

Stress Management and its impact on work life balance – an empirical study of
bogmallo beach resort

An Internship Report for

Course code and Course Title: MBIR002 Final Internship Report

Credits: 8 Credits

Submitted in partial fulfilment of Masters Degree

MBA in (Human Resource)

by

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Date: 26th April 2022

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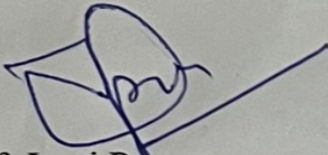


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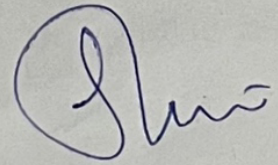
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Date: 29/04/2023



Prof. Jyoti Pawar
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Place: Goa University



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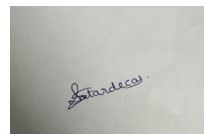


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DECLARATION BY STUDENT

I hereby declare that the data presented in this Dissertation / Internship report entitled, “Stress Management and its Impact on Work-Life Balance ” is based on the results of investigations carried out by me in the (Management Studies) at the Goa Business School, Goa University under the Supervision/Mentorship of Dr. Suraj Pavto Velip and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will be not be responsible for the correctness of observations / experimental or other findings given the dissertation.

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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Satardecar Saisha Xencora has undergone Internship Training with us for the period 1st March 2023 to 26th April 2023 in the Human Resource Department.

We wish her best of luck for her future endeavors.

For Bogmallo Beach Resort


HR Manager



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COMPANY PROFILE

Bogmallo Beach Resort

Bogmallo Beach Resort is a popular beachfront hotel located in Bogmalo village, South Goa, India. The resort offers a range of luxurious accommodations, including standard rooms, deluxe rooms, and suites, all with modern amenities such as air conditioning, flat-screen TVs, mini-fridges, and more. The resort also features an outdoor swimming pool, a fitness center, a spa, and several dining options, including a beachside restaurant and a coffee shop. Bogmallo beach Resort, provides the perfect place not only for a holiday but even for people who have business on their minds. It has 3 sea facing conference halls and a Conventional Centre with a full range of audio visual equipment, board room facilities, business centre facilities, and lots more. The attendants are alert and at the service all the time during the conference.

Bogmallo Beach Resort is located just a short distance from the Goa International Airport, making it a convenient choice for travellers. The resort is situated on a beautiful stretch of beach, and guests can enjoy a variety of water sports and activities, such as snorkelling, scuba diving, and parasailing

SWOT Analysis

Strengths

High-end facilities and amenities, such as luxury accommodation, fine dining, spa, and fitness facilities.

Excellent location with scenic views and access to popular tourist attractions.

Strong brand reputation and recognition.

Strong financial position to invest in upgrades and expansions.

Weakness

Heavy reliance on the tourism industry, which can be impacted by external factors such as natural disasters, political instability, or economic downturns.

Seasonal fluctuations in demand that can affect revenues.

The resort has been operational for several decades, and some of its infrastructure, such as the rooms and facilities, may require renovation to keep up with changing customer expectations.

Opportunities

Growing demand for luxury travel among affluent consumers.

Expansion into new markets, such as corporate retreats or destination weddings.

Integration of technology to enhance guest experiences and improve operational efficiencies.

Threats

Airbnb/apartment rental industry.

Intense competition from other luxury resorts in the region.

Changes in consumer preferences and travel behaviour.

Vision: We strive to achieve customer delight through our product and services by constantly adopting state of the art technology and systems.

Mission: Minimising cost, maximising revenue to increase profitability of the organisation.

INTRODUCTION ON PROJECT TOPIC

Stress Management And Its Impact On Work Life Balance - An Empirical Study of Bogmallo Beach Resort

Stress management is critical in achieving a healthy work-life balance. The impact of stress can be profound and affect both our physical and mental health, as well as our relationships and work performance. Stress is an unavoidable aspect of life, but it can be managed effectively to reduce its impact.

One of the key benefits of stress management is that it helps individuals to cope with the demands of work and life better. It enables individuals to develop resilience and adaptability, which can help them to navigate the challenges they face with greater ease. Effective stress management techniques such as exercise, meditation, and mindfulness practices can help to reduce stress levels, improve mood, and promote a sense of calm.

