective coping strategies which leads to better psychological adjustment and reduces the negative health affect associated with high stress (Davis and Palladino, 2000).

Gilad (1982) and Timmons (1985) have alluded to the importance of the ability to recognize opportunity for entrepreneur. Perry (1990) states that

an internal locus of control has been one of the psychological characteristics most often used as predictive of entrepreneurship.

Rotter (1966) has developed the construct locus of control as an attempt to combine the older, more established reinforcement approaches with the newly developed cognitive approach (Haidt and Rodin, 1999). Some motivational approaches were viewing minority groups as having a poor work ethic. This view was unfavorable as it was said to be a contributing factor in the oppression of employees from the minority groups. African American populations tended to have an external orientation whereas European-American populations tended to have an internal orientation. The social and economic oppression felt by minority communities led them to develop an external rather than internal locus of control (Haidt and Rodin, 1999).

Druker (1985) has studied on small businessmen on their personality factor. Several of the small business owners have asked about their personality characteristic. The study has found that entrepreneurs have a strong internal locus of control. Boydston and Gampert (1983) has conducted a research to observe the relationship of locus of control and entrepreneurs in a small town. But unfortunately this study is failed to find a significant difference in personality between entrepreneurs and non-entrepreneurs. Later many studies differentiate between the small business owner and the entrepreneur (Drucker, 1985; Timmons, 1994; Hisrich and Peters, 1998). As defined by Bygrave (1993) an entrepreneurial event is the creation of a new organization to pursue

an opportunity. Internality promote a sense of self- sufficiency and determination to succeed (Druker, 1985).

1.6 Life Satisfaction (LS) and Stress

Life satisfaction is the sum totals of the person's satisfaction with all aspects of one's life i.e. living standard, living style, health, expectations from future, accomplishments in one's life, social, economical and family life, religious life, work life and social, economical and political conditions of one's country. In other words, life satisfaction is an indicator of summary evaluation on current life functioning (Alam and Srivastava, 1972). It reflects an overall judgment about realized expectations and aspirations on several domains of one's life space. Satisfaction is viewed as the interaction of the individual's perceptions of his current situation on the one hand and his expectations and aspirations on the other (Shrestha, 1989). Life satisfaction depends on the external vs. internal personality factors and health of an individual. Work status is a major determinant for job satisfaction not only of how one allocates time but also of the nature of monetary resources one allocates in the business (Liss, 1986).

Singh and Joseph (1996) have observed that there is clear linear relationship between stress and general life satisfaction. But, it has been noted that middle aged and low- income individuals appeared to be somewhat less satisfied with life as a whole than higher income individuals of any other age.

Minor et al. (1980) has studied life satisfaction considering three variables: satisfaction with leisure, finances and dwelling. The study has found that employed male and female in relation to satisfaction with leisure, finances and dwelling is same. Locke (1986) has assessed the impact of the additive of three aspects of person-environment, congruence-vocational and vocational-skill utilization to well being of female teachers. It has found that the higher the congruence aspect the higher is the well being of teachers. Teachers who fail to reach congruence have obtained the lowest satisfaction score.

1.7 Gender and Stress

Female advancement is always checked by a ceiling, not always visible, indicates the glass ceiling effect (Luthans, 1987). Latest statistics show that women are being paid far less than men (US Labour Development Report, 1994). Some analyses try to explain about this disparity by noting that many women do not have the same time on the job as men, so their salaries lower. Another commonly cited argument is that many women want to spend time at home with their children, so they are willing to accept slower career progression and lower salaries. These types of reasons fall short of explaining the large disparities that still exist between men and women in the workplace. To meet the challenge to equal pay and opportunity in employment, firms must continue to change their policies and practices to eliminate male-female bias and discrimination. Unless and until the disparity in an organization is

erased, stress due to the male-female prejudice will be present in the organization (US labor report, 1987).

1.8 Ethnicity and Stress

The term ethnicity refers to the ethnic composition of a group or organization (Robbins, 1995). Census statistics indicate that changes in the racial mix of the overall population are reflected in the work force (US Labor report, 1987).

The labour market is changing the racial pattern to greater work- force diversity. The challenge for management will be to deal with these ethnic changes, as with the changes regarding male-female, in terms of policies and practices concerning pay and promotions. Like women, minorities on the average are paid less and are less represented in the upper management ranks (Lindzey, 1976).

1.9 Stress Management

Managing stress is as essential as managing life. There are several ways to manage stress. It is possible to change the objective environment to remove a stress or to alter the psychological environment that the person experiences. It is possible to alter the stress symptoms in some ways so that they will not have any long-run effect. There are mainly three approaches of stress management (Robbins, 1995): personal approaches, organizational approaches, and latest management practices.

Stress is managed by avoiding stressful conditions, change them, or learn to cope more effectively with them. There are so many ways to do this that an extensive discussion of each is beyond the objective of this research. However, some of those are currently thought to be useful and seem particularly relevant to organizational stress. Basically the psychological approaches to managing stress involve: change the environment in which the stressor exists, change the cognitive appraisal of the environment, and change some activity or behavior to modify the environment (Cooper, 1981).

One who experiences high stress at work may resolve the problem by changing jobs within the company or leaving the firm. One may change the behavior at work, perhaps by performing the job in a different way. Counseling and psychotherapy have long been used to solve stress-induced problems. This is carried out by helping a person gain enough self-confidence and self-esteem (Taylor, 1995). Therapists and counselors use many different approaches. These methods are based on learning theory and the use of internal reinforcements. They are behavioral self- management tools to help a person monitor, facilitate, and modify his or her own behavior. The role of the therapist is to share these ideas with a person so that the patient can use them independently. Developing a social support base is another way of coping with stress. Close friends may provide a listening ear, a less-biased assessment of the situation, some help in working out of a stressful situation, and finally, suggest ways to change the behavior so as to make it more adaptive. Managing

the life decreases stress and its symptoms. Many stress producing situations occur because of poor personal planning and time management. The anxiety can easily be avoided or at least reduced by preparing earlier, instead of waiting until the last minute (Lovallo, 1997).

Relaxation, meditation, and biofeedback are a few of the mind-clearing approaches that individual may use to cope with stress. These approaches either detach the person from the stressor or help the person refocus on other less-stressful situations. These approaches may also have important and positive effects on physiological stress symptoms. Relaxation approaches can reduce hypertension and heart rates. Physiological approaches like proper exercise, a wise diet, and not smoking are likely to yield positive effect. Heart rate decreases, blood pressure, is generally reduced, and the body becomes more resistant to pressures (Singh and Udupa, 1977).

Organization realizes that if it is possible to reduce the number and intensity of stressors or to help employees cope more effectively with them, there should be increased performance, reduced turnover and absenteeism, and substantial reduction in cost. This problem can be attacked through the implementation of Employee Wellness Programs (EWP) and by management practices which modify the work environment (Luthans, 1995). Employee Wellness Programs (EWP) along with stress management, include health risk assessments, exercise facilities, and programs like individual counseling and regular seminars and lectures are to be organized.

Specially EWP programs are effective in reducing work stress. They are also very cost-effective when they have the support of top management and are accessible to a large number of employees (US, Labor Report, 1987).

There are several ways that some work stressors can be reduced by good management practices as well. Among these practices, communication is one which reduces uncertainty (Cooper, 1981). This is a way to lessen role ambiguity and may also have direct effects on role conflict if better communication clarifies of responsibility and authority. Effective performance appraisal and reward system reduces role conflict and role ambiguity. When rewards are clearly related to performance, the person knows what he or she is accountable for and where he or she stands. When a warm relationship between a superior and a subordinate exists along with the sound performance appraisal system, the person certainly perceives more control over work environment. He or she also senses some social support for the task of getting the job done well. Increasing participation in decision making gives the person a greater sense of control over the work environment. There is a strong relationship between participation and job satisfaction, role conflict and role ambiguity. Increasing participation requires decentralization of decision making and delegation of responsibility to those who are already accountable for work performance. Job enrichment gives the person more responsibility, more meaningful work, more control, and more feedback. Job enrichment increases motivation and encourages higher work quality, especially among

those with high growth needs. There is nothing in a job that one can't handle. Organizations should seek highly skilled and competent man power that helps them cope effectively.

1.10 Rationale of the Study

Nepal is sandwiched between China and India so realizing the double pressure. The difficult geographical location is also one of the causes to develop stress in Nepalese people. Not only the geography but increasing rich-poor divides is also contributing to increase the stress in Nepalese people. Societies of Nepal comprise predominantly of lower economic class people; about 71% of people live below poverty line by the World Bank standard, and other 20% of people who are just above the poverty line are in no way better than those who are below (Bhattachan, 2005).

Nepal Tourism Board (2004) reported that Nepal's hotel industries are considered as the sick industries. Hotel occupancy rate is very low and flow of tourist has nearly stopped. The report further said that experienced employees are going abroad for job.

Stressors for Nepalese people are widespread. Nepal's physical condition, economic, and social injustice, and ongoing insurgency are some of the causes of stress.

WHO (1984) reported the fact about the developing countries that generated the problems in society in those countries. The unchecked urbanization, destruction of traditional family life, mass migration, violence,

crime and economic hardship are common stressors in developing countries. These conflicting factors are linked to increased rate of drug and alcohol abuse (WHO, 1984). Nepal as a developing country is facing the similar problem now a days.

Nepal under stress is facing the serious problem of insurgency (Bhattachan, 2005). This insurgency is making the people homeless, parentless and spouseless. Leahy (2005), the U.S senator, supporting this fact, gave the report to U.S parliament about Nepal saying that Nepal is one of the world's least developed country facing a ruthless insurgency and political crisis.

In Nepal due to the lack of sufficient mental health personnel, basic infrastructure like hospital/wards and medical equipments, and awareness in Nepalese people about mental disease, Nepalese people are suffering from such curative illnesses. Tausig and Subedi (1997) severely criticized the condition of mental health care system of Nepal and said that Nepal's mental health care system is the example of organizational form that exists in the state of permanent failure.

Kemp (1994) emphasized the need of mental health services to the workplace. Kemp further stated that almost 12 percent of all employees are said to experience psychological problems that are serious enough to affect their work. Psychological problems contribute to 60 percent of all absenteeism from work, up to 90 percent of industrial accidents and 65 percent of work terminations.

The problem of absenteeism, work termination, industrial accidents, and injuries are similarly occurring in Nepal as in United States. This research also sees the effect of stress on such events in general.

In such a condition, research on stressful life events and life satisfaction of employees are relevant and appropriate. The contribution of this research is significant in the area of stress related to health and illness, in the context of Nepal. This research will help in providing employee assistance programs and stress-reduction seminars as well.

1.11 Statement of Problem

Employees' life events affect the work efficiency. Life event is highly related to the general health or minor physical ailments of the employees. If stressful life events occur, obviously the life satisfaction will be diluted and longevity decreases. There is strong correlation between the life satisfaction and locus of control (will to work). High locus of control yields high life satisfaction. Employees need job satisfaction as well as life satisfaction. Stress can greatly affect psychological functioning of an individual, contributing in some cases to the development of significant medical problems and disorders (Dougall and Baum, 2001; Suinn, 2001). Psychological disorders are twice as likely to die of natural causes as people in the same age group without psychological difficulties (Harris and Barraclough, 1998). It is the stress, which creates the most vulnerable situation to the potential physical illness (Trevor and Simon, 1990). Locus of control also affects the health condition of

the employees. Entrepreneurial activity is highly linked with the mode of life satisfaction and nature of risk bearing activities. However, low self-esteem, Type A personality, and tolerance to ambiguity lead to stress as emphasized by Cartwright and Cooper (1997).

This study directs its attention towards finding out the quantitative analysis of stress resulted due to the differences in sex (M/F). Besides establishing the relationship between sex and stress, it attempted to calculate degree of stress created due to main ecological (mountain, hill, terai) differences in settlements. This study also showed the relationship between locus of control (LOC) and employee's life satisfaction (L.S). It also found the relation of life satisfaction with the general health (GH) of employees. This comprehensive study explores the life events and finds the relationship of Stressful Life Events (S.L.E) to the employees' general health. The problems of the research were briefly stated in the following ways:

1. Are there male-female differences in felt stress among hotel employees?
2. Are there place of origin (spatial) differences in experienced stress of hotel employees?
3. Do the high Locus of Control (LOC) employees show greater Life Satisfaction (L.S) than the low LOC employees? (High scores in LOC are known as internals).

4. Is there relationship between sound health and life satisfaction of five star hotel employees? (Sound health is the indicator of good health).
5. Is bad health condition of employees related to their most stressful life events? (Bad health means disturbance or imbalance in health).

1.12 Objectives of the Study

Objectives are the results to be achieved. They represent not only the end point of planning the research but they are aims of the research.

The mission of the study is to find out the relationship among the psychological and sociological variables employees. It seeks the answers about the relationship between the Life Events and Health of Hotel Employees, Locus of Control and Life Satisfaction. It simply attempts to find out the impact of Stress on Life Satisfaction. In order to meet the basic mission of this research, following objectives were set:

1. To find out the consequences of ten most stressful life events and corresponding Health conditions of the sample studied.
2. To show the relationship between General Health condition and Stress.
3. To find the relationship between Life Satisfaction (LS) and Stress.
4. To find the relationship between the Locus of Control (LOC) and Life Satisfaction (LS).
5. To find the stress related difference according to place of origin (Mountain, Hill, and Terai).

6. To find the male-female differences in stress of five star hotel employees.

1.13 Justification of the Study

This study was attempted to observe the stress and life satisfaction of Nepalese five star hotel employees and its relationship with sex, health and locus of control of hotel employees. If any significant relationship becomes clear, a lot of theoretical and practical steps can be taken which would ultimately help to increase life satisfaction, work efficiency, service delivery, and productivity of hotel employees.

1.14 Inclusion Criteria

This study has taken only the five star hotels. No other star hotels have been included because there is no standard rule and regulation of operation. They have neither the written policy of salary nor the policy of recruitment, selection and placement system. No other than the selected hotels have the employee wellness program (EWP). Rests of the hotels don't have consolidated norms as well. All the respondents were the citizen of Nepal (above 18 years), bilingual and gave informed consent to fill the questionnaire.

1.15 Exclusion Criteria

Employees who were not bilingual (English and Nepal language) were excluded in this study. The questionnaires were administered in English. It

was obvious that the respondents understand the items of English version. They were capable to express their feelings in English.

1.16 Hypotheses of the Research

As in the other studies, the relationships among the variables were maintained. The variables included in this study were tested quantitatively, analyzed, and made predictable for the similar circumstances and could be used further in similar researches. This research had put forth the following hypotheses:

1. There are no differences in the felt stress between males-females of the five star hotel employees.
2. There are no differences in felt stress of the five star hotel employees according to their origin (spatial).
3. Five star hotel employees with high Locus of Control (LOC) exhibit greater life satisfaction.
4. There is a positive correlation between good health and life satisfaction.
5. Employees' bad health condition is related to high stressful life events.

1.17 Limitation of the Study

Informal interview, participatory observations, standardized questionnaire, and inventory had been used to explore the problem of this research. Since this study had used a pile of standardized questionnaire and

inventory, the result of this study is responsible only up to the extent of the method is capable.

This is a quantitative study along with some qualitative tools as indirect interview and participatory observation. The content analysis for the Life Event Inventory has been performed. The sample was selected from five star hotels only. The result of this study is applicable only to the employees of five star hotel of Nepal, and it cannot be generalized.

CHAPTER II

REVIEW OF LITERATURE

For convenience of reading, the review of literature section has been divided into two distinct parts: A and B. Part A contains research works of Psychologists, namely: Selye (1957), Kobasa (1968), Shipley and Coats(1989), Augestad and Levandar (1989), Shrestha (1989), Mc. Cormick and Solman (1990), Morrison, Dunne, Fitzgerald and Cloghan (1991), Butler (1992), Singh (1995), Boehnke, Regmi and others (1996), Fenster et al (1999), Chan (2000), and Kaila (2002). And Part B contains the review of literature of Life Events. These studies were the sources of motivation to the researcher throughout the research.

