

How stress affects Food and Beverage Personnel within Hotels in Malta

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B-IHM – Bachelors in International Hospitality Management

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Authenticity of Dissertation

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X 

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Dated: 25/09/2020

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<p>This dissertation is a paper which goes through various topics which cover stress and anxiety which are created within the workplace by the Food and Beverage Hospitality Industry.</p> <p>This paper would report on the various stressors one can encounter within the workplace, distinguishing between the various methods personnel adapt and cope with them. It also touches upon how employees work alongside each other under these stresses and their side-effects.</p> <p>The results could then be used by teachers and lecturers within scholastic and work environments.</p> <p>Showing and pinpointing how stress and anxiety could affect morale and opinions within the workspace.</p> <p>With the author seeking to further research into how stress and anxiety through the use of academic journals and surveys. These are then used to show the effects on employee's personality, opinion and residual impressions of the workplace, whether they are still employed or not.</p> <p>The general findings possibly indicate that there are many individuals who are upset with the system currently used throughout the hospitality sector.</p> <p>Many individuals seek comfort within food, alcohol, cigarettes and many other items to cope with their anxiety and stress.</p> <p>Multiple individuals have responded in similar fashion, where many issues filtered into categories cover several main topics, Money, Time, Training and Health.</p>	

The results suggest that the personnel working within the industry are stressed and anxious. Further results observed indicate that a majority of personnel have been harassed whether physically, mental or sexually, whilst a minority only reporting the harassment. Multiple issues combined create toxic environments which the ages of 16 to 60+ would work within.

Several conclusions indicate there is a need for employers to train not only the staff interacting with customers on a daily basis but the supervisory staff too. Where many concepts which are taught and beneficial within colleges and university students are not known to those who start from the industry, as opposed to starting from education.

Potential stress and anxiety could lead to further problems alongside employability and addiction, which could affect one's role in the Hospitality Industry, possibly also lowering self-worth within the industry often being underpaid and overworked.

Keywords:

Stress, Anxiety, Workplace, Employee, Food and Beverage, Hospitality, Engagement

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My deepest appreciation,

Taurean Hoare

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Chapter 1: Introduction

1.1 Research Objectives

The focus of this paper is to conduct a study where the author would use quantitative data with the addition of second-hand research like that of, Journals, Bibliographic Research, Academic Theories and surveys.

This research would be beneficial and would allow the author to understand as to how Staff within the Food and Beverage Industry, which include Waiters and Kitchen Staff, whom work in four- or five-star hotels within Malta, suffer from stress.

Originally, the author would look at examples from outside of Malta through surveys and the literature review. Due to on-going issues within the year 2020, the hospitality industry's work overall was changed.

Previously, this would have allowed the author to then compare and contrast how personnel are affected by stress within Malta and other countries.

Stress in the workplace can cause negative issues affecting the mind and body, further affecting the short-term performance and long-term engagement of an employee. Following, it can also be used to compare to the positive effects that can come from eustress, where certain personnel can take advantage and strive under its effects.

The author would then use these specific research methods alongside research previously documented to explain how such issues occur within the workplace. After researching and presenting evidence the author will then attempt to understand the problems caused by stress.

The author found it was important to conduct this line of questioning and seeking of answers. There are multiple studies surrounding stress and anxiety, also including harassment could show how these factors affect the future of the sector.

There are many students who go into the Food and Beverage sector, and some possibly could leave due to negative bias from work experiences.

From the author's point of view and experience, many issues within the Food and Beverage workplace stem from several key points; Stress which is the focus of this dissertation is one of many key factors that are affecting the current workforce.

The wages employees obtain are minimal for their work. Then respect, where many feel that as employees they are not respected.

Within the future, organizations will possibly continue to change the mentality negatively due to improper targeting and treatment.

With the research methods briefly discussed by the author, the past twenty-years will be looked at and analysed.