Furthermore, stress management can help individuals to maintain better physical health. Chronic stress can contribute to a range of physical health issues, including heart disease, high blood pressure, and weakened immune systems. Adopting healthy habits, such as regular exercise, a balanced diet, and getting enough sleep, can help to mitigate the effects of stress on our physical health.

In terms of work performance, stress management can have a significant impact on productivity and job satisfaction. Chronic stress can lead to burnout, absenteeism, and decreased job

performance. By managing stress effectively, individuals can reduce their risk of burnout, improve their ability to concentrate, and increase their overall job satisfaction.

Stress management is crucial in achieving work-life balance. Effective stress management techniques can help individuals to cope with the demands of work and life, maintain better physical health, and improve their job performance and satisfaction. By adopting healthy habits and effective stress management techniques, individuals can create a more balanced and fulfilling life.

RESEARCH GAP

Work-life balance and stress management are two significant issues that have been the subject of in-depth research in the past. However, there are still certain study gaps that must be filled in light of how they interact with one another.

Lack of studies particularly examining how stress management approaches affect work-life balance is one area of study that needs to be filled. While several research have examined the effectiveness of stress management strategies in lowering stress levels, few have looked at how these strategies affect work-life balance. Our knowledge of how stress management therapies might assist people in achieving a better work-life balance is constrained by this research gap.

Stress management and work-life balance are two important topics that have previously been the focus of in-depth research. However, given how they interact with one another, there are still certain study gaps that need to be addressed.

One gap in the literature is the lack of research specifically looking at how stress management techniques influence work-life balance. While several studies have looked at how stress management techniques can reduce stress levels, very few have considered how these techniques impact work-life balance. This study vacuum limits our understanding of how stress management therapy could help people achieve a better work-life balance.

SCOPE OF STUDY

The scope of a study on stress management and its impact on work-life balance

Examining the relationship between stress and work-life balance which involve exploring the different types of stress experienced by individuals in their personal and professional lives

Identifying effective stress management techniques that includes reviewing the literature on stress management and evaluating the effectiveness of different techniques

Evaluating the effectiveness of work-life balance programs and policies that includes reviewing the policies and programs implemented by different organizations to promote work-life balance

Assessing individual factors that influence stress and work-life balance by examining the role of individual factors

OBJECTIVES

- To find out the factors which cause stress at work in the organization
- To find out the levels of stress among the employees of Bogmallo beach resort at all levels in various departments and in different age groups.
- To provide suitable solution for managing stress.

METHODOLOGY

Identify the source of stress: The first step in managing stress is to identify the source. This may include workload, deadlines, conflicts with colleagues, or personal issues. Once you have identified the source, you can work on finding ways to manage it effectively.

Prioritize tasks: Prioritizing tasks can help you manage your workload effectively and reduce stress. Make a list of tasks and prioritize them based on their importance and urgency. This can help you focus on the most critical tasks first and avoid feeling overwhelmed.

Time management: Effective time management can help you manage stress by allowing you to allocate time for work, personal activities, and rest. Create a schedule and stick to it, avoiding procrastination and distractions.

Annova and T Test were used.

LITERATURE REVIEW

(Razak, 2014) According to the information gathered through this research, the company could try to enhance its strength to the fullest and improve the weaknesses. There are several strategies that can be implemented by the company with an aim to improve the management current practices, so that it would increase the work life balance for example Clear communication is one of the important ways to reduce stress. Person based skill is one of the method to reduce stress as the company need to hire employees based on the skills that they have etc.

(Yogeshwaran, 2016) Work-life balance requires cooperation and coordination at national, governmental, organizational, family, as well as the individual level. Previously most of the companies followed six sigma strategy i.e. production oriented. But now the BPOs started giving importance to Human sigma also i.e. importance to employees also to avoid absenteeism, conflict, employees exit etc. in this context work-life balance of the employees come to light. To overcome this problem both the employer and employee should contribute equally in avoiding or minimizing the factors raising stress in the work place.

(Ritu Atheya*, 2014) During the past few decades, job stress has increased in all organisations and has had a significant impact on performance. Considering how crucial it is, there aren't enough effective stress management programmes. Job stress must be closely monitored and managed since it has an impact on productivity outcomes. To strike a balance between work

and life, as well as to take action to lessen stress and burnout, is largely the duty of the person.