Part: A

Selye (1957) recognized as the father inventor about stress research, was concerned chiefly about the impact of stress on people. In his search for new sex hormone, he serendipitously discovered that tissue damage is a nonspecific response to virtually all-noxious stimuli. He called this phenomenon the General Adaptation Syndrome (GAS), and about a decade later he introduced the term stress in his writings. GAS has three stages: alarm, resistance, and exhaustion. In the alarm stage outside stressor mobilizes the internal stress system of the body. There are a number of physiological and chemical reactions, such as increased pituitary and adrenaline secretions

noticeably rise in respiration, heart rate, blood pressure, and heightening of the senses. If stressor continues, then the GAS moves into the stage of resistance, during which the body calls upon the needed organ or system to deal with the stressor. While there may be great deal of resistance to one stressor during this second stress there may be little, if any, resistance to other unrelated stressor. Such a person going through an emotional strain may be particularly vulnerable to other illness or disease. Finally, if the stressor persists over a long period of time, the reserves of the adaptive mechanisms during the second stage may become drained, and exhaustion sets in. When this happens there may be a return to the alarm stage, and the cycle starts again with organ or system, or the automatic shutoff value of death occurs. This GAS process can, of course, be very hard on the person and take its toll on the human body. He developed the physiologically oriented approach to stress. Though the stress is highly related to the psychological (for example; mood changes, negative emotions, and feelings of helplessness) and the behavioral (for example, directly confronting the stressor or attempting to obtain information about the stressors) dimensions of an individual. All these three dimensions (physiological, physiological and behavioral) are important to the understanding of job stress and coping strategies in modern organizations.

Kobasa (1968) and her colleagues studied about the psychological hardiness-the new concept in this field. Everyone has observed individual difference of people faced with stressors. The people who seem unflappable in

the face of extremely stressful situations are said to have the "hardiness" disposition. The sampled population consisted of organizational executives. The executives were divided into two parts: hardy and no hardy. It was found that the hardy executives had a lower rate of stress-related illness and were characterized as having commitment (they become very involved in what they were doing)', challenge (they believed that change rather than stability was normal); and control (they felt they could influence the events around them). It was suggested that the predisposition of psychological hardiness helps those with it to resist by providing buffers between themselves and stressors. Kobasa (1968) further expressed about buffering from hardiness that may be an important quality of an executive, and suggested that executives be hardy so that it will make him/ her to survive and even protect from suffering from the harmful outcomes of stress.

Shiple and Coats (1989) conducted a community study of dual- roles stress and coping in working mothers. The stress research and control center, Birkbeck College, University of London initiated this study. It investigated the three groups of working mothers with dependent children at home. Members of another groups were single with comparatively high and low income. There were 15 women in each group. The study followed the interview and questionnaire methods, and the evidence of dual- role stress was found. Many women appeared to have obtained important benefits from going to work, and there was considerable impact of good coping, especially in terms of

drawing on the informal support from other women. It was found that both the qualities of the job and domestic support were important for the stress management of working mothers. The relative poverty of organized child-care in Britain was reflected in the child-care problem reported by most of these women and the single women in particular. Low-income single women reported greatest levels of stress and strain, financial and child-care stress, and work stress. A life-demands questionnaire was designed, and administered face-to-face.

Augestad and Levander (1989) studied the relationship of personality, health and job stress among employees in a Norwegian penitentiary and in a maximum-security hospital. Employees at the Broset maximum-security hospital and the Tunga penitentiary participated in the study. The mission of the study was to examine the relation between personality factors and self-reported health status, and the coping strategy that employees had used in a self-chosen stressful situation at work. A total of 122 employees took part in the study. A compound questionnaire was prepared for the study by assembling items and instruments from several sources. Filling in the questionnaire took approximately 90 minutes. Scores were obtained on the Karolinska scales of personality (KSP), the Eysenck personality questionnaire (EPQ), Urisin's Health Inventory (UHI), and ways of Coping Check-lists (WOCC). It was found that Broset employees reported a higher level of job stress with respect to issues of leadership, communication and institutional

goals. Employees with higher score in anxiety also reported significantly more job stress and health problems. Employees with lower scores in socialization scored higher in job stress. The result showed that there was no association between coping strategies, job stress and personality characteristic.

Shrestha (1989) studied work satisfaction of the educated employed Nepalese women. A total of 250 employees participated in the research. These were teachers and bank employees. She found that more than 48 percent of the total female subjects satisfied in their work. Nearly equal percent (47.1) were neither satisfied nor dissatisfied with their job. Only a negligible (2.9) percent of employees were dissatisfied. None of them were, highly dissatisfied. Equal percent (46.3) of college teachers fell in the satisfied and middling categories. Minority of them showed their dissatisfaction. More than 57 percent of the bank employees were satisfied and 40 percent of them being indecisive (neither satisfied nor dissatisfied). A negligible percent (20.5) of them were dissatisfied. None of them were highly satisfied. 55 percent of the government employees were in the middle group. Less than 43 percent were satisfied, and a negligible percent (2.5) were highly satisfied. The mean score on job satisfaction of Nepalese women indicated that they fell in the middle category of job satisfaction level. The means of the three occupational groups were almost similar varying from 48.9 to 50.7, a range of less than 2. Chi-square values showed that except for education of the bank and government employees, no any background variable was significant. College teachers and

the government employees of the age group 32-37 years were less satisfied. Bank employees of the age group 38 and above reported their high satisfaction. Graduate bank employees were highly satisfied. But the post-graduates were less satisfied. Married bank employees were highly satisfied whereas the unmarried government employees belong to low satisfaction category, married had equal (50) percent of high and low level of satisfaction. She found that level of work satisfaction did not vary significantly with the nature of occupation. College teachers and the bank employees having work experience of 20 years reported their higher level of satisfaction. College teachers having 12-19 years of work experience and government servants with work experience of 5 years or more reported less satisfaction. Low paid college teachers and the government employees were highly satisfied. The first five preferred work incentives were job security, adequate salary, chance to use one's skills, good chance for promotion and opportunities for self-development through training. The least important were (last item is least important): friendly relations with other fellow employees, convenient work hours, a supervisor/ boss who knows his job, good and sympathetic boss and freedom of movement on the job. The first two important incentives: job security and adequate salary remained the same for the three occupational groups as well as for those who were high and low in work satisfaction. Differences were, seen in assigning importance to work incentives: good fringe benefits, the chance to use one's skills, job status, prestige and

comfortable physical conditions. Significant differences were found between the groups who were high and low in work satisfaction.

Shrestha further elaborately reported that the safest occupations were telephone operators, social workers, bank employees, government employees and college teachers. The majorities of the Nepalese, women were 'happy' with their marriage and were willing to marry the same man again if given a choice. Only minority of them was 'unhappy' with their marriages. There is no significant difference in means among the three occupational groups on life satisfaction. But there existed difference at .01 level of significance between the groups who were high and low in work satisfaction. Similarly there was significant difference in means between married and unmarried at 0.05 level. Nepalese women were work-oriented rather than family- oriented. They ranked work as the most important area of their lives followed by family. But bank employees ranked family as their most important life area followed by work as against to work followed by family by college teachers and government employees.

Rees and Cooper (1990) studied the occupational stress indicator locus of control scale. The participants were 1176 health service employees of a large UK health district. Nearly 72% subjects were female, and the ages ranged from 17 to 64. OSI measure of perceived locus of control consisted of 12 statements on which respondents were asked to rate their level of agreement using six point likert-type scales. A low score indicated a high level

of perceived control and a high score showed a low level of perceived control. The response rate of 67% was considered for analysis. Student's t-test was used to compare groups on all variables. The study compared two groups of health service employees, categorized on the basis of their obtained OSI locus of control scale scores as having 'high' versus low control. Subjects, who regarded themselves as having 'high' control reported significantly less work pressure, employed certain coping strategies more frequently lower ill health scores and were more job satisfied. Correlation coefficients were calculated to measure the associations between the variables sum of job pressures ($r=0.11$, $p<0.001$), mental ill health ($r=0.21$, $p<0.001$), and physical ill health ($r=0.20$, $p<0.001$), and a negative correlation with job satisfaction ($r=0.34$, $p<0.001$).

Morrison, Dunne, Fitzgerald, and Chloghan (1991) conducted a research on mental strain among Australian prison officers. A total of 556 officers took part in the study. The method of investigation was questionnaire. The biographical details, the recent significant life event (Holmes and Rahe, 1967) as well as individual perception of job components and a measure of negative affectivity were included as independent variables. The dependent variables were both physical and mental strain, a measure of general job satisfaction, and family strain. Each item was rated on a five-point scale as to their relative frequency. The data were subjected to a series of hierarchical regression analyses using the SPSS statistical package. Negative affectivity

was assessed from the tension/strain factor of the clinical analysis questionnaire (CAQ). The study reported the relationship between the perceptions of job components, negative affectivity and psychological and mental well being of prison officers in Australia. The study was both cross-sectional as well as longitudinal in nature. The research concluded that officers from the higher security metropolitan prisons were very similar to each other in terms of comparative physical and mental well-being as well as the perceptions of their jobs and life satisfaction derived from lower security prisons reported fewer illnesses to their metropolitan colleagues. This pattern was repeated for job satisfaction ($f=15.46$, df 2.268, $p<0.001$) and aspects of mental health such as anxious depression ($f=6.55$, df 2.268, $p<0.005$), and boredom/withdrawal ($f=383$, df 2.268, $p<0.023$). Negative affectivity measures in two ways-first that officers in the metropolitan prison self-select to those environments, which 'suit' them. Second the environment has had an influence on what is thought to be relatively stable characteristic. There were no differences between prisons for the latter group on each of the aforementioned variables. Interestingly, negative affectivity, as reflected by scores on the tension scales also showed a similar pattern of result. The data to this point reveal a reasonably consistent pattern of results.' Namely, those officers working in the country areas significantly healthier than their colleagues who work in the city. Prior to conducting this study, it had been anticipated that differences such as these would have been consistent with differences between prisons in terms of perceived job characters. In this study,

prison type and location were confounded. The most healthy prison officers work for lower security prison and they are located in the country.

Butler (1992) published a report on stress at work. The survey was taken in 109 U.K companies. The participants were company directors, managers and other staffs. It also reported that the biggest factor contributing to the experience of stress at work was pressure to perform (31% respondents), fear of redundancy (29%) and anxiety about the recession was caused by stress. The report also showed that 24% of the companies surveyed had attempted to deal with stress by professional counselors provided through the company while 35% had referred to counseling centers.

Singh (1995) revealed that Indian bank employees (N=250) experienced more job stress (mean 97.67) compared to Nepalese (N=248) bank employees (mean 67.98). Nepalese bank employees showed better mental health (mean 24.34 for mental ill health and 163.51 for mental well being) than their Indian counterparts (mean 45.54 for mental ill health and 135.55 for mental well-being). The study also revealed that Indian bank employees adopted avoidance mode of coping more frequently compared to Nepalese bank employees, which indicated that the mode of coping moderated the effect of stresses on mental health of the employees.

Boehnke, Regmi, Richard, Chandra, and Stromberg (1996) reported a research on worries, values, and well-being of East and West German, Nepalese, and Fijian undergraduates. They had used Schwartz value scale and

found that mean difference between European and Asian cultures regardless of male-female were more substantial. Differences were not significant only for achievement value. More than five percent of the variance in value preferences was accounted for by culture for nonviolence, hedonism, stimulation, and self-direction, tradition, conformity and power. For universalism and security effects were smaller, but still significant at the 1% level. Sample differences that are differences between the two European samples and between the two Asian samples were significant at the 1% level for eight out of ten-value orientations. But only in the scales of tradition, it was more than 5% of the variance accounted for by sample differences. The Fijian sample was more tradition oriented than the Nepalese sample, while the West German sample was a bit less tradition oriented than the East German sample. With regard to worries, substantial male-female differences were found for personal and micro social worries. They were higher for women than they were for men in both cultures. Differences in micro-social worries in neither cultures nor samples were found. For mental health scores no differences between West Germany and Nepal were found. The result showed that sense of security, achievement and hedonism values were positively related to personal and micro social worries.

Fenster (1999) conducted a research on the relation between psychological stress at work and menstrual function. The participants were 276 healthy, working women. Metabolites of estrogen and progesterone were

measured in the urine sample everyday, and computer algorithms were developed to characterize each cycle as ovulatory or anovulatory and also selected a probable day of ovulation. A telephone interview was made to collect the information about psychological stress at work as well as other occupational, demographic, lifestyle, and environmental factors. Logistic regression was used to model stressful work and risk of an ovulation (≥ 36 days without ovulating) and measures of within-woman cycle variability. Repeated measures analyses were made in other five menstrual cycle parameters. Stressful work (high demand in combination with low control) was not strongly related to an increased risk for an ovulation or cycle variability or to any cycle endpoints. The basic cycle endpoints are short luteal phase (≥ 10 days), or long follicular phase (≤ 24 days), long menses (≥ 8 days), or long cycle (≥ 36 days). However, women in stressful jobs had a more than doubled risk for short cycle length (≤ 24 days) compared with women not working in stressful jobs (adjusted odds ratio = 2.24 95% confidence interval 1.09-4.59).

Chan, Chung, and Kim (2000) conducted a research on the role of spiritual well-being in the relation between life stress and depression. They also conducted the research on emotional stress and physical health for the Korean people. They developed the life stress scale for college students in Korea.

Kaila (2002) conducted a survey research to see the impact of stress on the life for Mumbai's workers from India. 120 managers participated in the study. It was conducted to see the major stresses and challenges at the workplace of these managers, and their health problems caused by work pressures. Of those studied, 86 were male and 34 were female. Almost 97 percent were between 24 to 40 years old and the rest were over 41 years old. Ninety- four percent had work experience of between three to ten years and the rest had work experience of more than 21 years. The study indicated that in businesses and organizations located in Mumbai, every seventh manager is a male and every third manager was a woman. Almost 20 percent of the managers participating were the study reported not having any stress at the work place. As for the other 80 percent, the most common workplace stresses and challenges they experienced were: meeting deadlines, working in a competitive industry, managing finances, exhausting working hours, and rotation work in addition to handling regular tasks (such as sales, marketing, training, research and development, and accounts of core clients). Other typical sources of stress were uncooperative subordinate staff and those having to convince bosses to follow a recommended course of action. Over 70 percent of the managers attributed health problems to work-related stress. The most frequently experienced health problem caused by work-related pressures were: high blood pressure/hypertension (68.4 percent): anxiety, tension, mood fluctuations, and restlessness (45.6 percent): digestive problems (34%), heartburn (43.4 percent): backache (33.6 percent); and other body aches (9.6

percent): sleeplessness (32.4 percent): headaches (30 percent): and excessive smoking (13.2 percent). Other less commonly experienced health problems included diabetes (10.8 percent): heart problems (8.4 percent): eyestrain (4.8), and asthma (3.6 percent). When the managers were asked how they coped with the stresses and challenges of their work, the most common responses were meditation and prayer, being positive, reading, relaxation, yoga, exercise and sports, playing and listening to music, indulging in hobbies, and participating in activities with their children and family. She opined that stress at work is something one cannot avoid, but it can affect one's health and job performance. By taking support from friends and colleagues, one can learn to handle stress effectively. Participating in an activity other than one's profession helps one to unwind and reduce the affects of stress. Ultimately, it was concluded that stress depends on one's attitude and approach towards life.

Part: B

This part contains the review of literature of the life events only.

Review of Literature: Life Events

Dohrenwend and Dohrenwend (1974) refer life Event stress as our feelings that something of importance to us is being jeopardized by events in our daily lives. In other words, the stressful life events are casually implicated in a variety of undesirable effects on our performance and Health. It is increasingly recognized that stress is one of the components of any disease and not just those labeled psychosomatic. In fact researchers like Holmes and Rahe

(1967) have established this point beyond doubt that there exists a positive relationship between stressful life events and subsequent illnesses.

Brown and Harris (1977) found that women who had one important confiding relationship with a husband, lover, or friend, were 90 percent less likely to become depressed than women who had no such relationship to rely on.

Dube (1983) had developed a life event scale with very limited sample (N=110). He reviewed the life event scale of Holmes and Rahe (1967), and prepared a list of 52 events keeping in view the prevalent socio-cultural stresses, which are rooted in the joint family system. He found that events which threaten the basic biological needs have been ranked higher than those which produce socio-cultural conflicts.

Daftuar (1984) attempted to modify the scoring system of life events scale invented by Holmes and Rahe (1967), and to obtain a measurement scale which can assess the impact of life event stresses occurring over an extended period of a certain time. Further, the present scoring system of Holmes and Rahe's scale measures stress levels caused by life events having occurred within the past six months only. This appeared unsatisfactory to the author because it was unrealistic to assume that stress effects cease to exist if the events were more than six months old. So, additional points were assigned to events occurring at different points of time (past six months, between 6 and 18 months, and between 18 and 30 months). That was done because of

developing a scoring system, which takes into account longer gaps of time between the occurrence of the event and the time of stress management. The revised version of the scale called modified version of life events scale (MLES) consists of 42 items. It begins with one of the most disastrous events, which might occur with any person and proceeds to one of the most joyous events. Corresponding to each events, there are three scores given which determine the stress score during that particular time period. The validity of the scale was tested by determining the relationship between scores obtained on MLES and the occupational stress index (Srivastava, and Singh, 1981) and the organizational effectiveness scale (Daftuar, 1984).