Articles found within Scientific Journals and Theories are a necessity to finding accurate data, these will be used to show how long-term effects from the Food and Beverage industry can negatively impact one's life due to stress.

With this research it would then be used to apply to cases within Malta's hospitality industry, where if unchecked can degrade the quality of life and work engagement in its employees.

If ignored, further damage could affect the future, increasing the necessity of employees who are imported from other countries.

Through research, the author can verify which problems are still occurring through the past twenty years and presently while also researching the possibility of new issues which may occur.

Using the methods listed, one can then use the research to verify and suggest on how to work around this phenomenon.

With this, one can see the implications and limitations from the author's perspective.

1.2 Thesis Structure

Within this Dissertation, the structure will follow the author as Chapter 1 will introduce the Dissertation.

Within Chapter 1, the objectives will be listed as to what the author is aiming to accomplish through the Research Objectives, while also presenting the initial stages of the dissertation.

This would be shown by giving the purpose of the dissertation, showing the underlying themes, justifying as to why the author picked this title and showing the key aims and objectives.

Secondly, Chapter 2 will demonstrate the purpose and significance of the study within this field, and what the author would hope it would accomplish by committing to this study.

Following, the third chapter will go into detail about the Literature which was reviewed. Evaluating and reviewing both the theoretical and the secondary data.

By going in-depth it would then allow the author to comprehend the data obtained, further providing the ability to discuss the material.

Following this, using the appropriate means to apply this knowledge the author would be able to write summarily the principal issues which are most relevant to the topic.

With the material obtained from the Literature review, it would then assist the author later with the surveys.

In the fourth chapter, Research Methodology would introduce how the author is conducting the Research Method, and then followed by the Survey Strategy and how it was accomplished.

Furthermore, it is then accompanied by the Ethical Considerations within the Dissertation and the information that was collected.

Afterwards, within the fourth chapter is also the Survey Strategy, which is essential for a better understanding of how to Survey the participants. Doing this it would allow the author to obtain the results needed for this paper.

The fifth chapter would go into the Analysis of Empirical Findings and Discussion of the Results, where the author would present and go into the results obtained from the study.

This would then show several graphs each with a descriptive text, detailing the graph, analysing and interpreting the results.

Following this, the results would then be compared to the research objectives, and literature.

Finally, the author would then evaluate the research results and implications where possible.

The sixth chapter would then go into the conclusions and recommendations that have occurred due to the work within the paper.

The results are discussed, using the answers which were most pertinent to this study.

Following the conclusions is the recommendations.

Which contains the opinions of the author and further suggestions on how the problem that was presented could be fixed, followed by a call to action.

Furthermore, the author would list the summary of key research outcomes and then potential applications to find future research.

The Dissertation would be assessed by the author, giving comments on which areas could have been improved.

Lastly, the references and appendix for the dissertation would be listed in the order dictated by the guidelines set.

Chapter 2: Purpose and Significance of Study

2.1 Purpose of Dissertation

With this Dissertation the author hopes to use the background he would have gained from working in the Food and Beverage Hospitality Industry, to assist in uncovering the main issues as to why Stress and Anxiety is such a large factor in the workplace.

It will be important to develop this topic due to the high turnover that is currently occurring within the Hospitality Industry not only within Malta but the rest of the world.

By using Malta as a smaller sample, first-hand and second-hand research will be vital so one can get an understanding from the results; these results will come from the specified research methods referenced above.

The key participants within this study are those who are currently experiencing effects of Stress whether good or bad, the demographic age-wise ranging from 16 to 60 years old onwards.

Both male and female employees have their own issues that Stress can affect.

This is not only mentality but physically as well, which will also factor into the results of this paper.

There are many reasons to why stress develops within a workplace, this can be due to many factors like; abuse, bullying, lack of work and overworking, substance abuse and current factors that can be political.