The company can in fact make the procedure easier. To understand what he expects from work and life and to build the best strategies for combining the two, the individual must examine his values, aspirations, and objectives. He must thus reflect on the nature of his work, his coping mechanisms, and his relationship management.

(Nathish, 2019) This study aids in identifying and resolving the numerous work-life balance-related stress factors. As stress has an impact on productivity, it is crucial to monitor and manage workplace stress. It is each person's obligation to strike a balance between work and life. The organisation can in fact help the growth if you take action to lessen stress. The person must examine his or her values, objectives, and goals in order to comprehend what he or she expects from work and life and to determine the best strategies for striking a balance between the two.

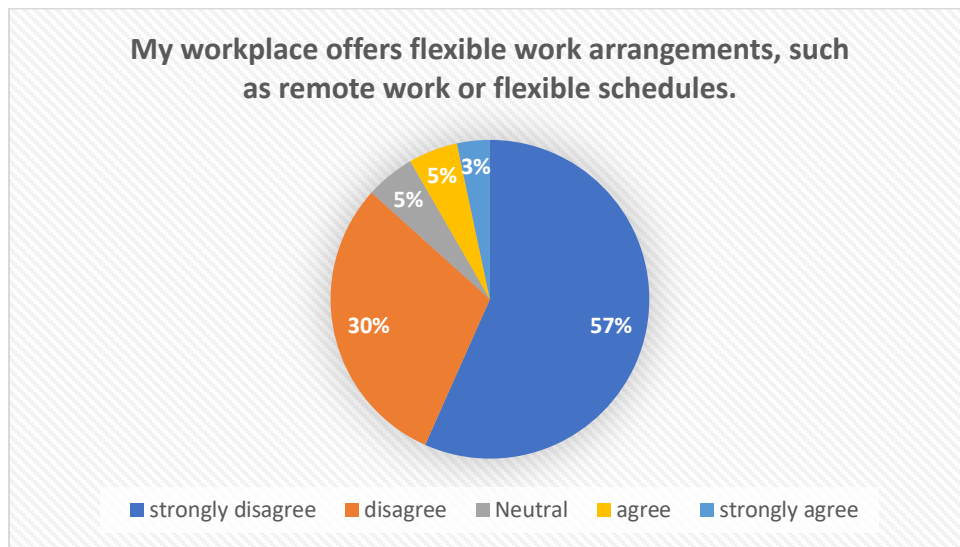
(Jyoti., 2021) The author says that managing a profession and a personal life is a difficult challenge, but organisations and workers are focused on finding ways to balance work and life while dealing with stress, and as a consequence, many organisations are focusing on work-life policies. Over the past few decades, work stress has increased in all organisations, with significant performance effects. Despite its significance, there hasn't been a good programme for stress management. According to revisions, job stress is a primary component that affects work-life balance. This leads to high productivity, low absenteeism, low labour turnover, fewer health issues, excellent work, and a healthy work-life balance.

(Mazen Fawaz Massoud^{1*}, 2020) Employees working in an organization with work-life balance culture report lower levels of overload, conflicts, and work to family interference (Lockwood, 2003). Within their organizational responsibilities, university managers should recognize the signs of cumulative stress and distress. They should be able to provide adequate support to reduce the level of stress. Factors to reduce distress should include social support at work and in private life against stressful circumstances.