Batlivala (1990) administered Holmes and Rahe's life events scale to a mixed group of 330 senior executives. In order to ascertain the typical role stresses faced by the Indian executives. The scale measures the severity of adjustment of stress. He developed the norms that a score of 150 points or below denotes 50-90 percent chance of an illness. The most common event producing stress was pressure to work harder. The next common stressful events were major festival like Diwali/Pongal/Onam/Christmas. The most commonly felt stressor was change in health of family member, and change in responsibility at work. Arguing with spouse was the other commonly experienced stressor. Interestingly, 'vacation' was also experienced as a stressful event. The other role stresses experienced by the executives are in order of priority.

Singh (1993) developed a new scale consisting of 51 life events. He obtained life events commonly experienced by a normal Indian adult population.

Most investigators have made use of the social readjustment rating scale (SRRS) developed by Holmes and Rahe (1967). This scale is composed of 43 life events drawn from nearly 5,000 case histories of patients. Using this scale, one obtains a global index of life stress in terms of Life Change Unit (LCU). A considerable body of work, originating from the research of Holmes and Rahe (1967), suggests certain life events reported the respondent happened the stressful life events during the last year. He weighed particular life events on a scale from 0 to 100 and looked at a selected heterogeneous population sample. He found a score of over 300 points in one year greatly increases the risk of a stress related health problem. A score of below 150 means a relatively low amount of life change and a low susceptibility to stress. Correctional studies suggest a relationship between life change scores and the ones of tuberculosis, heart disease, skin diseases, a general deterioration in health, and poorer academic performance.

Rathus (1973) found a relationship with psychiatric symptomatology; a net increases in life events with net decreases health improvement. These researchers contend that it is the nature of change itself, which is stressful, regardless of whether it is perceived as favorable or unfavorable.

In another study looking at changing lifestyle, Syme (1966) concluded that men and women whose life situation is significantly different from that in which they grew up have an increased risk of heart attacks. She gave example of a farm boy who moves to a large city and takes a white collar job there is an increased risk to be victim of 300 percent. If he takes a blue collar job the risk is considerably less. A number of studies have suggested that people who live alone and who are not involved with other people or organizations are more vulnerable to a variety of stresses related chronic illnesses.

Lynch (1977) argued that the socially isolated die prematurely. He compared mortality figures indicating that unmarried people experience a lower mortality rate (from all diseases) than married people. Research studies have shown that members of certain religious groups have lower incidence of stress-related health problems, attributed to their tightly knit and cohesive communities. In many cases it is not the quantity of contacts but the quality of relationship that makes difference.

Overall Conceptual Framework of the Study

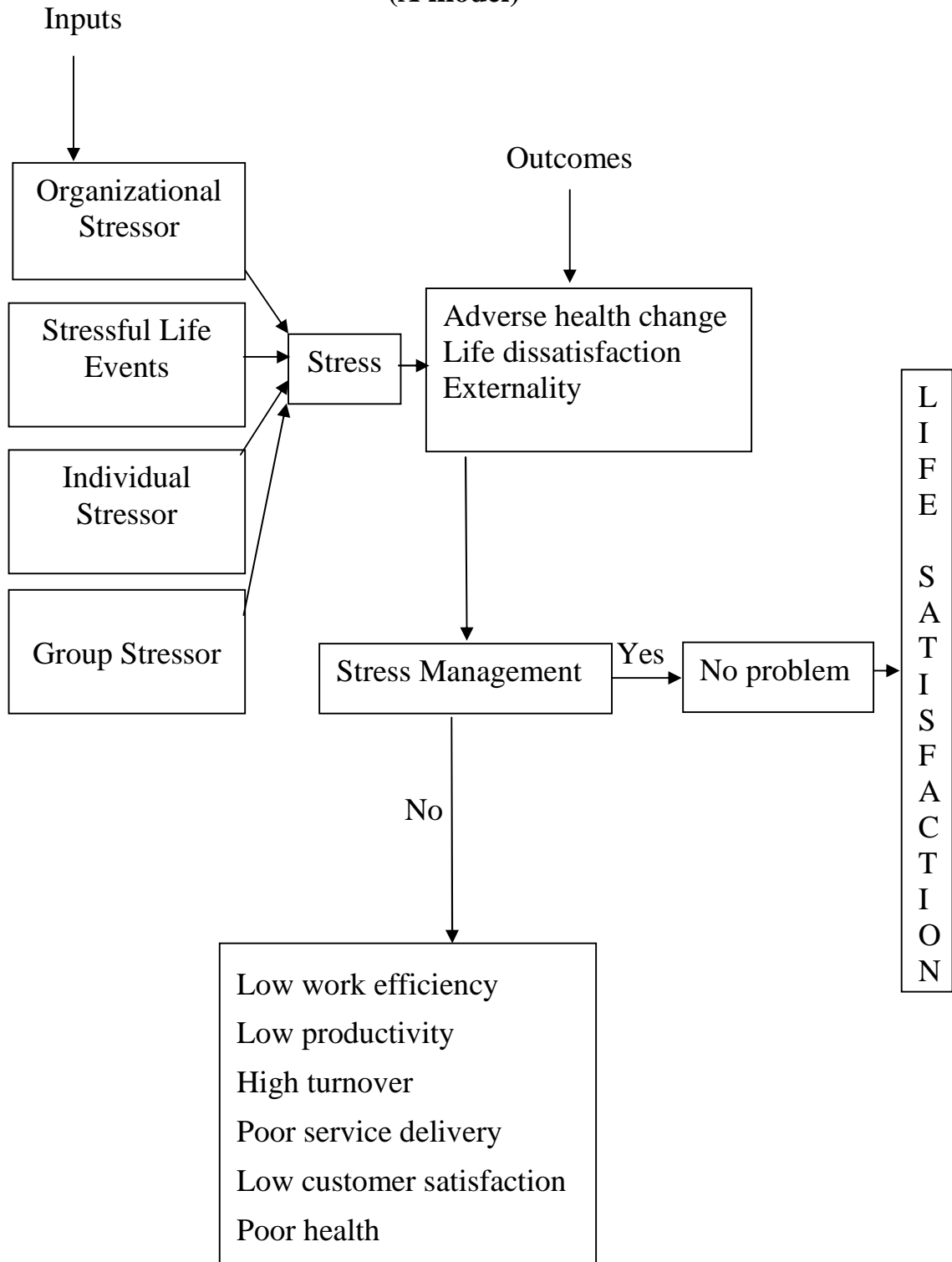
After reviewing the literature of various scholars, it is inferred that there are main four causes of stress: Organizational stressor (Shipley and Coats, 1989), Stressful life events (Morrison et al 1991; Dohrenwend and Dohrenwend, 1981), Individual stressor (Kobasa, 1968) and group stressor (Augestad and Levander, 1989) are the potential stressors due to which an individual experiences the stress. Stress affects negatively to health and life

satisfaction (Shrestha, 1989) and develops the high externality (Rees and Cooper, 1990) in employees. Managing stresses yield life satisfaction. Lack of stress management results low work efficiency, low productivity, high turnover, poor service delivery, and low customer satisfaction. Based on this concept, this research was conducted.

The studies of Daftuar (1984), Batlivala (1990) and Singh (1993) had considerable effect on the investigator and supervisor in the development of 'Stressful Life Scale' and the locus of control variable has been selected after the impact of Rees and Cooper's (1990) study.

Overall Conceptual Framework

(A model)



CHAPTER III

METHODOLOGY

3.1 Sample Structures and Characteristics of Sample

The sampling technique of this study was systematic random sampling. 250 samples were selected according to random sampling technique and every 10th person was selected from the list of total employees' universe of all hotels. Total sample universe was consisted of 2455 employees. In this study, the sample consisted of the hotel employees of different hierarchical level. In the survey, 20 top executives, 150 middle level managers, and 80 workers participated (table 1).

Table 1: Showing Participant's Hierarchy in Rank

Rank	Top executives	Middle level managers	Workers	Total
Sample structure	20	150	80	250
Percent (%)	8	60	32	100

Participants (N=250) were selected from hotel Annapurna (16%), Everest (16%), Hyatt regency (20%), Radisson (16%), Soaltee (16%), and Yak and Yeti (16%). The age range of the sample was 18- 45 years, and the sampled participants were 50 from Hyatt regency and 40 each from other hotels (table 2). 10.183% sample (N=250) was selected from sample universe (total number of employees = 2455).

Table 2: Showing Distribution of Participants from Each Hotel

S.No.	Hotels	Participants	Percent
1.	Annapurna hotel	40	16
2.	Everest	40	16
3.	Hyatt regency	50	20
4.	Radisson	40	16
5.	Soaltee	40	16
6.	Yak and yeti	40	16
	Total	N= 250	100

The sample consisted of 83.2 percent male and 16.8 percent females.

Male participants were in greater number than the females (table3).

Table 3: Showing Sex Distribution of Participants

	Frequency	Percent	Valid percent	Cumulative percent
Male	208	83.2	83.2	83.2
Female	42	16.8	16.8	100
Total	250	100	100	

Table 4: Showing Education Distribution of Participants

	Frequency	Valid Percent	Cumulative Percent
Graduate	223	89.6	89.6
Undergraduate	26	10.4	100
Missing	1		
Total	250	100	100

89.6 Percent were graduates and 10.4 percent were undergraduates. In the survey, the presence of the graduate sample was admirable (table 4).

Table 5: Showing Distribution of Religion of Participants

Variables	Frequency	Percent	Valid percent	Cumulative percent
Hindu	218	88.8	88.8	88.8
Sino-Tibetan	32	11.2	11.2	100
Total	250	100	100	

Among participants, 88.8 percent were Hindus while only 11.2 percent participants belonged to Sino-Tibetan religious group (minority). All participants expressed their religion (table 5).

Table 6: Showing Linguistic Distribution of Participants

Variables	Frequency	Percent	Valid percent	Cumulative percent
Nepali	192	78.4	78.4	78.4
Non Nepali	58	21.6	21.6	100
Table	250	100	100	

In this survey, 78.4 percent participants had Nepali as the mother tongue and only 21.6 percent had mother tongue other than Nepali. Cent percent participants mentioned their mother tongue (table 6).

Table 7: Showing Marital Status of Respondents

Variables	Frequency	Percent	Valid percent	Cumulative percent
Married	165	68.2	68.2	68.2
Unmarried	77	31.8	31.8	100
Total	250	100	100	

68.2 percent respondents were married and 31.8 percent were unmarried. All respondents reported their marital status (table 7).

Table 8: Showing Settlement Distribution of Participants

Variables	Frequency	Percent	Valid percent	Cumulative percent
Mountain	17	6.8	6.8	6.8
Hill	166	66.4	66.4	73.2
Terai	67	26.8	26.8	100
Total	250	100	100	

6.8 percent participants were from mountain, 66.4 percent were from hill and 26.8 percent were from Terai region. Majority of the participants was from the hill (table 8).

Table 9: Showing Distribution of Settlement (rural/urban) of Respondents

Variables (settlements)	Frequency	Percent	Valid percent	Cumulative percent
Rural	107	42.8	42.8	42.8
Urban	143	57.2	57.2	100
Total	250	100	100	

Among participants, 42.8 percent were from rural parts of the country and 57.2 percent were from the urban parts. The data showed that most of the subjects were from the city (table 9).

Table 10: Showing Job Type Distribution of Participants

Variables	Frequency	Percent	Valid percent	Cumulative percent
White collar	175	78.2	78.2	78.2
Blue collar	75	21.8	21.8	100
Total	250	100	100	

Job type distribution showed that 78.2 percent respondents were in white-collar job and 21.8 percent were in blue-collar. During survey, only very few of the respondents hesitated to mention their job type (table 10).

Table 11: Showing Salary Categories of Participants/Month (in NRS)

Range (Rs. in N.C.)	Frequency	Percent
Low (>5000)	66	26.4
Moderate (5000-10000)	117	46.8
Moderately high (10000-20000)	25	10
High (20000-30000)	39	15.6
Executive rank (30000-40000)	1	.4
Very high (40000+)	2	.8
Total	150	100

In the survey, it was found that 26.4 percent respondents were paid less than 5000. It was declared that they were low paid. It was also found that 46.8 percent were moderately paid (5000-10000). The above table showed that 10 percent were moderately high (10000-20000) paid. 15.6 percent (N=6) were high paid (20,000-30,000) and 0.4 percent were an executive level paid (30000-40000). In 5-star hotels, It was found that 0.8 percent (N=2) were very high paid (table 11).

3.2 Five Star Hotels in Nepal

The respondents of this research were the hotel employees. The research was conducted to know the life satisfaction, and respective health status of hotel employees. Beside the pilot survey for gathering the information about life event (L.E), the whole study revolves around the employees and their life satisfaction (L.S). This study also covers the implication of stress on their health (GHQ). The research also investigates the Locus of Control (LOC) of the employee that it meant to assess their entrepreneurship.

In this study, a total of six 5-star hotels were selected from Kathmandu Nepal for collecting the necessary information required for meeting the objectives of this study. Because of the easy accessibility and instant availability of respondents, it became convenient to select these hotels. In Nepal, there are six 5-star hotels and they all have the personnel department as shown in table 12.

Table 12: Showing the Population of Working Personnel of Hotels

S.N.	Name of Hotels	Executives	others	Total
1.	Hotel de la Annapurna	40	315	355
2.	The Everest Hotel	52	350	402
3.	Hyatt Regency	56	500	556
4.	Radisson Hotel	50	300	350
5.	Soaltee Crowne Plaza	42	340	382
6.	Hotel YakandYeti	56	354	410
			Total	2455

Researcher personally visited to all hotels and collected the data as the requirement to fulfill the objective of this study.

3.3 Variables

As of the other studies, this research also had psychological, as well as sociological variables. The typical examples of important variables in this psychological research are sex, income, education, ethical groups, personality, health, occupational level, stress, etc. All variables vary with the respective change of the counterparts. The variables used in this research are true dichotomies (Kerlinger, 1973) that are, the presence or absence of a property characterizes them: male-female, urban-rural, white-blue collar and employed-unemployed etc. Some variables in this research are polytomies. A good example is like model's life satisfaction scale on which respondents had to select only an option to the given statement. Most variables, however, are theoretically capable of taking on continuous values. It has been common practice in behavioral research to convert continuous variables to dichotomies or polytomies. For example, Locus of Control, a continuous variable, has been

broken down into high and low locus of control, or into high, medium, and low locus of control. Note that, it is always possible to convert a continuous variable to a dichotomy or a polytomy (Cooper and Schindler, 1995). The present research classified variables into 'independent' and 'dependent' categories. This categorization was highly assisted because of its general applicability, simplicity, and special importance in conceptualizing and designing research and in communicating the results of research in convenience. It is assumed that the independent variable is the antecedent'. And the dependent variable is the consequent (Kerlinger, 1973). In this research, male-female, ecological region, locus of control, and health status of hotel workers were the independent variables whereas stress was the dependent variable.

3.4 Data Management

The data management system was developed for this study. In this system, data ordering, editing and documenting was included. The researcher checked and rechecked all the data gathered immediately from the respondents so that any missing question can be addressed. These data were entered into the computer using standard data entry software for preliminary analysis. For the purpose of descriptive statistical analysis, central tendency and correlation was calculated. Later ANOVA and MANOVA were computed using SPSS version 10.0 for the inferential purpose, and hypothesis testing. In all statistical analysis, significance level was set at 0.05

3.5 Methods of Study

a. Standardized Questionnaires:

This study had used standardized questionnaires to find the relationship of stress and Life Satisfaction (LS) of hotel employees, their General Health (GH), and their internal-external Locus Of Control (LOC). The research aimed to study the sociological variables (related to person) as age, education, income, marital status, occupation and psychological variables (related to person) as stress, entrepreneurship, health status, and the life satisfaction of employees.

The survey method was used to collect the stressful life events in Nepalese sample. Survey and questionnaire method were proved to be helpful to obtain the life event inventory. This study used the standardized questionnaire and life event inventory to obtain the information required to meet the stated objectives of this research.