Another stressful issue is that of leadership and management trends, where the Hospitality Sector has management skills which have not updated to the current climate. By comparing the management trends of 20 years ago, to the trends of 2018-2020 as well, it would be beneficial to anticipate possible future trends.

Managing and Leadership trends in the past achieved goals which were feasible for those times, however, the same trends may not be applicable to the current time, these trends could cause excess stress.

There many individuals who are suffering from stress and anxiety within the workplace, which in turn affect behaviours within the Food and Beverage Hospitality Sector.

By analysing the on-going trends one can see and anticipate how Food and Beverage personnel are affected by stress and anxiety from on-going management trends.

Currently within 2020 due to the outbreak of COVID-19 one can see various closures within the Hospitality and Production Industries, a majority of all hotels and restaurants closed due to the extremity and effects which can damage an individual by contracting the virus.

With the on-going effects that are current as of June 2020, the world can see the damaging effects with extreme cases of unemployment, which in itself will lead to issues within the near future regarding re-opening of the industry and the effect of unemployment which will demonstrate stressors upon the employees.

The stress and anxiety which originated within the workplace has been exacerbated due to the thousands of employees which were laid off due to the virus.

This has left many employees without an income and or in need to rely on the government for assistance.

As the event has occurred recently there aren't any available studies which are currently showing statistic of stress and anxiety within the Hospitality sector, therefore this stress causing factor would not be explored in-depth within this paper.

Furthermore, the research obtained in this period may be relevant for exploring issues at this point in time to future projects.

Stress can cause unhealthy coping methods which lead to addictions which can cause more stress and anxiety.

It is therefore important to see what are the coping methods used are and how they affect employees.

Chapter 3: Literature Review

Within this section the author has reviewed various types of Literature which are a valuable source of information which would benefit the research found in later chapters.

In the first section, the author presents the topic of the internal and external forces which create Eustress and Distress within the workplace.

The author then views areas which pinpoint various issues that within the workplace generate stress.

Following the first factor, factor two establishes the occupational stresses which come from the lack of workplace responsibility.

This can be created by varying issues such as; lax or incompetent management, misinformation and litigation within the workplace.

The third factor covers the possibility of sexism and objectivity within the workplace, seeing how genders are treated differently in various roles and how this can affect ones mentality.

Following, is the final – fourth factor, which views the concept of workplace bullying and peer pressure, where employees both veterans and students to a field can be bullied out of work, in certain cases outside of work as well.

Finally, the author presents the Academic theories which cover Maslow's Hierarchy of Needs, followed by an overview which covers the entirety of the Literature review, establishing why the author had picked these topics.

3.1 Literature Review of Academic Journals and Reports

Factor One: Internal and External Forces of Stress

In various fields of study, there are many factors which contribute to internal and external factors of stress.

Internal factors are that of stress created within the workplace, while the external forces are that of events which cannot be controlled. Both internal and external stress, contribute to the same physical and mental symptoms.

In the article 'Occupational stress in the Chef Profession' by (Murray-Gibbons & Gibbons, 2007), it was found that one can derive how occupational stress affects one by seeing the way one cope using differing strategies.

Within the article the authors find that, the hospitality and leisure industry account for an average of 60% of earnings and in relation to this, there are numerous personnel and skill shortages coupled with unattractive contracts that lead to retention difficulties and recruitment problems.

Where many employees in fact experience pay and treatment dissatisfaction, it would stem from their supervisors and management creating a source of tension and stress within the workplace.

Over the past 15-20 years, evidence has been increasing and has become documented to be compared to other employed occupational groups within the hospitality industry.

The hospitality industry itself has an ever increasing population. Within this population there are a large percentage of employees who are working shorter hours through part-time. These contrasts indicate that there are many cases of overtime where employees are working 65 or more hours per week.

A cited journal, it was found in a study conducted by (International L. O., 2013) stated that there were reports of workplace violence and abuse.