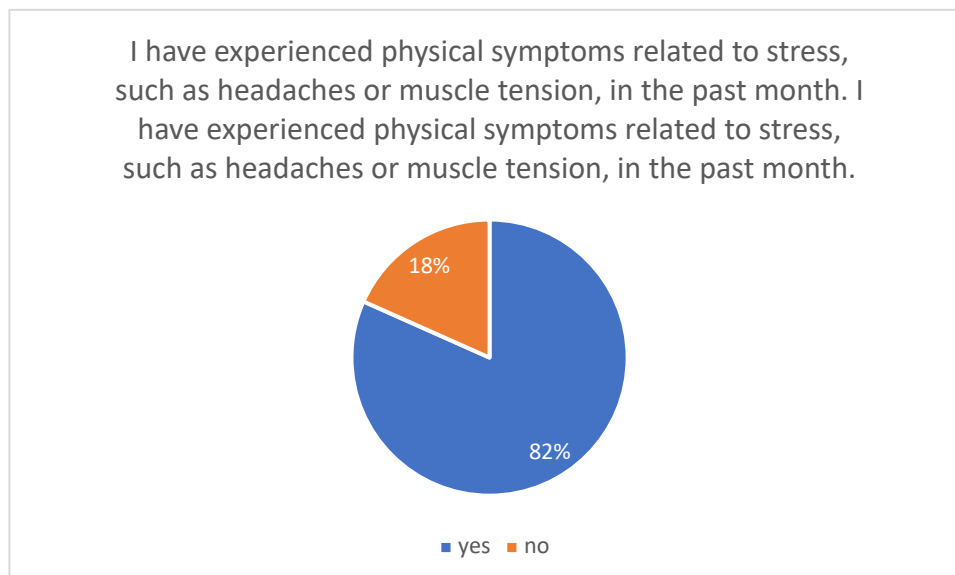
(Dhyana Sharon Ross, 2014) The study shows that during the past few decades, job stress has increased in all organisations and has had a significant impact on performance. Despite its significance, there hasn't been a good programme for stress management. Job stress must be closely monitored and managed because it has an impact on productivity outcomes. Although while organisations provide employee support programmes like stress management and flexible work schedules, the complex nature of stress still seems to have a detrimental impact on health and work-life balance. So, for increased productivity, it is the obligation of both the company and the employee to improve the work-life balance.

(Ms. Shaik Maseeha, 2019) The research says that main thing is one should have their own personality traits and personal motivation to manage, balance the Work-life. The organizations should identify that the employee welfare and satisfaction is the most vital things. Love and humanity is also important to be happy along with the work. Companies are implementing new programs and policies on how to balance both work and life.

DATA ANALYSIS



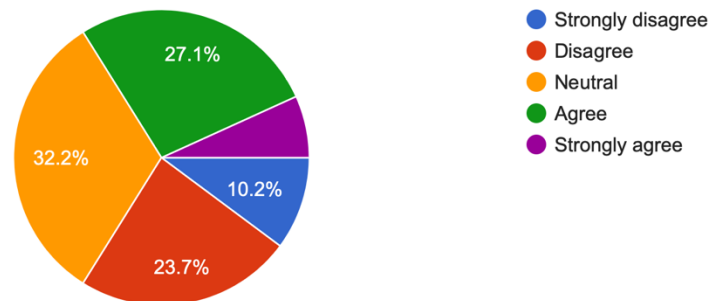
As seen above, majority of them strongly disagree and 30% employees disagree that their workplace offers them flexible work arrangements, such as remote or flexible schedules whereas very few agree with the same.



As seen above majority (82%) experience physical systems related to stress and minority doesn't face the issue of stress.

I often feel like I am neglecting personal responsibilities, such as family or household duties, due to work demands.

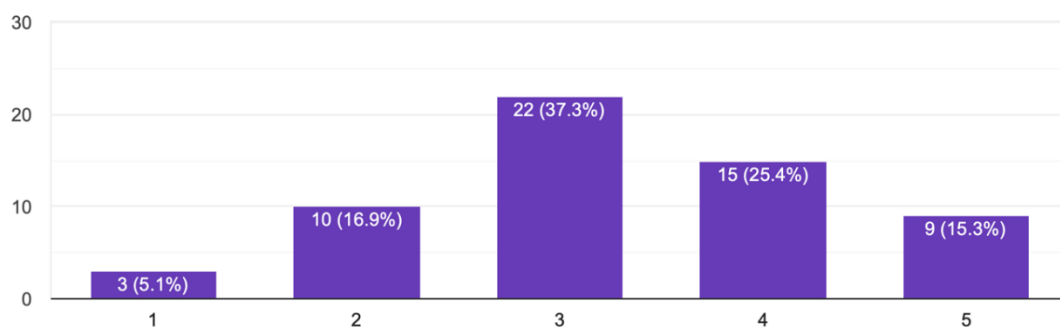
59 responses



From the above chart it can be seen that 32.2% are neutral on their feeling that they are neglecting responsibilities , such as family or household duties due to work demand 27.1% of the employees agrees on the question whereas 23.7% disagrees.