It is very difficult to collect information through whole population so the sample survey method (Sterling and Pollack, 1968) was used to make the task convenient to obtain the life events inventory. The purpose of this research is to test the hypotheses. For this, sample survey and questionnaire were appropriate way to analyze the hotel employees' health, entrepreneurship, stress, and life satisfaction.

b. Informal Interview:

Informal interview has been taken with employees of all 5 star hotels to get the information about hotels, Board of Directors, Managers and company rules. One meeting was not sufficient to collect information. Researcher visited several times to collect the necessary data and filled questionnaires.

c. Participatory Observation:

Researcher has participated at the moment when the respondents felt the difficulty in answering the questionnaire. Researcher has enquired at the work spot about the progress of work and the involvement of employees. Researcher involved sometimes as a participant and sometime as an active observer.

3.6 Tool Developments, Tests and Materials

This psycho-industrial study showed the complexity of research that it had assimilated the two areas of the study: psychological and industrial. It aimed at to study the stress and the life satisfaction of the 5-star hotel employees. It had used a set of questionnaire to collect the necessary information to fulfill the objectives of this research.

This study had used the following four standardized psychological tests (tool number 2, 3, 4, 5) to meet the stated purposes:

Tool No.	Name	(Short term)
1.	Life Event Collection Sheet	LECS
2.	Nepalese Life Events Inventory	NLEI
3.	Locus Of Control	LOC, inventory (Rao, 1985)
4.	General Health Questionnaires	GHQ, (Goldberg and Williams, 1988)
5.	Life Satisfaction Scale	LSS, (Warr, 1989)

3.6.1 Tool Development: Life Events Collection Sheet (LECS)

LECS was developed to collect life events of subjects and then life event inventory was constructed. The researcher had developed the Life Event Inventories (LEI) after gathering and analyzing the data obtained through Life Event Collection Sheet - LECS. A Life Event Collection Sheet was provided to the respondents to observe the various Life Events, which had occurred during the last year that might have changed the personal life of an individual. In the Life Event Collection sheet, it was instructed that any event yielding pain or pleasure in their life could be mentioned. It was further informed that any special event(s) that they felt important to mention in the data sheet could be mentioned. Total freedom was provided to the respondents to write any event. The LEC sheet was accompanied with the personal data sheet for respondents. It comprised of the variables namely: age, sex, education, work experience, family member, marital status, religion, and respondents' birthplace. Respondents openly reported their Life Events which occurred during last year.

Life Event Collection Sheet (LECS)

(English Translation Only)

Life Events Collection Sheet -2001

Please, let us know your personal details:

Name:

Age:

Gender:

Education:

Religion:

Birth place:

Mother Tongue:

Instruction: This is a life event collection sheet. In this sheet, you can write any event(s) happened that was, in any way, important to your life. You can mention the event that is pleasurable to you or you may write the event that is painful to you. And you may write the event that is neutral to you. You are free to write any event that comes in your mind. All events that are mentioned by you will be kept confidential.

S.N.	EVENTS
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3.6.2 Tool Development: Nepalese Life Events Inventory (LEI)

Introduction: This life event inventory was developed as the most basic and principal tool of this research. Being eager to know the life events of Nepalese people, which happened during the last year, the researcher was very much interested to develop the Life Event Inventory (LEI) and to use it into the entire study. Being a researcher, the need was felt to collect the primary data and to develop the Life Events (pleasurable or painful) in Nepalese context. The stressful life events affect the workers performance or on their health (Albrechet, 1995). Researcher enthusiastically involved in knowing events either stressful or unstressful. This was the first research in this type that was developed by this researcher in Nepal. Because no similar research has been done so far in this socio-cultural context developing the life events was the most challenging task to be undertaken by this researcher. The life events were developed with its own integrity and gravity that was completely distinct from any other life event inventories of other scholars' abroad. As it differs from profession to profession, the research was based purely on the primary data. The life events were collected, analyzed, and screened out according to their frequencies of distribution and the order of priority.

Sample: The Life Events Inventory (LEI) was developed in mid January 2001. The participants (N=800) were professionals (N=700) and college students (N=100). Professionals were from hospitals, colleges, schools and government organizations (Kolb, 1998). The employed respondents

consisted of professors, teachers, nurses, medical doctors, managers, and journalists and unemployed students. The college students were sampled from Ratna Rajya Laxmi Campus, Padma Kanya Campus, Trichandra Campus, Amrit Science Campus, and Dhulikhel Sanjeevani Campus affiliated to Tribhuvan University (Table 14).

Some respondents sent their Life Events by mail and telephone as well. A total 800 respondent mentioned stressful life event(s). The recorded total number of events was 49 (Table 13).

In the survey following 49 events were observed.

Table 13: Showing Stressful Life Events Inventory (LEI) in Nepalese Context

Rank	Life events	Life change unit (LCU) in %
1.	Death of parents	100
2.	SLC pass (High School)	81
3.	Love tragedy	71
4.	Success in higher education	65
5.	Giving birth to a child	65
6.	Corruption in nation	60
7.	Fear of terrorism	60
8.	Early Marriage	60
9.	Personal illness	60
10.	Death of close relative	53
11.	Traveling	50
12.	Accident	50
13.	Meeting with lover/ beloved	47
14.	Play pranks	41
15.	Fear of social rejection	41
16.	Failure in examination	41
17.	Friendship with opposite sex	41
18.	Family detachment	38
19.	Environmental pollution	38
20.	Male-Female discrimination	35

21.	Victim of Conspiracy	30
22.	Political disturbances in colleges/schools	25
23.	Alcoholism in family	25
24.	Quarrel with friends	20
25.	Scarcity of food	20
26.	State of unemployment	20
27.	Being fired from work	20
28.	Pregnancy	18
29.	Encouragement by others	18
30.	Sexual relation	15
31.	Death of domestic/pet animals	15
32.	Personal achievement	15
33.	Worst relationship with boss	15
34.	Under load/overload of works	15
35.	Family dispute	13
36.	State rule violation	13
37.	Celebration of Vijaya Dashami/Teej/Deepawali	12
38.	Imprisonment	12
39.	Flirting Husband	11
40.	Difficulties in sexual relation	11
41.	Fear of death	10
42.	Getting marriage	10
43.	Bank loan	10
44.	Mental and/or physical torture	10
45.	Punishing father	8
46.	Jail Term	7
47.	Being grand dad/mum	7
48.	Long Vacation in schools or colleges	6
49.	Settlement Problems	6

Table 14: Showing the Sample Distribution of Respondents

S.N	Sample Size	Respondents
1.	700	Health professionals/ college professors/ senior schoolteachers, government employees.
2.	100	College students
Total	800	

The age of, participants' ranged from 18-70. Their mean age was 32.82 years and standard deviation was 8.86. Statistics showed that participants' age difference was quite big (table 15).

Table 15: Showing the Distribution of Age of the Participants

Variables	Minimum	Maximum	Mean	Std. Deviation
age	18+	70	32.82	8.86
Valid n	800			

Table 16: Showing the Religion of Participants

Variables	Frequency	Percent
Hindu	680	85
Non - Hindu	120	15
Total	800	100

The participants were requested to write their memorable actual events that either painful and/or joyful to them. As for the religious composition was concerned, 680 (85%) respondent were Hindu. 120 (15%) were of mixed religion (table 16) from non-Hindu groups.

Table 17: Showing the Employment Statistics of Respondents

Variables	Frequency	Percent
Unemployed	144	13.75
Employed	656	86.25
Total	800	100

The average family members were 6, and 656 (86.25%) were employed and unemployed were 144 (13.75%) (Table17).

Table 18: Showing Marital Status of Respondents

Variables	Frequency	Percent
Unmarried	111	13.75
Married	690	86.25
Total	800	100

Among participants, 690 (86.25%) were married and 111 (13.75%) were unmarried. During survey all of them reported their marital status (table 18).

Table 19: Showing the Academic Qualification of Respondents

Variables	Frequency	percent
undergraduate	223	27.87
Graduate	577	72.13
Total	800	100

Academically all the respondents were sound. 577 (72.13%) of the respondents held bachelors degrees and above, 223 (27.87%) were undergraduates (table19).

Table 20: Showing the Settlement (rural/urban) of Respondents

Variable	Frequency	percent
Rural	609	76.125
Urban	191	23.875
Total	800	100

Majority of the respondents was from villages. Among participants, 609 (76.125) were from rural areas and 191 (23.875%) were of the urban parts (table 20).

Table 21: Showing Male-Female Distribution of Respondents

Variables	Frequency	Percent
Male	424	53
Female	376	47
Total	800	100

The survey attempted to minimize the gender biasness. In the survey, 424 (53%) respondents were male and 376 (47%) were female (Table 21).

Procedure: A Life Event Collection Sheet (LECS) was provided to the respondents requesting them to mention the memorable events(s) happened during a year. This was based on their experience. The researcher personally visited offices, colleges and hospitals and obtained permission from the authority to meet the respondents and conducted informal interviews also. The LECS was distributed at their leisure period or off-hours of their working schedule. It took 20-30 minutes to complete the questionnaire to mention the stressful life events. Recorded events ranged from 0-3 by a respondent. The researcher believed that because of the nature of non-articulation, respondents hesitated to mention more events that occurred in their life.

20 subjects (8%) were contacted by telephone interviews and 10 subjects (4%) narrated their pathetic case histories spontaneously. They reported their life histories candidly.

Result: The purpose of the survey research was to develop the Stressful Life Events Inventory (LEI) in Nepalese socio-cultural context. In the survey it was found that, "Death of Parents" received the highest score and remained

as the 1st (most) stressful life events (table 13). This showed the context of culture of Nepal that participants preferred the nuclear family system. Likewise, passing SLC (Competition of high school education) was the 2nd most stressful life event. It was because, only after SLC, young adolescents start their career and get employment also. Generally, adolescents get prestige (self-esteem) only after passing in SLC exam. It was perceived as a door, or Iron Gate through which teenagers entered into professional education as science, commerce, education, arts, engineering, computer and many other academic courses. Love tragedy stood the 3rd rank among stressful life events as reported by this research. It showed that youth frequently experienced the lover's emotion of union and separation. In the same way, the settlement problem (6) received the lowest frequency score and hence it was concluded that the very event was the least preferred stressful event in Nepalese context. Most of the respondents reside in the rented house. Changing the rented room frequently might be the painful experience to them. "Long vacation in school or college" was the 2nd least preferred stressful life event. This was the clear indication of students that they preferred to learn more in school. Staying at home for the long time might yield boredom to them. Likewise, "being granddad or mum" was the 3rd least preferred stressful life event. In Nepalese culture, continuity of the generation is one of the vital determinants and means of ego fulfillment and satisfaction in the old age.

Reliability: The collection of the Stressful Life Events was accomplished on the basis of single test and single administration. The total of 49 Life Events (table 13) were splitted on the odd-even basis, expecting the high positive correlation. Kuder-Richardson method of testing reliability was computed. It was found that the reliability was 0.78.

Interpretation: Among life events, the Death of parents had the highest frequency (F=153), was rationally given 100 scores strictly on the rank order basis and "settlement problems", which was the lowest frequency Life Event, scored 6th rank. Between these two extremes, rests of other scores were declared according to the frequency of events. Each score was considered as the Life Change Unit (LCU). The level of stress in the individual was found out by the summation of individual LCU of each event that was reported by the respondent. The norm that the higher the score, the higher the stress was established.

Discussion: The most prominent scholar in the research of life events was Holmes and Rahe (1967) who discovered the notion of life events and developed the life event scale in the name of Social Readjustment Rating Scale (SRRS) for the first time in the history of life events. After reviewing the scale of Holmes and Rahe, Indian scholars like Dube (1983), and Singh et al (1983) attempted to develop the life event scale. Batlivala (1990) also ventured to address the life events relying on Rahe's life event scale. Daftaur (1992) attempted to present the modified version of life events scale (Holmes

and Rahe, 1967) and developed 42-item scale. The result of the study showed that in Nepalese context, the parental guidance was important as it received the highest score in the study. It revealed the fact that Nepalese society preferred nuclear family. In this study, "death of parents" was the most stressful life event while "death of spouse" was the most painful events in Holmes and Rahe's study (1967), and Dube's study (1983) as well. Interestingly, Batlivala's (1989) study revealed that "Loudspeaker's Noise" received the highest score as that was felt the most stressful life events in his research. "SLC graduation" is the second most stressful life event found in this study. In reality, SLC is the password of the life that opens the avenue of future careers. The students, who get failed in SLC, became only the 'Roadside Romeo'. Likewise, "Love Tragedy" was the third most stressful life events in Nepalese context. This indicated that lover's separation was common among the participants. Dube (1983) preferred the term "marital separation" as the second stressful life events which were equivalent to the term "Divorce" used previously by Holmes and Rahe (1967). The "Settlement Problems (6)" was considered as the least stressful life event in this study. In Holmes and Rahe's study (1967) "Minor violation of the law" and in Dube's (1983) study, "death of cow or dog in the household" was the least stressful life event, which was completely contrasted to this study. Likewise, the second least stressful life event in this study was the "long vacation in schools and colleges". In Dube's study, "celebration of major festival" was the 2nd least stressful life event which was completely different from the present study. This showed that life

events were perceived differently in different cultural contexts. In this tool development work, total 49-life events were observed one by one. Many new and unique events were introduced. While comparing these events with others" corruption in nation, fear of terrorism, play pranks, environmental pollution, male-female discrimination, Victim of Conspiracy, political disturbance in colleges and schools, death of domestic animals, celebration of *Vijaya*, *Dashami* or *Teej*, flirting husband, getting bride or groom. Being grand dad or mum, punishing father, state rule violation, and settlement problems, were some of the newly emerged life events in this typical socio-cultural background. These typical life events demonstrated the Nepalese way and specific perception of life.

This study overtly showed that participants were aware of their life crossroads such as politics, religion and social aspects of society.

3.6.3 Locus of Control (LOC)

Rotter (1954) developed the concept of locus of control as an extension of his social learning theory. It describes the ways in which individuals attribute responsibility for events that occur in their lives to factors within themselves and their control or to factors outside their control. Factors within one's control include one's abilities, efforts, and the like. Factors outside one's control include fate, luck the influence of other powerful people, and the like. The attribution of locus of control affects the way in which people perceive contingency relationship between their actions and outcomes.

People, who believe that they have some control over their destinies, i.e., the control is located within themselves, are referred to as internal locus of control oriented or "internals." People who perceive external selves such as fate, luck or powerful others are called "externals". Internal locus of control leads to high self-efficacy leads directly to increase effort or persistence leads easily to success (Bandura, 1982). An inner locus of control is defined as the belief that an individual's destiny is his or her own responsibility and is not controlled by external events. Individuals are accountable for what happens in their lives (Farber, 1991). An inner locus of control is identified as the key characteristic of individuals who are least likely to experience stress and burnout (Farber, 1991; Fielding, 1982; Marlin, 1987; McIntyre, 1984). Inner locus of control places the control of events or reactions to events completely in the hands of individual. Employees who accept responsibility for what is happening in their lives are less likely to suffer burnout and are more successful at mediating stress.