Both physical and mental abuse was prominent within the kitchens. Physical abuse would vary from physically attacking with one's body, or using implements like pans and using hot objects to inflict burns.

Whereas mental abuse would consist of; verbal abuse, psychological manipulation and using rumours against other personnel.

Pursuant to this survey, it was also found that employees are stressed mainly due to being dissatisfied with their pay, treatment from supervising staff, secondary sources of stress include work hours followed by the individual pressures in the workplace.

It was then linked to a majority of employees were not part of a trade union as the hospitality industry.

There were different manifestations of adverse effects due to these issues, one of which was 'burnout.' 'Burnout' is defined as a psychological syndrome which reduces personal achievements also depersonalizing individuals.

(Maslach, 1993) After being recognized within the service industry, it was found to occur in high stress work environments.

Through the Maslach Burnout Inventory (M.B.I.), out of the 200 food service managers that participated, the survey found that 30% had emotional exhaustion, depersonalization occurred in 24% and low levels of personal achievement totalled to 50%.

It was found through a study by (Rowley, 2001) that by examining occupational stress and burnout, they were able to find common coping mechanisms. These would include; fatty and sugary food, caffeine and alcohol rich drinks accompanied by drug abuse. It was also found that; (Buick, 2001), (Conte, 2001) and (Ledgerwood, 1998) had similar findings.

Within the literature written by (Murray-Gibbons & Gibbons, 2007), they found that their total participants had worked full-time, totalling up to 80%, and each had professional qualifications.

Their total participants had worked full-time, totalling up to 80%, and each had professional qualifications. For present job placements, an average of 6 years was discovered, 16 years being the average of their career as a chef.

60% were working in shift patterns and 82% of the whole were responsible as either supervisor or management.

In regard to working hours, at 39% would work more than 40 hours a week, where as an additional 35% worked 10 hours unpaid and another 20% worked eleven to 20 hours unpaid.

Previous research into this matter was conducted in 2002 by the National Skills Force which in comparison had escalated within 9 years.

Contrary to previous discoveries, absenteeism was minimal within the chef work environment. Rather, (Cooper, 1998) it was found that absenteeism was not a sign of increasing stress, but presenteeism was, where chefs are discouraged from leaving on-time, working more hours than needed. This reflects insecurity about one's job within the workplace.

A majority of the stressors uncovered a prevalent issue that led to leadership communication. Various activities such as performance feedback, staff appreciation and management assistance are essential.

It is of great value to employees to be recognized from their efforts and work, and incidents can happen if there is bad communication between employees. Within the previous report, 22% of chefs had also experienced some sort of harassment or bullying in the workplace.

Within the conclusion, (Murray-Gibbons & Gibbons, 2007) found that one could interpret the results found, via limiting variables.

Within the kitchen and leadership there is a need for communication. It is essential to nurture a more supportive atmosphere for their staff. Giving workers the opportunity to feel appreciated and communicate this would be a solution that can fix bullying in the workplace while challenging aggressive behaviours in the workplace as well.

It was also recommended that one should consider and explain how certain coping strategies with stress are ineffective.

As a manager one needs to know more about their staff. A manager must also consider how employees can cope with stress.

Lack of information or negligence can lead to stress which then can turn into behaviours that encourage poor health choices like over-eating, alcohol poisoning, smoking, drug abuse, and increases in absenteeism.

Factor Two: Occupational Stress

The second factor related to occupational stress, is that few employers take responsibility creating stressful situations.

This leads to 'Employer liability' which is covered in 'An assessment of employer liability for workplace stresses' by (Lockwood, Henderson, & Stansfeld, 2017).

(Lockwood et al., 2017) discovered that one could conclude THAT occupational stress is related, through excessive workloads, to clinical depression, supported by bad leadership and overly aggressive techniques that incur unforeseen fast changes in the workplace.

This section and paper explores the law connected to workplace stress, and the data given on the continuity of conceptual case legislation WHICH will likely catch the attention of experts in human resources (HR), whom need to be conscious of future legal responsibility in this sector.