On a scale of 1-5, how often do you feel stressed at work?

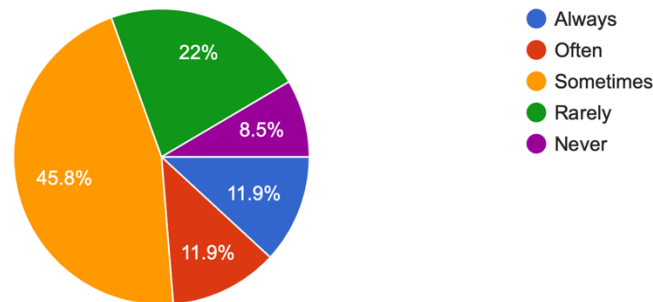
59 responses



As seen above 15.9% employees feel stressed at work due to over load of projects and working hours, 25.4% feel average stressed and 37.3% feel neutral means stress only during heavy projects and dead line or else they are relaxed. Some percent such as 16.9 feel less stressed and very few, 5.1% feel very low stress.

How often do you feel you are able to prioritize self-care outside of work?

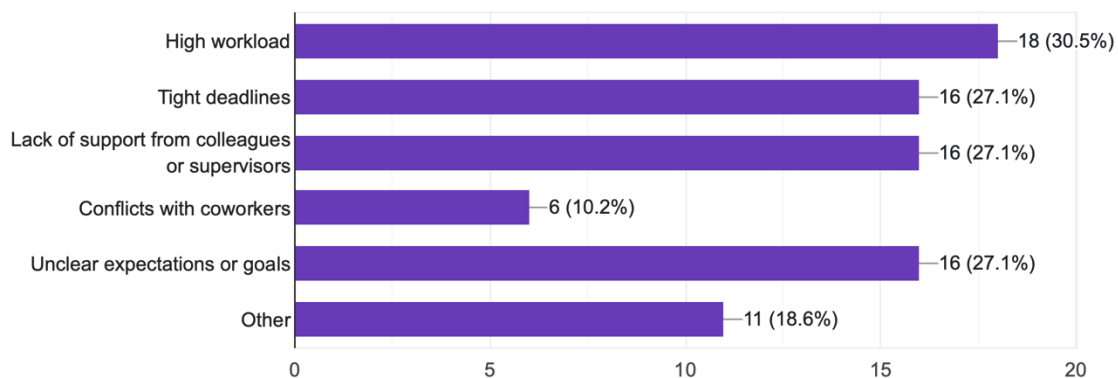
59 responses



As seen above, 45.8% employees are sometimes able to prioritize self-care outside of work where are 8.5% are never able to prioritize self-care. 22% of the employees can rarely prioritize self-care.

What are the main sources of stress at work for you?

59 responses



The above graph depicts the main sources of stress at work and most of the stress is caused due to high workload with 30.5%. followed by tight deadlines, lack of support from colleagues and unclear expectations or goals.

Hypothesis

H0- there is no impact on employee's work due to stress

H1- there is a great impact on employee's work due to stress

t-Test: Paired Two Sample for Means

	<i>Do you have stress in work place</i>	<i>are you able to complete the task assigned to you in deadline</i>
Mean	0.133333333	0.86666667
Variance	0.117514124	0.11751412
Observations	60	60
Pearson Correlation	0.009615385	
Hypothesized Mean Difference	0	
df	59	
t Stat	-11.77375723	
P(T<=t) one-tail	1.99848E-17	
t Critical one-tail	1.671093032	
P(T<=t) two-tail	3.99696E-17	
t Critical two-tail	2.000995378	

As seen above P value is less than 0.05, At 95% of significance level we reject the null Hypothesis.

ho- Factors such as flexible work hours, over load work, working environment, employee engagement activities and training programs are not required for employee satisfaction

h1- Factors such as flexible work hours, over load work, working environment, employee engagement activities and training programs are required for employee satisfaction