One of the factors that contribute to the development of any community or nation in modern society is the involvement of its people in economic activities. Thus, many countries are making efforts to promote self-employment and entrepreneurship among their people. McClelland (1961) of Harvard University identified characteristics of entrepreneurs and actually trained people to be entrepreneurs. Using experimental methods (McClelland and Hinder, 1969) McClelland's models of Achievement Motivation Training

have been used widely and successfully to train a variety of people to become more enterprising and to initiate business activities for economic betterment. Subsequent research studies and training experiences have revealed that internalization (internal locus of control) is an important characteristic of entrepreneur (Rao and Moulik, 1978; Rao and Pareek, 1974). In fact, an internal locus of control appears to be primary characteristic of those who act as change agents to improve themselves or their group, community, or organization (Pareek, 1981). Researches on the behavioral patterns of externals and internals suggest that an internal loci of control contribute to effectiveness in organizational roles. The researches suggest the following:

Externally oriented individuals are more apt to express unrealistic occupational aspirations (Zimmer and Scarborough, 1994). Externals are less able to cope with demands of reality (Phares, 1984). Locus of control affects behavior on the job. Internals take better care of equipment, indicate more satisfaction with job training, rate higher in work tolerance, and are more cooperative, self-reliant, and knowledgeable about their work (Pareek, 1981). In studies of job-seeking behaviors of unemployed individuals, internals were found to exhibit more self-direction and to accept more responsibility for their career development (Surti and Sarupriya, 1981). When appointed as supervisors, internals rely more on personal persuasion, whereas externals are more likely to use coercive power and threats, thus indicating the difference in their perceived expectancy of successful influence (Goodstadt and Hjelle,

1973). Internals tend to pick people with superior or equal ability as partners to complete a task. Externals are more likely to pick partners of inferior ability and are less confident of the outcomes when relinquishing their personal control, since their fate is perceived as largely influenced by power of others (Gilad, 1982). Internals are quicker than externals to adopt innovations and new practices. In agricultural groups, farmers who used new agricultural practices were found to be more internal than others. People with small family-size norms also tend to be internals (Pareek and Rao, 1981). Researches indicate that people are handicapped by an external orientation, by failing to exercise control over their environment. Such people do not experience the psychological success that enables them to feel satisfied or successful in their work (Ducette and Wolk, 1972). A person's locus of control has several antecedents, which may be accumulative or episodic. Accumulative antecedents are events that occur over a long period of time and involve continual exposure. Episodic antecedents are very important events that occur over a relatively short period of time (Druker, 1985). Although relatively little research has been done concerning accumulative events, three important factors have been identified: (a) social discrimination; (b) prolonged, incapacitating disability; and (c) parental child rearing practices. Lefcourt (1981) states that in all the reported ethnic studies, groups whose social position is one of minimal power by class or race tend to score higher in the direction of external control. Studies with the deaf have established a relationship between long-term physical disability and

externalism. Evidence pertaining to the effects of parental child-rearing practices is more substantial although it primarily is self-reported data regarding the subject's childhood experiences. More direct observation of parent-child interactions is needed. Many studies report that externals describe their parents as higher in the use of physical punishment, affective punishment, denial of privileges, and overprotection. Internals, on the other hand, describe their parents as setting predictable standards, using more principled discipline, and being more warm and democratic. In general, internals have been exposed to parental behaviors that foster independence and a belief in being able to manage oneself in order to predictably achieve desired outcomes. There also is some evidence that sex-role stereotyping and social discrimination lead women, as a group, to be more external than men (Rotter, 1966). Episodic antecedents are events of great importance to a person that occur over a relatively short period of time. Examples of such events are natural disasters such as earthquakes or tornadoes, a serious automobile accident, or the death of a loved one. National and world-wide events such as severe recession, inflation, and international affairs also appear to give an impact on internality-externality (Shapiro, 1975). Characteristics of internals and externals have been identified through both clinical reports and research. Internals are likely to describe themselves as an active, striving, achieving, powerful independent, and effective. Externals may describe themselves similarly, but will more likely describe themselves in opposite terms (Brokhaus, 1980). Internality has been found to be positively associated with

indices of social adjustment and personal adjustment (Perry, 1990). There also is evidence that internals are more achievement oriented, less apt to use sensitizing modes of defenses, and more self-confident and insightful. Internals, however, tend to resort to more self-blaming behavior than do externals. Because externals do not perceive outcomes as being the result of their actions, they assume less responsibility or blame. In betting situations, internals are more cautious and conservative than externals; they are "percentage players" in risk situations. Locus of control also indicates an individual's perception of authority figures. Internals perceive authority as more encouraging of constructive environmental manipulation, as more supportive when difficulty is encountered, as more encouraging of constructive environmental manipulation, as more supportive when difficulty is encountered, as more positively reinforcing, as more supportive when difficulty is encountered, as more positively reinforcing, as having more predictable standards, and as acting more on and from issue oriented reason (Ferguson, 1993). The fact that internals perceive authority figures more positively tends to affect their behavior as managers (as authority figures to their subordinates and as subordinates of others in the organizational hierarchy). Rotter (1966) states that " theoretically, one would expect some relationship between internality and good adjustment in our culture but such a relationship might not hold for extreme internal scores". The extremely internalized person may be self-flagellating while the extremely externalized person may blame outside factors as a defense against admitting personal

inadequacies, which could result in maladjustment to society. Any behavior that is learned can be changed. Locus of control is socially learned behavior. The conditions for change include (a) a desire to change, (b) clarity about the direction of desired change, (c) a clear idea of the present condition, and (d) knowledge of the process of mechanisms of change. Professionally led training programs can help people to change by pointing out the implications of external and internal orientations: by facilitating self-awareness, feedback, and assessment: and by providing mechanisms for change.

It may be hypothesized that change from an external locus of control to an internal one is more time consuming and difficult than change from an internal locus to an external one. Episodic events and frustrating experiences can lead a person to become more externals, and such events occur continually in life. However, it is possible to design organizational processes that reinforce and encourage internalism. It can be fostered through training, through specific reward systems, and through experiences of personal success (Pareek, 1981). The Entrepreneurial Orientation Inventory measures the extent to which a person is internally or externally oriented in relation to various entrepreneurial activities (Rao, 1985). This standardized instrument was intended to help respondents to assess their own degrees of externalism or internalism. The instrument is designed to provide self- feedback to entrepreneurs, potential entrepreneurs, and trainers of entrepreneurs.

Those who score high on entrepreneurial internally (ratio more than 1) are those who believe that entrepreneurs can shape their own destinies through their own capabilities and efforts. Those who score high on entrepreneurial externality are those who believe that the success of entrepreneurs depends on factors such as chance, political climate, community conditions, and economic environment-factors beyond their own capabilities and control. The inventory should be administered on the day of a training program, before any theoretical input is provided, because discussion of the concepts involved could influence the participant's responses to the form. It also is advisable to administer the inventory along with another instrument scale to insure generalized locus of control. There are twenty pairs of items in the inventory. For each pair, the respondent is instructed to distribute five points between the two items, depending on the extent to which he or she agrees with each item. There is no time limit for completing the inventory; however, it did not take more than fifteen minutes. Some respondents completed it in six to seven minutes. The inventory used the paired- comparison method of response. In each pair of items, one reflects an external focus and the other an internal focus. The respondent is required to indicate agreement more with one item than with the other by distributing an odd number of points (5). Thus avoiding equal distribution, separating the scores for internal items from those for external items over the twenty sets results in two scores (internal and external) for each participant. The two scores should add up one hundred points.

After participants complete the inventory form, the scoring sheet, which is self-explanatory, should be distributed. The administrator should help the participants to calculate their internal/external ratios, as indicated on the scoring sheet. If both of a respondent's scores are equal, it indicates that the respondent is as external as he or she is internal in terms of entrepreneurial activities. Entrepreneurial internality or externality is highly correlated with general externality-internality or general locus of control, there may not be complete agreement between these two measures. The possibility exists that an individual who is internally oriented in general life situations may report and external orientation in regard to entrepreneurial experiences. This might occur if the person has had cumulative negative experiences in entrepreneurial ventures. However, the possibility that a person who is external in general life situations will be indicated as internal on the inventory is much less. A short conceptual-input session on locus of control following the scoring of the inventory will help the participants to examine their orientations and to set goals for improving their ability to internalize. Presentation of methods for improving internalization also would be useful. The importance of an internal orientation in management and leadership, entrepreneurship, institution building, change gentry, and so on should be emphasized.

In training situations, it may be useful to point out these implications. Participants who have extreme scores may be requested to share their views and their experiences. The conceptual frame work presented at the beginning

of this article may be supplied as reading material. The inventory is especially useful in training programs on achievement motivation, motivational development, or other forms of entrepreneurial behavior. Managers, planners, change agents, and other organizational members who need to be involved in some risk taking as part of their job functions would benefit especially from this type of training. The inventory also is recommended for use with small-business owners, potential entrepreneurs, and others who are involved or are likely to be involved in economic activities. The instrument is designed for training purposes and is not suggested for use in selection.

3.6.4 General Health Questionnaires (GHQ)

Assessment instruments in the 1950s and 1960s were significantly limited due to the lack of precise definitions on the classification systems of mental disorders available at that time (Mathews, 1982). Therefore, they could not be regarded as diagnostic instruments in the strict sense. Most of these instruments used rather broad concepts (e.g. an impairment model or a Unitarian approach) aimed at determining "case ness" rather than specific diagnoses. General Health Questionnaire is an example of such instrument using a broad concept. This instrument took its orientation from a hierarchical view, in which depression and anxiety were considered to be both features of various kinds of psychiatric illness and the demarcation line between the psychiatrically ill and the psychiatrically well people. However, the expectation that this instrument will detect all forms of mental illnesses in a

general sense (chronic as well as acute, substance related as well as organic mental disorders) has not been fulfilled. Despite some limitations, the GHQ can be used effectively and cheaply as the first stage of an assessment to identify potential cases of mental disorder which must then be verified using a second stage clinical interview. General Health Questionnaire is probably the most commonly used self report questionnaire both in community and primary care settings (Goldberg, 1972) around the world. Available in different languages, it was designed specifically to detect those forms of psychiatric disorders that may have relevance to a patients' presence in a medical clinic, as such, its main focus is on the psychological components of ill health. The GHQ also covers questions related to general health and central nervous system; cardiovascular, neuromuscular, and gastrointestinal systems; sleep and wakefulness; observable behavior (both personal and in relation to others); and subjective feelings (inadequacy, tension, temper, depression, anxiety etc.).

This screening instrument has been translated into 38 languages including Nepali (Koirala, Regmi, Sharma, and Nepal, 1999) and different versions have been validated in many countries around the globe. It focuses on break in normal functioning and is concerned with a person's inability to continue with normal healthy functions. Each item consists of questions asking whether the respondent has recently experienced a particular symptom or item of behavior on four-point scale ranging from less than usual to more than usual. Although the responses could be scored on a Likert scale, the

author preferred to score on bimodal response scale. The latter method is also called GHQ Scoring method and is very simple. It also has the advantage that it eliminates any errors due to end-users and middle users, since they will score the same irrespective of whether they tend to prefer columns 1 to 4 or columns 2 and 3 to indicate possession or non possession of the item in question (Tennant, 1977). The GHQ has been extensively studied with regard to almost every methodological aspect, ranging from reliability and validity to issues of cross-cultural differences. Most importantly, it offers a thorough User's Manual in which all relevant methodological as well as technical aspects are described (Goldberg and Williams, 1988). Although based on a broad hierarchical model, results can also be used as a dimensional measure of ill health. There are a number of different versions of the GHQ as well as different coding options available. The most commonly used of these versions are the 60-, 30-, 28-, and 12- item. Twelve item GHQ (GHQ-12) is selected as a screening instrument for the purpose of present study as it does a fair task of discriminating between cases and normal states. It has got the highest sensitivity of 89% and its specificity (80%) is similar to other item GHQs. It takes only 10 minutes to complete the task. Furthermore, in places where respondents' are illiterate, the questions must be read out to them. There are obvious advantages in using a short version of the questionnaire (Goldberg and Williams, 1988). In a study of factor structures of the 60- and 30- item versions of GHQ, Kitayama et al (1991) found that their factor structures differed in content. They stressed the need to examine the factor structures of

the GHQ when using it in a study of population containing subjects with different cultural backgrounds.

3.6.5 Life Satisfaction Scale (LSS)

This is a modified version of the scale developed by Warr (1983), the modification of scale was done by (Shrestha, 1989) also. Prior to Shrestha, the scale was used to study life satisfaction of college teachers and office workers of the University of Delhi. This scale consists of 18 statements, relating to satisfaction of the subject with various aspects of family: social, economic, educational, religious etc. For every statement there are given categories of responses of which the respondent can choose one which is appropriate to him or her. Their response categories are: extremely dissatisfied, very dissatisfied, moderately dissatisfied, not sure, moderately satisfied, very satisfied, and extremely satisfied. The responses are scored by assigning corresponding point to each of the response. The response categories and their respective scores were as follow:

Responses	Scores
Extremely dissatisfied	1
Very dissatisfied	2
Moderately dissatisfied	3
Not sure	4
Moderately satisfied	5
Very satisfied	6
Extremely satisfied	7

The scores on the individual statements of the scale were summated to work out total life satisfaction scores of the subject. The maximum possible score for this scale was 126 (18x7) and minimum was 18. High score indicates high satisfaction level and low score indicates low satisfaction.

The study was completed in the Indian context. When the study was carried out in Nepal, some amendments were made to make the questionnaire appropriate in the new situation. The changes made to the original questionnaire "the political climate in Nepal". Likewise, item No. 16 (the moral standards and values in India), was modified as the moral standards and values in Nepal. Similarly, the statement of the item No.17 India's Reputation in the world today was modified as: Nepal's reputation in Southeast Asia today. The reliability of the scale was worked out with the Nepalese female population. The test re-test reliability of the life satisfaction scale was found out to be $r = .82$. The split-half reliability was $r = .92$.

3.7 Procedures

After completion of the task of the development of Life Events Inventory (LEI), the researcher distributed the psychological tests and assured them about the confidentiality of their responses. The respondents were provided with the personal data sheet to collect the necessary information of the participant's personal life. In the personal data sheet, participants were requested to fill up the personal matters as age, sex, education, birthplace, income, family member, work experience, types of job, marital status, office

designation, and religion. These sociological factors helped researchers to assess the psychological aspects of respondents. On the assumption of survey research, the four sets of questionnaire: LOC, GHQ, LS, and Life Event Inventory (LEI) were administered in the premises of the hotels: Hyatt Regency, Soaltee, Everest, Radisson, Yak and Yeti, and Annapurna. A set of questionnaire was provided personally and respondents were assisted to fill up the questionnaires. The questionnaires were administered at the late hour of all working days in the month of January and February 2002. The completed questionnaires were collected personally and during the collection of questionnaires a maximum of three attempts were made. The respondents took 2-3 hours to fill the questionnaire. The respondents openly reported their health status and level of satisfaction. They also reported the stressful life events happened during a year. In case of LOC questionnaire, some of the respondents were clarified in each item. The researcher finally assured the employees that their responses would be kept anonymous and confidential. It took 3 years to complete this study. The entire data for this research were collected over a period of one complete year. As far researcher's knowledge was concerned, no similar previous research of this type had been done in this field in Nepal, and it took rigorous effort in the collection of materials.

3.8 Validity and Reliability of the Study

The Nepalese Life Event Inventory [NLEI] was obtained as a research tool and validity and reliability was also measured ($r = 0.78$). Rest of all other

psychological tools [GHQ-12, LS and LOC] had been validated and used in various countries throughout the world for research purpose and thus thought to be applicable in Nepal. LSS, LOC, and GHQ-12 had been already used in Nepal as the standardized tools prior to this research.

CHAPTER IV

RESULT AND INTERPRETATION

In the context of reporting the findings of this study and indicating the relation of variables (Independent, Dependent and Covariates), both the qualitative and quantitative methods had been used. Content analysis as the qualitative method was used for the life event inventory and for the purpose of quantitative analysis the Analysis of Variance (ANOVA) and Multivariate Analysis of Variance (MANOVA) had been computed (Guilford, 1965). ANOVA was computed for the purpose of hypothesis testing on the basis of Kerlinger (1973). In the ANOVA section, the variables had been classified according to the demand and nature of the hypotheses to be tested. MANOVA was calculated to find out the various relationships among the variables: dependent, independent and covariates based on Garrett and Woodworth (1985). In MANOVA section, the dependent variables were Locus of Control (LOC), Life Satisfaction (LS), Life Event (LE), and General Health (GH) conditions of the hotel employees. Work Experience, Salary, Religion, level of Education, Male-Female, Settlement, Region and Job type were the independent Variables. The covariates were the Age and Marital Status. Correlation of dependent variables had been calculated in the separate section. For the purpose of preliminary discussion of the relation of variables, simple descriptive statistic was also calculated (Shrestha, 2059 B.S.). SPSS (Version

10.0 for window) software developed by Norusis (1988) was used through out the analysis of this research.

4.1 Qualitative Method (Content Analysis)

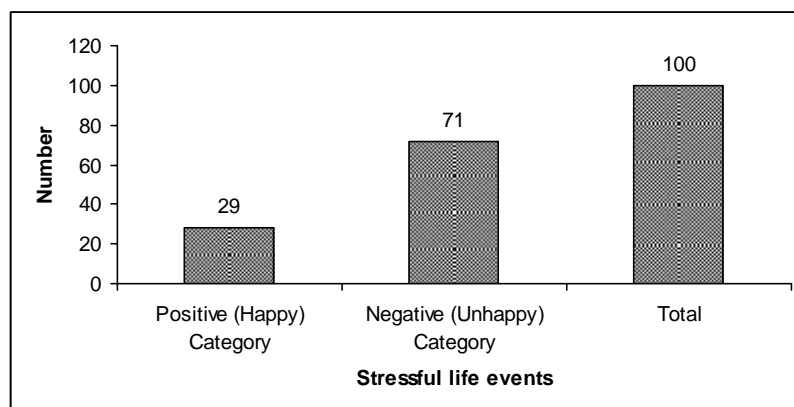
Content Analysis as a qualitative method was used to analyze the outcomes of stressful 49 life events. Content analysis techniques have been systematically used in studying the protocols of the Rorschach, the Thematic Apperception Test and other projective techniques (Dhapola, 1977).