Within the journal the authors made a cross-section of (Broadbent, 1985; Estryn-Behar et al., 1990; Bromet et al., 1992) and an intensive review of (Kawakami et al., 1992; Netterstrøm et al., 2008) that documented trials which discovered elevated rates of subjective cognitive demand. There was also a rapid measure of job performance with the addition of conflicting requirements.

Predictive of 'common mental disorders' (CMDs) which ranged mainly from mild to moderate depression and anxiety disorders are the mixture of elevated job demand and low workplace control, the effectively named "job strain."

Stress is the psychological and physical condition that occurs when the individual's resources are insufficient to deal with the situation's requirements and pressures. (Michie, 2002). Michie found that, stress can occur in various forms and is especially reflected in ones' mood and behavioural changes.

Reactions to stress can be both physical and emotional with manifestations such as anxiety, depression, irritability and social isolation.

Within this study, through research that the Labour Force Survey's recent estimates (Health and Safety UK, 2020) indicate that the complete amount of work-related cases of stress, depression, or anxiety in 2013/2014 was around 487,000. There ALSO was 39% out of a total of 1,241,000 work-related diseases.

The results in this article on employee stress proceedings are split into five primary parts: types of workplace stress claims; categories of individuals bringing cases to court and their occupations; alleged harmful conditions; result of claims; and issues related to jobs. Some preliminary cautionary phrases about the results should be joined.

The issues which lead to employee stress that are often proposed within law include excessive assigned work equalling 42%, followed by poor management practices totalling 23%, after which there are organisation, economy or technical changes 15%, aggressive

managing styles 12%, and finally, co-worker bullying at 8%.

There are a number of issues related works, which are referred to by claimants, as being particularly rampant including: lack of control and demands that are conflicting (particularly among lower-grade workers).

Following, then there are poor communications with colleagues, working in a poor environment, work that has major amount of emotional element; and repetitious work. Finally, there is also boredom and lack of job satisfaction. Some preliminary cautionary phrases were also found.

As of the court-case, 'Walker v. County Council of Northumberland' 1995, There is now sufficient case law for one to reach informed judgments about the severity with which employers should avoid allegations of stress-based negligence and thus how these circumstances must be addressed in practice.

From the beginning, one can conclude there are still a number of commonly believed theories about how the law handles stress that have arguably made companies over-cautious and behave as an obstacle to efficient and fair handling of workplace stress instances.

Factor Three: Sexism within the Workplace

The third factor which also affects the F&B sector is the differences in sexes. Within 'The Price you pay' it is discovered that female workers have different expectations; with stereotypes, no family responsibilities and sexual harassment within the workplace.

'The Price You pay': How Female professional chefs negotiate with work and family'

Written by Deborah A. Harris and Patti Gauffre in June 2010, this article establishes how work and family life can conflict against one and another.

This research utilizes in-depth interviews to investigate women's professional experiences within the kitchen to comprehend how women in a prestigious, yet gender-dominated service occupation manage obstacles to their work-life equilibrium.

Tension between the duties of career and family sometimes arose from the lengthy hours

of the job anticipated by the cooks and played an important role in several of the choices of ones' employees to leave the kitchen job. (Harris & Giuffre, 2010)

There are cases of businesses, stated by the author of this article, offering programs to female workers, which allow them to work flexibly by their standards.

While it is possible for mothers within the industry to use said programs, it has changed how the job is presented. Stated by (Estes, 2005), there are female chefs whom are still required to work the same amount of hours, while also ignoring the fact that certain children have specific requirements, needs and that childcare options can be costly.

(Maume, 2008) Found in cases where children are sick, or the time needed to address a family emergency, can weigh heavily on the mind of the worker, whether they have support or not.

Within (Cooper A. , 1998) research, as kitchen are led by executive or head chefs, it is imperative to have chefs which need an element of family, whether male or female.

