

Impact of Demographic Variables on Job Stress Factors: A Study on Turkish Employees

Oya TAMTEKİN AYDIN

İstanbul Bilgi University

School of Tourism and Hotel Management

İstanbul, Turkey

orcid.org/0000-0003-3695-0828

oya.aydin@bilgi.edu.tr

Abstract

Pursuant to research regarding hotel management and tourism, several stress factors have been determined to affect both employees and managers. However, relevant literature does not adequately explore the effect of demographic variables on the stress factors. Moreover, no measurement has been identified to test job stress factors for Turkish hotel employees. Accordingly, this study, particularly aimed (a) to develop a scaling method for examining job stress factors for hotel employees in Turkey, and (b) to examine the differences between demographic characteristics and job stress factors obtained from the scaling endeavor. A convenience sampling method was used to determine the participants in the study. Then, face-to-face questionnaires were administered to employees at four- and five-star hotels in Istanbul. In total, 500 questionnaires were delivered to the employees, and 379 questionnaire forms were considered valid. At the end of the study, scaling was obtained that includes 33 items falling under six job stress factors, the factors of job stress and factor items were ranked and then, the differences between the demographic variables and job stress factors were presented.

Keywords: job stress factors, demographic factors, hotel employee.