In table 22, stressful life events were divided into two main categories: one positive (happy) category (28.57 %) and second negative (unhappy) category (71.42 %). The negative (unhappy) category was two and a half times more than the positive (happy) category.

Table 22: Outcome of stressful life events

Stressful life events	Number	Percent
Positive (Happy) Category	14	28.57
Negative (Unhappy) Category	35	71.42
Total	49	99.99

Figure 7: Bar Diagram of Happy & Unhappy Categories of Respondents



4.2 Interview

Informal interview (face-to-face) and telephone interview to respondents (hotel employees) was conducted for enquiries and questions. Respondents were contacted and requested to fill the questionnaires in due time.

4.3 Participatory Observation

Participatory observation was managed on the spot as a complimentary to life event collection procedure.

4.4 Preliminary Analysis of Variables

The table 23 showed that married employees showed higher score (Mean=1.7653) than their unmarried fellow (Mean=1.7362) in their respective Locus of control. Comparatively unmarried showed higher stress than their married colleagues. The statistic showed that unmarried was found in trouble. The life event score of the unmarried was quite higher (Mean=358.71) than their married colleagues (Mean=290.25). The health status of married (Mean=4.36) was found better in comparison to unmarried employees (Mean=3.96) and the life Satisfaction score of unmarried (M=76.04) was less than the score obtained by the married employees (M=77.93). Internality score of married (M=1.7653) showed that confidence, feeling of responsibility, capacity of taking risk increases after marriage.

Table 23: Relation of Dependent Variables with Marital Status

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Marital Status)								
Married	1.7653	.7621	290.25	176.20	4.36	2.18	77.93	13.44
Unmarried	1.7362	.9120	358.71	191.87	3.96	2.13	76.04	11.26

Table 24 showed that the employees from the plain (Terai Land) excelling in the internality score (Mean=1.8879) than the employees from the Mountain (Mean=1.4459) and Hill (Mean=1.7354). The employees from the hill were found more stressed (Mean=324.04) than their colleagues from the other regions. The hotel workers from mountain reported about their robust health (Mean=4.29) and also they were found highly satisfied (Mean=79.41) than the workers from hill (Mean=77.99) and plain (Mean=76.03).

Table 24: Statistical Analysis of Dependent Variable with Settlement

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Region)								
Mountain	1.4459	.8594	284.82	208.27	4.29	2.59	79.41	10.19
Hill	1.7354	.7664	324.04	191.58	4.13	2.23	77.99	12.70
Plain	1.8879	.9356	290.87	147.23	3.93	1.96	76.03	14.00

The table 25 revealed that the LOC score of urban dwellers (Mean=1.8269) found higher than the rural dwellers (Mean=1.6626). It was found that rural dwellers experienced more stress (Mean=342.27) than the urban counterparts (Mean=290.19). It was disclosed that urban dwellers

entertained sound health (Mean=4.32) and life satisfaction (Mean=78.37) than their rural counterparts. All dependent variables indicated favorable response to the urban dwellers.

Table 25: Relation of Dependent Variable with Settlement

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Settlement)								
Rural	1.6626	.7161	342.27	198.42	3.78	2.19	76.48	12.89
Urban	1.8269	.8935	290.19	165.89	4.32	2.15	78.37	12.90

Table 26 showed that in LOC score the employees in the white-collar job (Mean=2.0895) were more internally oriented than their colleagues in the blue-collar job (Mean=1.7027). The white-collar employees experienced less stress (Mean=313.93) than blue-collar employees (Mean=326.05). The blue-collar jobholders were poorer in health (Mean=3.56) than the white-collar jobholders (Mean=4.18). The manual workers in the organization were found more satisfied (Mean=78.49) than the employees of the mental works (Mean=77.76).

Table 26: Relation of Dependent Variable with Job Type

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Job-Type)								
White	2.0895	.7616	313.93	178.28	4.18	2.04	77.76	12.70
Blue	1.7027	1.1040	326.05	184.57	3.56	2.27	78.49	12.84

The table 27 showed that Sino-Tibetan (non-Hindu) were internally oriented (entrepreneurs) (Mean=1.8804) than the Hindus (Mean=1.7591). The research further revealed that Sino-Tibetan employees experienced more stress (Mean=341.30) than the Hindu (Mean=309.54). The fact was that Hindu group had sound health (Mean=4.09) and high life satisfaction (Mean=77.66) than Sino- Tibetan group.

Table 27: Relation of Dependent Variable with Religion

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Religion)								
Hindu	1.7591	.7685	390.54	185.53	4.09	4.09	77.66	12.53
Sino-Tibetan	1.8804	1.2245	341.30	173.14	3.33	2.35	76.04	15.59

The table 28 exhibited that females were more internals (Mean=1.8017) than males (Mean=1.7475). It inferred that females were more entrepreneurial than oriented males. It was also found that male employees experienced more stress (Mean=319.40) than the females (Mean=278.19). This research revealed the fact that female employees entertained better health (Mean= 4.24) and life satisfaction than their male colleagues.

Table 28: Relation of Dependent Variable with Male-Female

Dependent Variable	LOC		LE		GHQ		LSS	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Independent Variable (Male-Female)								
Male	1.7475	.7411	319.40	186.75	4.06	2.13	77.01	12.97
Female	1.8017	1.1645	278.19	153.68	4.24	2.45	80.26	12.34

4.3 Correlation of Dependent Variables

The table 29 showed that Life Event (LE) scores and Locus of Control (LOC) scores were inversely related ($r=-.093$) to each other. General Health (GH) was related negligibly ($r=.046$) with life events. LOC scores were also negligibly related ($r=.050$) to Life Satisfaction scores.

Table 29: Showing Inter correlation of Variables (LOC, LS, LE, and GHQ)

		Life satisfaction	General Health	Life Events	Locus of Control
Life satisfaction	Pearson Correlation	1.000	.014	-.093	.050
	Sig.(2-tailed)		.826	.143	.433
	N	250	250	250	250
General Health	Pearson Correlation	.014	1.000	.046	-.104
	Sig.(2-tailed)	.826		.472	.102
	N	250	250	250	250
Life Events	Pearson Correlation	-.093	.046	1.000	-.098
	Sig.(2-tailed)	.143	.472		.123
	N	250	250	250	250
Locus of Control	Pearson Correlation	.050	-.104	-.098	1.000
	Sig.(2-tailed)	.433	.102	.123	
	N	250	250	250	250

4.4 Analysis of Variance (ANOVA)

In this section of analysis, five hypotheses mentioned in chapter 1 had been tested. The ANOVA analysis had been computed to meet the stated objectives of this research. In this section of analysis: male-female, settlement,

locus of control, and general health were the independent variables. The dependent variables were life events (stress), life satisfaction, and stressful life events. This is the section for hypotheses testing.

Hypothesis I: There are no differences in felt stress between males and females of five star hotel employees

Interpretation: The relation of male-female and level of stress was analyzed, keeping Life Event as the dependent variable and male-female the independent variable. In the course of analysis, male and female were studied separately. Life events in Nepalese context were developed and a total of 49 life events were recorded (Table 13). The regression analysis of Life Events and Male-Female indicated that the difference of stress in male and female was not significant. The statistic showed that the calculated F ($F=1.798$) is less than the tabulated F ($F=3.89$) in respective degree of freedom (Table 31). This inferred that the null hypothesis was retained. The standardized Beta was $-.085$ (Table 32). And the standard error (Table 30) was 181.70. The value of adjusted R square was $.003$ (Table 30). Thus about $.3\%$ of the variation in dependent variable (Stress) was explained by this model.

In statistical terms:

F distribution for $df_1=1$ and $df_2=248$

$F < 3.89$, $p = .05$

Retain H_0 , or null model accepted.

The differences in means of stress of males and females (Table 33) showed that males (M=319.40) experienced more stress than females (M=278.19) but statistically, the differences were not significant. This means Nepalese males and females do not differ in perceived stress significantly. However, the male felt more stress (M=319.4) than the females (Mean=278.19) as the table 35 showed. The graph showed the stress with respective male-female.

Table 30: Showing R² of Male-Female Differences (N=250)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.085	.007	.003	181.70

Predictor: (Constant), Sex of hotel employee

Table 31: Showing ANOVA of Male-Female Difference (N=250)

Model		Sum of squares	df	Mean square	F
	Regression	59353.84	1	59353.847	1.798
	Residual	8187580.55	248	33014.438	
	Total	8246934.40	249		

Predictor: (Constant), Sex of hotel employee
 Dependent Variable: Life events

Table 32: Showing Coefficients between Male-Female (N=250)

		Unstandardized Coefficients		Standardized Coefficients
Model		B	Std. Error	Beta
1	(Constant)	360.617	37.696	
	Sex of hotel employee	-41.213	30.737	-.085

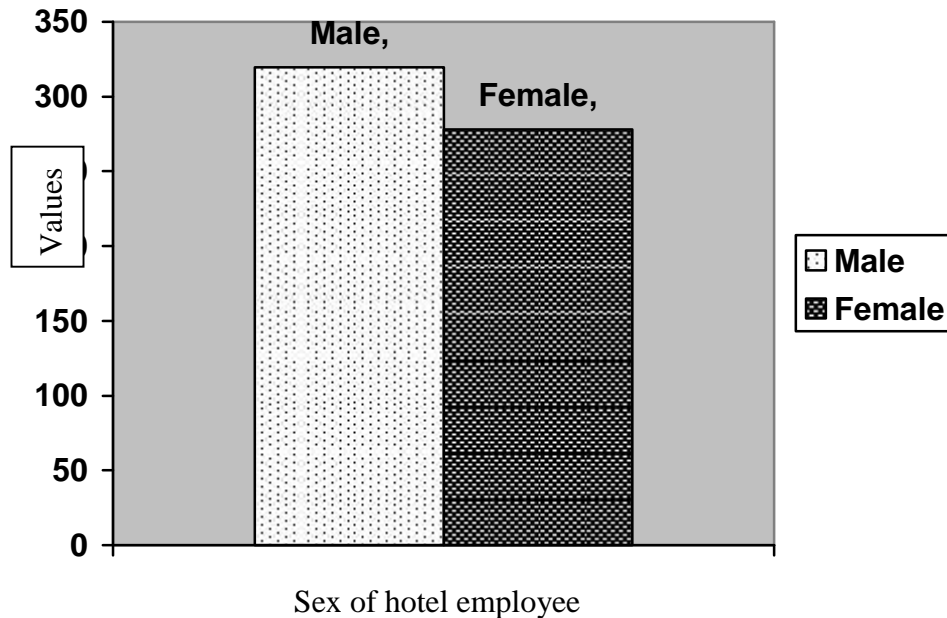
Dependent Variable: Life events

Table 33: Showing Male-Female Distribution of life Events (N=250)

Sex of hotel employee	Mean of Stress	N	Std. Deviation
Male	319.40	208	186.75
Female	278.19	42	153.68
Total		250	

Dependent Variable: Life events

Figure 8: Bar Diagram of Mean Life Events



Hypothesis II: There is no difference in stress according to the region of origin

Interpretation: Stress was assumed that it was related to the main settlement place of the workers. For the purpose of analysis, Life Event (Stress) was taken as dependent variable and region of settlement was the independent variable (Table 35). It was hypothesized that the level of stress depends upon the settlement of the hotel employees where they had resided originally and grew up there as native people. The mean score of life events at Hill region (Mean= 324.04) was greater than mean score of life events at Mountain (Mean= 284.82) and Terai (Mean= 290.87) settlers. The mean score showed that the employees from the Hill region experienced more stress than the employees from the Mountain and Terai (Table 34). This stark difference in stress was due to the settlement (spatial) differences (Situational differences).

In the Regression analysis the calculated F ($F=4.100$) is greater than tabulated F ($F=3.88$) for $df_1=1$ and $df_2=220$ (Table 37). The calculated $F>3.88$, at $p=.05$ rejected the null hypothesis. Hence the alternative hypothesis was supported. The standardized Beta was $-.135$ (Table 38) and the standard error (Table 36) was 74.47. The value of adjusted R square was .014 (Table 36). Thus this model explained about .4% of the variation in dependent variable. The graph showed the region-wise difference in stress.

Statistically, it may be expressed as:

$$F_{\text{cal}} > F_{\text{tab}} \text{ at } df_1=1 \text{ and } df_2=220$$

$$P=.05$$

Hence, H_0 was not accepted or null model rejected.

Table 34: Showing Descriptive Statistics of Region and Stress (N=250)

Region	Mean	N	Std. Deviation
Mountain	284.82	17	208.27
Hill	324.04	166	191.58
Terai	290.87	67	147.23
Total	312.48	250	181.99

Table 35: Showing Regression between Region and Stress (N=250)

Model	Variables Entered	Variables Removed	Method
1	Region		Enter

Dependent variable: Life Events (Stress)

Table 36: Showing R^2 of Region and Stress (N=250)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.135	.018	.014	74.47

Predictors: (Constant), Region

Table 37: Showing ANOVA of Region and Stress (N=250)

Model		Sum of squares	df	Mean Square	F
1	Regression	22734.656	1	22734.656	4.100
	Residual	1219978.826	220	5545.358	
	Total	1242713.482	221		

Predictors: (constant), Region

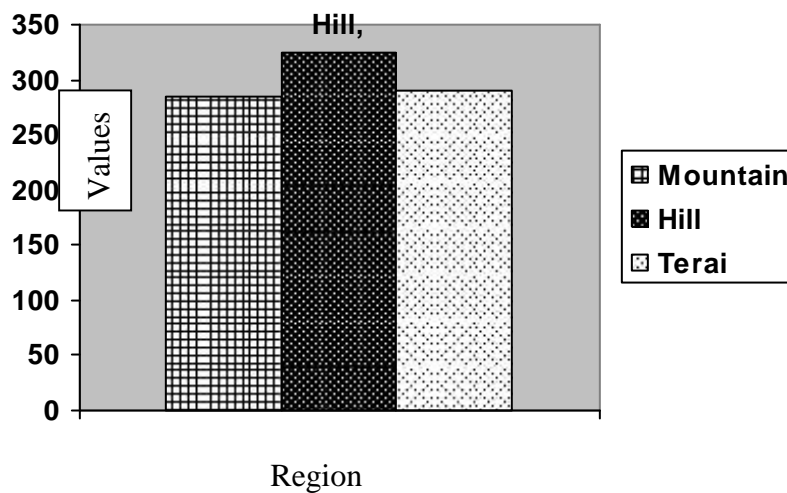
Dependent Variable: Life events (Stress)

Table 38: Showing Beta Coefficients of Region and Stress (N=250)

Model		Unstandardized Coefficients	Std. Error	Standardized Coefficients
		B		Beta
1	(Constant)	186.713	21.123	
	Region	-18.865	9.317	-.135

Dependent Variable: Life events

Figure 9: Bar Diagram of Mean Life Events



Hypothesis III: Higher LOC indicates Greater Life Satisfaction of Employees

Interpretation: The correlation between the life satisfaction and Locus of control was established. In this study, Life Satisfaction was the dependent variable and Locus of Control as personality factor of employee and was considered as the independent variable (Table 40). It was assumed that higher the score obtained higher the life satisfaction. Locus of control measures the entrepreneurial capacity of the hotel employees. Internal was declared to be high entrepreneur and external as very low entrepreneur (Rao and Pareek, 1981). It was believed that the hotel employees fall within the range of these two extremities. It was found that, there was correlation between life satisfaction and locus of control of employees. The Pearson correlation 0.013 showed that relation existed between the two variables that was significant at .05 levels (Table39) showing high LOC, or entrepreneurship was related to greater life satisfaction (Rao, 1985).

Research has indicated that persons with a high internal entrepreneurial outlook are more likely to become successful entrepreneurs. They are more likely to expend effort, become actively involved in the work they do, and be persistent. People with a high external outlook are more likely to leave things to chance. As a result, they may not expend their best efforts.

The regression analysis (Table 42) showed that the value of $F=6.362$ was more than the tabulated value of $F=3.91$ which was significant at $P=.05$ in

given degree of freedom. The statistical value of F was enough to reject the null hypothesis or supported the alternative hypothesis that high LOC employees showed high life satisfaction. The standardized Beta was -.186 (Table 45) and the standard error was .41 (Table 41). The value of adjusted R square was .029 (Table 43). Thus about 2.9% of the variation in dependent variable was explained by this model.

In statistical terms:

$$F_{cal} > F_{tab}$$

at .05 level of significance

in $df_1=1$ and $df_2=177$

Hence, H_0 was not accepted.