Anova: Single Factor

SUMMARY

<i>Groups</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
My workplace offers flexible work arrangements, such as remote work or flexible schedules.	60	122	2.033333	1.049718
What are the main sources of stress at work for you?	60	105	1.75	1.105932
I have enough free time outside of work to pursue leisure activities.	59	175	2.966102	1.654004
I often feel like I am neglecting personal responsibilities, such as family or household duties, due to work demands.	60	177	2.95	1.200847
On a scale of 5, how effectively do you communicate with your supervisor regarding work stress?	60	154	2.566667	1.60565

My workload is manageable and I am

able to complete all my job

responsibilities. 60 192 3.2 1.111864

Does your organization offer any

employee engagement activities? 60 122 2.033333 0.710734

How 2 do you feel you are able to

prioritize self-care outside of work? 60 181 3.016667 1.169209

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Between Groups	128.5924	7	18.37034	15.3082	4.38E-18	2.029015
Within Groups	565.2155	471	1.200033			
Total	693.8079	478				

At 95% of significance level since P value is less than 0.05, we reject the null Hypothesis.

FINDINGS

The hotel sector is extremely competitive, with many firms competing for market share.

The pandemic of COVID-19 has had a substantial influence on the sector, resulting in lower demand and income for many hotels.

When it comes to hotels, consumers are more interested on sustainability and ecologically friendly practises.

Hotels may reach out to potential consumers through online booking platforms and social media.

Guest reviews and ratings have a significant impact on a hotel's reputation and ability to attract future business.

Employees report significant levels of job-related stress in the hotel business, which is a high-stress environment.

Long working hours, poor compensation, a lack of job security, and a heavy workload are all factors that contribute to stress in the hotel sector.

Stress can also be caused by poor management practises and a lack of communication between management and staff.

Customer service encounters may be stressful for hotel personnel, especially when dealing with tough or demanding clientele.

Hotel employees' stress levels can also be influenced by workplace culture and the general work environment.

SUGGESTIONS

To guarantee that staff can handle the demands of the job and preserve their physical and emotional wellbeing, stress management is essential in the hospitality business. Here are some strategies for stress reduction that may be used in the hotel sector:

Time management: To lessen stress, encourage staff members to prioritise their job and manage their time well. Provide resources to aid with staff organisation, such as timetables and task lists.

Encourage staff to use relaxation techniques like deep breathing, meditation, or yoga during breaks to improve attention and lower stress levels.

Support systems: To help employees deal with stress and obstacles at work, give them access to support systems like employee assistance programmes, counselling services, or peer support groups.

Workload management: Assess how the workload is distributed and make the appropriate adjustments to make sure that staff aren't overworked.

Training and development: Give workers the chance to grow professionally and gain more self-assurance. This might aid in lowering stress levels and boosting work satisfaction.

Access to health and wellbeing programmes, including exercise classes, wholesome food alternatives, and mental health support, should be made available to staff. Offer staff flexible schedule alternatives so they may balance their personal and professional life.

LEARNINGS

It was a great opportunity to work in a service sector where one of the best things about being in hotel operations is not only being in contact with guests but also interacting with our associates and working in teams and also understanding the ethics of the hotel industry. Being in the hotel industry I learnt how to coordinate with employees and maintain teamwork with each other. I had a great experience in these weeks of interning at BOGMALLO BEACH RESORT . I was majorly in the HR department where I had to make soft calls and schedule interviews and also check day-to-day attendance and coordinate with the Finance department, and F&B service with their banquets in arranging and coordinating with staff for making set up for party, conference and events.

CONCLUSION

Hotels must put a priority on the guest experience and customer service in order to be competitive in the hotel sector.

Utilising sustainable practises may help hotels stand out from the competition and draw in clients that care about the environment.

Hotels need to be attentive to reviews and comments from guests and have a good web presence.

The COVID-19 pandemic has emphasised the value of adaptability and flexibility in the hospitality sector as well as the necessity to give health and safety precautions first priority.

To alleviate stress in the hotel sector, hotels must prioritise staff well-being through initiatives such as employee support programmes, flexible working arrangements, and stress management training.

Hotels should also strive to build a friendly and supportive work environment that appreciates employee feedback and encourages open communication.

Providing proper tools and assistance for customer service encounters can also help hotel personnel avoid stress.

Addressing issues such as workload and remuneration can also help decrease stress and enhance job satisfaction among hotel staff.

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