These chefs have been professionally trained. The cold side of the kitchen, with areas like pastry and butchery seems to have more female chefs, while the areas like the live cooking and the hot kitchen are male-dominated.

There are hierarchies within the kitchen, each role has its own responsibilities and with it, chefs and cooks are separated by skills and status.

Found by (Ferguson, 2004), and (Fine, 1987) both documenting the male dominance role within the kitchen, separated by 17 years in publication, both show that the industry within 2010, suggested that women were unlikely to rise and hold one of the highest positions in the kitchen as an executive chef, compared to that of men.

(Cooper A. , 1998) And (Fine, 1987) also found that with the influx of women working in professional kitchens, it was also more likely that one would encounter sexual harassment in the form of comments and jokes.

While it is commonly accepted between male chefs, currently such acts have become unacceptable, bordering on harassment and now hold deep repercussions within the workplace, ranging from firing to lawsuits.

(Acker, 1990) Found a theory which determined that organizations could be deemed gendered. This research theorem, found that women have experienced a form of both formal and overt styles of discrimination due to gender bias that is perpetually influenced by gender stereotypes.

Acker then goes on to argue that organization policies are gendered through different aspects like; ideology, worker identity, policy, and interactions based on organizations logic.

Within the research of (Harris & Giuffre, 2010), it was found, with in-depth interviews of 33 female participants with work experience as professional chefs.

Using qualitative semi-structured interviews (Harris & Giuffre, 2010) were able to use the questions to allow the participants to reflect upon the questions and then talk in detail about the experience.

After interviewing the female chefs, it was found that a majority of women found that there were always forms of gender bias, harassment practices.

Many of the women in this study had to work harder to avoid the overt stereotypical gender norms which came with the job, which to an extent they were tested to see if they could cope with the pressures of the workplace, if they were unable to fit in, they would be determined too emotional and not “cut-out” for the male dominated workplace.

(Acker, 1990) Had stated that an ideal worker in this case, would be one that who works as a chef, with no responsibility of a family.

Other participants within the study had also expressed their guilt with the lack of time they had spent with their children.

Within the research of (Harris & Giuffre, 2010), using qualitative semi-structured interviews, they were able to use the questions to allow their 33 female participants to reflect upon the questions and then talk in detail about the experience.

Factor Four: Workplace Bullying

Moving to the fourth factor, and occurring frequently is workplace bullying.

In a journal published in 2017 by (Ariza-Montes, Arjona-Fuentes, Law, & Han, 2017), found there are many incidents within the workplace which occur due to workplace bullying.

Within this study, key factors of workplace bullying result in repercussions which in the future affect the personnel and organizations involved.

Conceptually, workplace bullying is clear to understand, but due to the complexities of human nature and the inner workings of the mind, it needs to be examined.

Workplace bullying varies from each job sector, especially within the same country.

Within Europe, the rate of bullying is around 4 to 10% while Northern Europe totals to 4 to 5%, contrary to that of Southern Europe which is found to total 15% (Zapf, 2003).

Characteristics that pertain to one's changes in one's society and culture, may explain as to why certain individuals bully. It was found through (Einarsen S. , 1999; Einarsen et al., 2003,2011) who found that harassment, abuse both emotional and physical, intimidation and psychological harassment creates a situation where the victim is bullied upon a scale through frequency of; daily, weekly or over a period of time as monthly.

Definitions grow, as the constant of workplace bullying exists, more issues are becoming reality. However, in its materialization, workplace bullying has an important psychological element, as demonstrated in the current research.