Table 39: Showing Correlation Between LOC and LS (N=250)

		Life satisfaction	Locus of control
Life satisfaction	Pearson Correlation	1.000	.186
	Sig. (2-tailed)	.	.013
	. N	179	179
Locus of control	Pearson Correlation	.186	1.000
	Sig. (2-tailed)	.013	.
	N.	179	250

* Correlation is significant at the 0.05 level (2-tailed).

Table 40: Showing Regression of LOC and LS (N=250)

Model	Variable Entered	Variables Removed	Method	
	Locus of control		Enter	

Dependent Variable: Life satisfaction

Table 41: Showing R2 of LOC and LS (N=250)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.186	.035	.029	.41

a. Predictors: (Constant), Locus of control

Table 42: Showing ANOVA of LOC and LS (N=250)

Model		Sum of Squares	Df	Mean Square	F
1	Regression	1.058	1	1.058	6.362
	Residual	29.444	177	.166	
	Total	30.503	178		

Predictor (Constant): Locus of Control

Dependent Variable: Life satisfaction

Table 43: Showing Beta Coefficient of LOC and LS (N=250)

Model		Unstandardized Coefficients	Std. Error	Unstandardized Coefficients
		B		Beta
1	(Constant)	1.058	.070	
	Locus of control	8.971E-02	.036	.186

Dependent Variable: Life Satisfaction

Hypothesis IV: There is positive correlation between good health and life satisfaction

Interpretation: The Life satisfaction of hotel employees was assumed to be dependent on the respective health condition of the employees (Table 44). The Pearson correlation between life satisfaction and general health was significant at the 0.01 level (Table: 48). The calculated value of F (6.252) was

greater than the tabulated value of F (3.89) for given degree of freedom at .05 level of significance (Table 46). Hence the alternative hypothesis was supported. The standardized Beta coefficient was -.157 (Table 47) and the standard error was .87 (Table 45). The value of adjusted R square was .021 (Table 45). Thus about 2.1% of the variation in dependent variable was explained by this model.

In statistical term:

$$F = 6.252 > 3.89$$

At .05 level of significance

For $df_1 = 1$ and $df_2 = 247$

Hence, H_0 was not accepted.

Table 44: Showing Variables: LS and GHQ (N=250)

Model	Variables Entered	Variables Removed	Method
1	General Health		Enter

Dependent Variable: Life Satisfaction

Table 45: Showing R^2 of LS and GHQ (N=250)

Mode	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.157	.025	.021		.87

Predictors (Constant): General Health

Table 46: Showing ANOVA of GHQ and LS (N=250)

Model		Sum of Squares	df	Mean Square	F
1	Regression	4.729	1	4.729	6.252
	Residual	186.837	247	.756	
	Total	191.566	248		

Predictors (Constant): General Health
 Dependent Variable: Life satisfaction

Table 47: Showing Beta Coefficients of LS and GHQ (N=250)

		Unstandardized Coefficients		Unstandardized Coefficients
Model		B	Std. Error	Beta
1	(Constant)	2.949	.118	
	General Health	6.452E-02	.026	.157

Dependent Variable: Life satisfaction

Table 48: Showing Correlation of LS and GHQ (N=250)

		Life satisfaction	General Health
Life satisfaction	Pearson Correlation	1.000	.182
	Sig.(2-tailed)	.	.004
	N	249	249
General Health	Pearson Correlation	.182	1.000
	Sig.(2-tailed)	.004	.
	N	249	250

* Correlation is significant at the 0.01 level (2-tailed).

Hypothesis V: Poor health condition is related to the most stressful life events.

Interpretation: It was assumed that health condition of employees and their stressful life events were correlated. Stressful life events toll the health of employees. This showed that stress has negative effect on the well-being, and

demands the approach to coping or social support. Moderators of stress are also needed. In this study stressful life event was the dependent variable and general health of the employees was the independent variable (Table 51). The Pearson correlation($r=0.145$) showed that there was the relationship between the general health and the stressful life events (Table 53). The regression analysis was computed. The calculated F (5.327) was greater than tabulated F (3.91) which was significant at 0.05 level of confidence for given degree of freedom (Table 51). Hence, the alternative hypothesis was supported. The standardized Beta coefficient was-.31 (Table 52). And the standard error was.017 (Table 50) The value of adjusted R square was .017 (Table 52). This inferred that nearly 1.7% variance was due to the independent variable.

In statistical term:

$$F_{cal} > F_{tab}$$

At.05level of significance

For $df_1=1$ and $df_2=247$

Hence, H_0 was not accepted.

Table 49: Showing Variables: Stressful Life Events and Health (N=250)

Model	Variables Entered	Variables Removed	Method
1	General Health		Enter

Dependent variable: stressful life events.

Table 50: Showing R² of Stressful Life Event and Health (N=250)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.145	.021	.017	.30

Predictors: (Constant), General Health

Table 51: Showing ANOVA of Stressful Life Events and Health (N=250)

Model		Squares	df	Mean square	F
1	Regression	.492	1	.492	5.327
	Residual	22.794	247	9.228E-02	
	Total	23.285	248		

Predictors (Constant): General Health

Dependent Variable: stressful life events

Table 52: Showing Beta Coefficients Between Stressful Events and Health

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std.Error	Beta
1	(Constant)	1.188	.041	
	General Health	2.041E-02	.009	.145

Dependent Variable: Stressful Life events

Table 53: Showing Correlation between Stressful Life Events and Health

(N=250)

		Stressful life events	General Health
Stressful life events	Pearson Correlation	1.000	.145
	Sig. (2-tailed)	.	.022
	N	249	249
General Health	Pearson Correlation	.145	.1000
	Sig.(2-tailed)	.022	.
	N	249	250

4.5 Multivariate Analysis Of Variance (MANOVA)

This section of analysis showed the broader objectives of this study beyond hypotheses testing. It attempted to observe the relationship of various variables mentioned in the objectives of this research and personal data sheet of employees (respondents) taken during the survey phase of this research.

Multivariate Analysis of Variance (MANOVA) was used to find out the relationship among the variables. This study had taken Locus of Control (LOC), Life Satisfaction (LS), General Health (GH) of employees, and Life Events (LE) as the dependent variables and the classification (independent) variables were Salary, Region, Religion, Education Level, work experience, job type, settlement, and male-female. In this study Age and Marital Status were as the controlling variables (Covariates). Analysis of covariance structure (ACS) allows the user to specify any expected correlations between the unique variances (Klire, 2005).

Table 54: The Marginal Mean of LOC, LSS, GHQ, and LE

Variables	Mean	Std. Deviation
LOC	.7566	.8248
LS	77.56	12.90
GHQ	4.09	2.18
LE	312.48	181.99

After the introduction of independent variable (Religion) and covariate (Age and Marital Status) in table 54, the mean of dependent variable had been changed as the following (Table 55).

Table 55: Mean changed after the introduction of independent Variable
(Religion) and covariates

Variables	Mean	Std. Deviation
LOC	1.7681	.8167
LS	77.30	12.72
GHQ	4.00	2.13
LE	311.89	181.76

The MANOVA was computed taking LOC, GHQ, LS and LE the dependent variable and Religion as independent variable without the covariates. It was found that the value of Wilks Lambda was .981, $F=1.149$, Hypo. $df=4$, Error $df=236$, $sig=.334$ (Table 57). The value of R squared was very low (.002). There was no any significant relation of Religion to the dependent variables. Specially, the effect of Religion on Health of the employees was not significant ($df=1$, $F=3.008$, $sig.084$) but the relation was considerable (Table 56).

Table 56: Showing Between-Subjects Effects ('Religion' the independent variable)

Source	Dependent Variable	Type III Sum of Squares	Df	Mean Square	F	Sig.
RELIGION	Locus of control	.353	1	.353	.512	.475
	Life Satisfaction	63.063	1	63.063	.379	.539
	Life events	24181.974	1	24181.974	.713	.399
	General Health	13.683	1	13.683	3.008	.084

After introducing the covariates (Age and Marital status) along with independent variable (Religion), the interaction effect to dependent variable was calculated. It was found that age had significant effect on life satisfaction

(sig= .000), General Health (sig= .004), and Life Events (sig= .005). Religion had also the significant effect on general health of employees. It showed that the employees of particular religion (non-Hindus) entertain good health in comparison to the employees' come from the rest of the religions (Hindus).

Table 57: Showing the Relation of Dependent, Independent, and Covariates

Dependent Variable	Source	F	Sig.
Locus of control	Age	2.482	.117
	MARITAL STATUS	.513	.475
	RELIGION	.036	.849
General Health	AGE	8.679	.004
	MARITAL STATUS	.214	.644
	RELIGION	1.748	.187
Life Satisfaction	AGE	16.953	.000
	MARITAL STATUS	.485	.487
	RELIGION	.868	.352
Life events	AGE	8.625	.004
	MARITAL STATUS	1.598	.207
	RELIGION	1.020	.314

The multivariate analysis was computed to observe the relationship of dependent variables with independent and covariates. The dependent variables were LOC, LE, LS, and GHQ. The independent variables were the work experience, salary, and age. The covariate was the education of hotel employees.

The table 59 showed that age had significant relation to life satisfaction (sig=.014). Salary had significant interaction effect to LOC (sig=.062) and LSS (sig = .055). Level of Education had strong effect on LOC. The interaction effect of work experience and salary (sig= .013) together had the

significant relation to life satisfaction (Table 58, 59). At time of calculating the relation of said variables, the Wilks Lambda had been observed (Table 58, 59). The value of Wilks Lambda ranges from 0 to 1. Small value indicated the strong group differences where as values close to 1 showed no difference (Norusis, 1988 and Guilford, 1965).

Table 58: Showing Wilks' Lambda of Variables

EFFECT	Value	F	Hypothesis df	Error df	Sig.
INTERCEPT	.685	4.593	4.000	40.000	.004
AGE	.791	2.636	4.000	40.000	.048
MARITAL SATUS	.952	.499	4.000	40.000	.736
WORK EXPERIENCE	.214	.870	88.000	160.646	.764
SALARY	.019	1.177	232.000	162.536	.133
EDUCATION LEVEL	.808	2.369	4.000	40.000	.069
WORK EXPERIENCE × SALARY	.034	1.016	212.000	162.465	.459
WORK EXPERIENCE *EDUCATION LEVEL	1.000	.	.000	41.500	.
SALARY × EDUCATION LEVEL	1.000	.	.000	41.500	.
WORK EXPERIENCE × SALARY × EDUCATION LEVEL	1.000	.	.000	41.500	.

Table 59: Showing Significance of Tests Between-Subjects Effects

Source	Dependent Variables			
	Locus of control	General health	Life satisfaction	Life events
	.172	.494	.013	.986
	.318	.018	.004	.450
AGE	.457	.143	.014	.887
MARITAL STATUS	.511	.539	.403	.840
WORK EXPERIENCE	.503	.868	.322	.967
SALARY	.062	.453	.055	.941
EDUCATION LEVEL	.031	.130	.758	.942
WORK EXPERIENCE × SALARY	.864	.546	.013	.975

4.6 Further Analysis of Variables

In this analysis section, life satisfaction of married and unmarried hotel employees was analyzed. Though life satisfaction of married (Mean=77.93) was higher than the unmarried (Mean=76.04), yet the difference was not significant. The value of eta square was .005. This showed that .5% of the variation of marital status was explained by this model (Table 60-63).

Table 60: Showing Life Satisfaction and Marital Status

Marital Status	Mean	N	Std. Deviation
Married	77.93	165	13.44
Unmarried	76.04	77	11.26
Total	77.33	242	12.80

Table 61: Showing ANOVA of Life Satisfaction and Marital Status

			Sum of square	df	Mean square	F	Sig.
Life satisfaction × Marital Status	Between Groups	(Combined)	188.404	1	188.404	1.151	.284
	Within Groups		39283.150	240	163.680		
	Total		39471.554	241			

Table 62: Measures of Association

Variables	Eta	Eta Square
Life satisfaction × Marital Status	.069	.005

The ANOVA was calculated to find out the impact of education on life satisfaction of employees. The F-ratio showed that level of education had no significant effect on life satisfaction as showed in table 63.

Table 63: Showing ANOVA

			Sum of Squares	Df	Mean Square	F	Sig.
Life satisfaction × Level of education (Graduate/ Undergraduate)	Between Groups	(Com bined)	223.228	1	223.228	1.338	.249
	Within Groups		41208.580	247	166.836		
	Total		41431.807	248			

CHAPTER V

DISCUSSIONS AND SUGGESTIONS

Discussions: This study aimed at finding the level of stress and stressful life events specific to Nepalese organizational context. Life events were identified at the very beginning of this study and the relation of the stress, life satisfaction, general health of workers (employees) and locus of control was studied later. The beginning of the study was made from the discoveries of life events in Nepalese context. This was worked out to develop the required tool to meet the set objectives of this study. The discovery of life events assisted the researcher to sort out the most stressful life events and least stressful life events as perceived by five star hotel employees.

Informal Interview and participatory observation have been managed to get the information about hotels and employees as well as to help them in answering the set of questionnaire.

A set of questionnaires was distributed among the hotel employees. Each set contained four subsets, namely: Life events (LE), Locus of Control (LOC), General Health Questionnaire (GHQ), and Life Satisfaction (LS) questionnaire.

Personality either Internal or external was studied by the use of Locus of Control (LOC). Locus of control measured the entrepreneurship of hotel workers. In course of analysis, average score was found out. It was considered

that above mean were the internals and below mean were the externals. Earlier it was stated that, internals were entrepreneurs and externals were less entrepreneurs (I/E ratio less than 1).

The General Health Questionnaire (12-points) of Goldberg (1972) studied the health of the hotel workers. Each question had 4 alternative responses. Either of earlier 2 responses got 1 score and remaining either of the responses got 0 score. The average score was calculated and declared that the individual whose score was above the average had good health and below average had poor health.

Life satisfaction studied the quality of working life of employees. Satisfaction indicated the total satisfaction of an individual worker (Shrestha, 1989). She used the revised version of the questionnaire of life satisfaction made by Warr (1937). The revision was made strictly on the basis of socio-cultural context. 18-items questionnaire was provided and assumed that the higher the score, the higher the life satisfaction. Each question contained the 5 alternative responses from highest order to the lowest as in Likert scale system.

The tested hypotheses were discussed in the following five sections:

- I. The sex and level of stress with the life events was analyzed thoroughly. The analysis of Life events and male-female showed that the difference of stress due to the difference in male-female (biological difference) was not significant. The finding of this research does not

differ from the finding of Kaila (2000) who conducted research to see the level of stress on working women. Shrestha (1989) studied the life satisfaction of Nepalese women, and found more than 48 percent of the total female subjects were satisfied their work. From this, it can be inferred that stress was not the product of the male-female difference but there were other dominant factors to cause it.

II. Stress was conditioned with the settlement. In Nepalese context, the ecological regions are divided into there different geographical territories: Himalayan region, Hilly region, and Terai region. The stress due to the differences of settlement was significant. It was found that the people of hilly region experienced the most stress (324) in relation to those of Terai (290) and Mountain (284). It can be inferred that life is more difficult in hill than in any other settlement of the country. The people of Mountain being more collectivistic in nature, were found to feel the least stress in this study. It meant that the people of mountain (Tamang and Sherpa) experienced the greater life satisfaction than people of any other region. Mountain dwellers exercise greater cohesion, and integrity in their social life, celebrations, rituals and ceremonies.

Difficulty in living or hardship in life was found more among hill dwellers because of transportation problems than the people living in plain land. This showed the transformation of collectivistic values

towards individualistic western values (Boehnke et al, 1996). This may be the prime reason to migrate from hill to urban areas like Kathmandu and other cities. In Nepalese context, there is no study available till now to support this inference. Migration helps poor people to earn and invest their labour for livelihood.

III. Locus of control measures the entrepreneurial capacity of the workers (employees). Internals were declared to be entrepreneurs and externals the less "entrepreneurs". All the hotel employees fall within the range of these two extremes. It was found that, there was significant correlation between life satisfaction and locus of control of hotel employees. These two variables showed the positive relationship between them. It was found that internals were more satisfied than externals. The high LOC employees expressed high life satisfaction. The findings of this research are consistent to the study of Ducette and Wolk, (1972) that internals felt more satisfaction than externals. It also supported Phrase (1978) that externals are unhappy than internals. Locus of control affects behavior on the job. Internals take better care of equipment, indicate more satisfaction with job training, rate higher in work tolerance, and are more cooperative, self-reliant, and knowledgeable about their work (Davis, 1980). This study also, supported that internals got more satisfaction than the externals.

IV. The life satisfaction of hotel employees and their respective health condition of the hotel employees were found relative. This report further claims that healthier group got higher life satisfaction than non-healthier group. It can be inferred that personal health affects the life satisfaction of employees and vice versa. Life satisfaction is the sum total of satisfaction of one's life i.e. living standard, living style, health, expectations from future, accomplishments in one's life. Social, economical and family life, religious life, work life and social, economical and political conditions of one's country. In other words, life satisfaction is viewed as the interaction of the individual's perceptions of his or her current situation on the one hand and his/her expectations and aspirations on the other (Shrestha, 1989).

In course of this research it is found that there are various domains that contribute to overall ratings of life satisfaction. Although there is no universally accepted theory that throws light about the importance of particular domains, basically four domains: interpersonal relationships, leisure activities, financial status and work situation, are significant aspects of all adult lives. Therefore, one can expect the contributions of these domains to overall life satisfaction ratings to be relatively large across most social groups. Three other domains residential environment, affective states and physical health are undoubtedly influential in determining judgments about life satisfaction. However,

they probably show mere variability in their relative importance across social groups than of the other domains. It may be noted that these seven major domains neither are not independent life areas nor are they contributors to the structure of life satisfaction. Besides these, there are a few other personal factors that do positively affect satisfaction derived from one's life. The factors can range from sex to income level. Among these, sex and age are the major biological attributes, which generally have strong effects on socialization and life activities. So one can expect to note the difference in the structure of life satisfaction across sex and age groups (Shrestha, 1989). Generally life satisfaction depends on the health of an individual.

This research was consistent to the research of Warr (1989). He observed that there was clear linear relationship between health and general life satisfaction. He found the relationship between income and life satisfaction and concluded that middle aged and low-income individuals appeared to be somewhat less satisfied in life as a whole than higher income individuals of any other age.

In the study of Minor et al (1982) regarding life satisfaction as a structure of mainly three variables: satisfaction with leisure, finances and dwelling units had drawn significant results. Difference was found among employed male and female in relation to satisfaction with leisure, finances dwelling units and neighborhood, and negative affect.

However, differences were seen in assigning importance to work satisfaction, positive affect and age-comparative health status. Two sets of coefficients, those for work satisfaction and age-comparative health states, show linear relationships with age. The coefficients for work satisfaction increases with age, whereas the importance of age comparative health status decreases with age. Singh and Joseph (1996) investigated the effects of selected aspects of motivation on life satisfaction of retired personnel. It was reported that three motivational orientations such as challenge seeking, concern with recognition and health were systematically related to life satisfaction.

- V. Stressful Life Events were found to be related to the health status of individual workers (employees). It was found that the more an individual experienced the stressful life events, the poorer was the health condition of the worker. Stressful life events included the death of parents, spouse, friends, sex difficulties, SLC failure, etc. In Nepalese context, this research developed a total of 47 life events, and screened out the ten topmost painful/pleasurable stressful life events and found that there were more differences in the life events compared to the findings of other scholars as Holmes and Rahe (1967) and among others. Dohrenwend and Dohrenwend (1974) stated that Life Event jeopardized our daily lives. In other words, the stressful life events are casually implicated in a variety of undesirable effects on our

performance and health. It is increasingly recognized that stress is one of the components of any disease and not just those labeled psychosomatic. Holmes and Rahe (1967) have established this point beyond doubt that there exists a positive relationship between stressful life events and subsequent illnesses. Brown and Harris (1978) found that women, who had one important confiding relationship with a husband, lover, or friend, were 90 percent less likely to become depressed than women who had no such relationship to rely on.

Suggestion for Further Works:

On the basis of the result obtained from the research, and experiences that was gained during this research, the researcher would like to suggest for further works that could be conducted considering the following points:

- I. As life events differ from occupation to occupation so different professional group can be assessed in finding out the relevant stressful life events to the specific profession. A validation study is needed to conduct.
- II. Inter-ranked differences in problems and grievances among different categories of hotel employees are to be assessed.
- III. Cross-cultural or cross-national differences among the hotel employees are to be assessed for the comparison of findings.

- IV. Studies of internal and external personality traits of hotel employees on coping, social support, life satisfaction and health separately and/or comparatively are suggested for further research work.
- V. Do job stress and job stagnation produce psychological strains like anxiety, psychosomatic complaints and job dissatisfaction? Future research is suggested to answer this problem.

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APPENDIX-I

Operational Definition of the Terms:

Bad health: It refers to the poor health of an employee.

Blue-collar Job: it refers to the manual work (lower level work) in organization.

Cost of stress: It refers to the investment cost to reduce stress. It also indicates the indirect losses of organization due to the stress.

Customer Satisfaction: It refers to the satisfaction of hotel customer by the good services of the hotel staffs.

Distress: The negative feelings experienced are termed distress.

Efficiency: The achievement of objective in low cost.

Externals: In Rotter's terms individuals who believe that they have little control over the outcomes they experience.

Good Health: It refers to the sound health of an employee.

Hardiness: A personality style characterized by high level of commitment, regard change as an opportunity for growth, and have a sense of control over events in their lives.

Hardiness: It refers to strong personality.

Hypothesis: A testable proposition that describes a relationship that may exist between two or more than two variables.

Internals: In Rotter's term, individuals who believe that they exert considerable control over the outcomes they experience.

Life Event: The events occurred during the life period

Life satisfaction: It refers to total satisfaction in life.

Locus of control: The extent to which people perceive outcomes as internally controllable by their own efforts and actions or as externally controlled by chance or outside forces.

Organization: It refers to hotel organizations and other organizations as well.

Oriental philosophy: It refers to the philosophy practiced in south Asia.

Physical illness: It refers to chronic medical illness other than mental illness.

Productivity: It refers to hotel workers creative and profit making skill for hotels.

Psychodynamic: It refers to the branch of psychology that investigates motivation and emotional process.

Psychological variables: It refers to individual's confidence, satisfaction, stress perception and mental health.

Reliability: It refers to test device which supply the constant information repeatedly.

Self-efficacy: It refers to a person's judgment about his or her capability to carry out action necessary to accomplish a goal.

Service delivery: It refers to the quality of service given to customer by the hotel workers.

Settlement: It refers to the place where the respondent was born. This place was divided broadly in Mountain, Hill, and Terai.

Social variable: It refers to individual's age, sex, education, religion etc.

Stress Management Program: An approach to treating generalized and other anxiety disorders that teaches people techniques for reducing and controlling stress.

Stress tolerance limit: It refers to optimum level of stress tolerance capacity of an individual.

Stress: This term is used to refer to any condition or state in which life-support or adaptive processes are threatened.

Stressful Life Event: It refers to events either desirable or undesirable, may produce pain or pleasure and may produce positive or negative outcomes.

Stressor: The event or situation presenting a threat is termed the stressor.

Stress-response: A person's particular reactions to stress.

Turn over: It refers to employees' quit off the job.

Validity: It refers to test device which can measure that is intended to measure.

White-Collar Job: It refers to the table work (administrative work) of executive level employees.

Yoga: It refers to a set of physical and mental exercise which is intended to give control over the body and mind.

APPENDIX-II

SHEET OF QUESTIONNAIRE

Introduction to the Present Study

Serial No. _____

Since 2000, we are vigorously, engaged in the study of " Live Events" in Nepalese context, "Life satisfaction", "General Health" of hotel employees, and personality of hotel employees through" Locus Of Control (LOC). Your cooperation is highly appreciated in this regard. We are very much anxious to know your praiseworthy-opinion in the given items.

The questionnaire presented before you are not meant to test your ability or your personality. It is just for the sake of study. Only your clear, independent, uninfluenced, and objective response to the item best meet the objective of this study. The most appreciable answer is that which best reflect your own opinion. You are expected to mention whatever response comes in you mind Responses are used only for research purpose.

You're requested to read all the instruction carefully before proceeding to answer the questions. Build confidence while answering the questions. Please, do not leave any questions unanswered.

Many many thanks for your kind cooperation.

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Nepal

I

Information About Respondent

(Detail)

1. Name:
2. Age:
3. Education:
7. Dwell in rural/urban:
8. Marital Status:
9. Family composition: Joint or single:
10. Total Family member:
11. Profession:
12. Your designation:
13. Name of your Office:
14. Your Immediate Boss:
15. How Long you have been working here:
16. Name of your employer:
17. Your Office:
18. Length of Service:
19. Working Hours:
20. Nature of Work: White Colors/ Blue Colors.
- 21 Status: Daily Wages/ Monthly Paid W/O p.f/ Paid with p.f.
22. Monthly Income:
23. Tax amount (if any):
24. No of dependents:

II

Instruction

Please consider different aspects of your life at the present moment and indicate how satisfied you feel about each in turn. Please use the following scales:

Response Alternative

1. I'm extremely dissatisfied
2. I'm very dissatisfied
3. I'm moderately dissatisfied
4. I'm not sure
5. I'm moderately satisfied
6. I'm very satisfied
7. I'm extremely satisfied

Items

Score (1 to 7)

1. The house that you live in

1 _____ 7

2. The neighborhood that you live in

1 _____ 7

3. Your standard of living. The things you can buy or do.

1 _____ 7

4. The way you spend your leisure time

1_____7

5. Your present state of health

1_____7

6. The education you have received

1_____7

7. What you are accomplishing in life

1_____7

8. What the future seems to hold for you

1_____7

9. Your social life

1_____7

10. your family life

1_____7

11. Your religious/spiritual life

1_____7

12. Your work life

1_____7

13. The present government

1 _____ 7

14. The political climate in Nepal

1 _____ 7

15. The state of law and order today

1 _____ 7

16. The moral standards and values in Nepal today

1 _____ 7

17. Nepal's reputation in South East Asia Today

1 _____ 7

18. Taking everything together, your life as a whole these days

1 _____ 7

Taking all things together, how would you say things are these days, would you say your are

Very happy

Fairly happy

Neither happy, nor unhappy

Not too happy

Very unhappy

III

Instruction:

Please read these 12-pints carefully

We would like to know if you have had any medical complaints and how your health has been general, over the past few weeks. Please answer all the questions simply by underlining the answer, which you think most nearly, applies to you. Remember that we want to know about present and recent complaints, not those that you had in the past.

It is important that you try to answer all the questions.

Have you recently

1. Lost much sleep over worry?	Not at all	No more than usual	Rather than usual	Much More than usual
2. Felt constantly under strain?	Not at all	No more than usual	Rather than usual	Much More than usual
3. Been able to concentrate on you are doing?	Not at all	No more than usual	Rather than usual	Much More than usual
4. Felt that you are playing a useful part in things?	Not at all	No more than usual	Rather than usual	Much More than usual
5. Been able to face your problem?	Not at all	No more than usual	Rather than usual	Much More than usual
6. Felt capable of making decision about thins?	Not at all	No more than usual	Rather than usual	Much More than usual
7. Felt that you couldn't overcome your difficulties?	Not at all	No more than usual	Rather than usual	Much More than usual

8. Been feeling reasonably happy, all things considered?	Not at all	No more than usual	Rather than usual	Much More than usual
9. Been able to enjoy your day to day activities?	Not at all	No more than usual	Rather than usual	Much More than usual
10. Been feeling unhappy and depressed?	Not at all	No more than usual	Rather than usual	Much More than usual
11. Being losing confidence in yourself?	Not at all	No more than usual	Rather than usual	Much More than usual
12. Been thinking of yourself as a worthless person?	Not at all	No more than usual	Rather than usual	Much More than usual

How long have you had symptoms like this? (Please Underline one reply)

- a) Not at all
- b) Less than two weeks
- c) Two weeks to one year
- d) More than one year but getting worse recently

IV

Instructions

This inventory contains twenty pairs of statements. In each pair, you may agree with one statement more than the other. You have five points distributed between the two statements in each pair to indicate the extent to which you agree with which you agree more to one than other and then distribute the points.

- 1.a. How successful an entrepreneur is depends on a number of factors
One's capabilities may every little to do with one's success.
- b. A capable entrepreneur can always shape his or her own destiny.
 - a. entrepreneurs are born, not made
 - b. It is possible for people to learn to become more enterprising even if they do not start out that way.
- 3.a. Whether or not a salesperson will be able to sell his or her product depends on how effective the competitors are.
- b. No matter how good the competitors are, an effective Salesperson will always be able to sell his or her product.
- 4.a. Every capable entrepreneur believes in planning their activities in advance.
- 4.b. There is no need for advance planning, because no matter how enterprising one is, there will always be chance factors that influence success.

- 5.a. Weather or not a person can become a successful entrepreneur depends on social and economic conditions.
- 6.a. Entrepreneurs are bound to fail at least half the time, because success or failure depends on a number of factors beyond their control.
- 7.a. Entrepreneurs are often victims of forces that they can neither understand nor control.
- b. By taking an active part in economic, social and political affairs, entrepreneurs can control events that affect their business.
- 8.a. Whether or not you get a business loan depends on how good your project plan is.
- b. By taking an active part in economic, social and political affairs, entrepreneurs can control events that affect their business.
- 9.a. When purchasing raw materials or any other goods, it is wise to collect as much information as possible from various sources and then to make a final choice.
- b. There is no point in collecting a lot of information: in the long run. The more you pay, the better the product is.
- 10.a. Whether or not you make a profit in business depends on how lucky you are.
- b. Whether or not you make a profit in business depends on how capable you are as an entrepreneur.
- 11.a. Some type of people believe on their luck.
- b. Some people believe on their capacity of entrepreneurship.

- 12.a. Whether or not you will be a successful entrepreneur depends on the social environment in to which you were born.
- b. People can become successful entrepreneurs with effort and capability irrespective of the social part in which they are brought up.
- 13.a. These days people must depend at every point on the help, support, or merely of other (government agents bureaucracy what is required is skill the dealing with people.
- 14.a. The market situation today is very unpredictable even perceptive entrepreneurs falter quite often.
- b. When an entrepreneur's prediction of the maker situations wrong that person can blame only him or herself for failing or read the maker correctly.
- 15.a. With effort, people can determine their own destines.
- b. There is no point in spending time planning or doing things to change one's destiny. What is going to happen will happen.
- 16.a. There are many events beyond the control of entrepreneurs.
- b. Entrepreneurs are the creators of their own experiences.
- 17.a. No matter how hard a person works. He or she will achieve only what is destined.
- b. The rewards one achieves depend solely on the effort one maker.
- 18.a. Organizational effectiveness can be achieved by employing competent and effective people.

- b. No matter how competent the employees in a company are, if socioeconomic conditions are not good, the organization will have problems.
- 19.a. Leaving things to chance and letting time take care of them helps a person to relax and enjoy life.
- b. Working for things always turns out better than leaving thing to chance.
- 20.a. The work of competent people will always be recognized.
- b. Social recognition is not possible even if the people are competent.

LEI

V

Instruction

Among the following events, please tick (✓) those event(s) that had been felt by you within one year.

S.N. Life Events

- | | |
|------------------------------------|--------------------------|
| Death of parents | <input type="checkbox"/> |
| 1. SLC pass | <input type="checkbox"/> |
| 2. Love Tragedy | <input type="checkbox"/> |
| 3. Success in higher education | <input type="checkbox"/> |
| 4. Giving birth of son or daughter | <input type="checkbox"/> |
| 5. Traveling | <input type="checkbox"/> |
| 6. Accident | <input type="checkbox"/> |
| 7. Love affair | <input type="checkbox"/> |
| 8. Corruption in nature | <input type="checkbox"/> |
| 9. Death of close relative | <input type="checkbox"/> |
| 10. Meeting with lover | <input type="checkbox"/> |
| 11. Play pranks | <input type="checkbox"/> |
| 12. Death of close friend | <input type="checkbox"/> |
| 13. Failure in examination | <input type="checkbox"/> |
| 14. Living alone | <input type="checkbox"/> |
| 15. Fear of terrorism | <input type="checkbox"/> |
| 16. Conspiracy | <input type="checkbox"/> |

- 17. Marriage
- 18. Friendship with opposite sex
- 19. Alcoholism in family
- 20. Quarrelling
- 21. Political disturbance in academic institution
- 22. Personal illness
- 23. Labor pain
- 24. Misunderstanding
- 25. Marriage by Nelson Mandela
- 26. Getting bride/groom
- 27. Encouragement by other
- 28. Death of domestic animals
- 29. Personal achievement
- 30. Bad relation with boss
- 31. Flirting husband
- 32. Bank loan
- 33. Mental and/or physical torture
- 34. punishing father
- 35. Jail term
- 36. Being grand dad/mum
- 37. Long vacation in schools or colleges
- 38. Settlement problems

Please, write any event (s) that you felt to mention.