An important situation for harassment is that the target should perceive the act itself as an hostile situation. (Einarsen S. , 1999) Some research, moreover, have recognized multiple variables, such as age, marital status and gender, which may boost the likelihood of becoming a victim or a bully (Zapf, 2003)

Because of several variables, intrinsic in the framework in which the organisation works, harassment may happen in relation to the variables mentioned above. Sector / industry, company size and public / private property are some of the factors highlighted in the writing (Lewis, 2007) Studies on this phenomenon, for instance, show that bullying is prevalent in the service industry. (Omari, 2003)

The hospitality sector is comprised of hotels, bars, restaurants, catering contractors, fast food establishments, cafeterias and taverns, alongside various other establishments. Within this sector are the Food and Beverage Employees, the people that are the ones who need to cope with customers' wants and demands while also having to follow the wants and demands of the company.

Within Malta the F&B sector is a major part of the Maltese tourism sector, and as a majority influence of the industry the workers are expected to work and cover high

standards.

Globally the sector is made of 48% of Young adults which is within the range of 18-35 years old. (Malgorzata M., 2008) Found that, there were many examples of bad conditions which can be found within the industry which can lead to stress and violent situations within the workplace.

Scheduling and working more hours than laws permit with no pay or exception for overtime can alter or negatively impact an employee's work-life balance, including working more hours than the employee has slept, can cause serious cognitive issues and potential accidents.

Workloads which can lead to employees and employer using "crunch-methodology," which is a concept where due to a lack of employees, the current employees need to work harder to cover those who are sick, quit or otherwise unavailable. This is coupled with increased time constraints and the overbearing micro-management of their supervisory staff members, which can lead to skewed work dynamics which then lead to high intensity no reward work.

Repetitive Tasks which are similar to automation tasks, which involve a lack of stimuli within the employee leads to a lack of engagement.

Persistent contact with person's or customers whom are perpetuating stereotypical behaviour that leads to harassment with overfamiliarity increases the chances of outside intervention, possibly leading to dangerous situations where strangers follow employees home

Lack of Training within the workplace, is potentially a major factor with stress, as employees do not have the training nor understanding of proper procedure to cope with an unfamiliar situation they have not trained for.

Having these factors within the workplace, (Malgorzata M., 2008) can cause increased mental and physical stress on the body. After this would reduce employees' over-all work engagement and increase the chances of absenteeism or sickness.

Negative reactions which come from these factors moves people's mentality different methodology that personnel use within the Food and Beverage Industry which deals with pent-up stress. Certain ways one can de-stress from work, like; Visualization, Deep Breathing, Exercising, Art, and many other positive methods.

Unfortunately, there are many destructive methods to de-stress as well, certain people rely on eating junk food, consuming vast amounts of alcohol, smoking and most notably, is the prevalence of drug abuse.

Through a collection of data which consisted of 30 participants, based in South Florida. It was found that no new or substantially different data had emerged, so the 30 participants was deemed enough. (Morse, 2004) After the 27th interview, Morse found that there was enough consistency within each participants statement which correlated to each other than no further data was relevant. The sample consisted of 55% Male to 45% Female where the mean age was 26 years old, with 4 different ethnicities.

Each participant had worked in the foodservice industry before, working in a range of restaurants, chain, independent and franchised properties. (Kitterlin et al., 2015)

Within the study, a 60-minute interview was conducted, where the participant was able to reply confidentially. The participants then were asked three questions which pertained to; “What is the message the employer enforces within the workplace about substance abuse?”

“Within the workplace, does it have a formal substance abuse policy?” and then the final question was, “Can you explain how employees, or the workplace was tested for drugs or alcohol?” After which they were compensated for their time through cash.

These questions were used in a qualitative setting, which allowed the interviewers to get as much information as possible. The validity and reliability although, were not comparable to that of quantitative research methods. (Binder et al., 2013)

An initial finding was that, there the participants had no knowledge of any policies or efforts to prevent substance abuse in the workplace, or in another case, there was knowledge of policies but no enforcement of said policies. (Kitterlin et al., 2015)

3.2 Academic Theory - Maslow's Hierarchy of Needs

Academic theories are an important part of psychological understanding, and are potentially beneficial for this dissertation.”

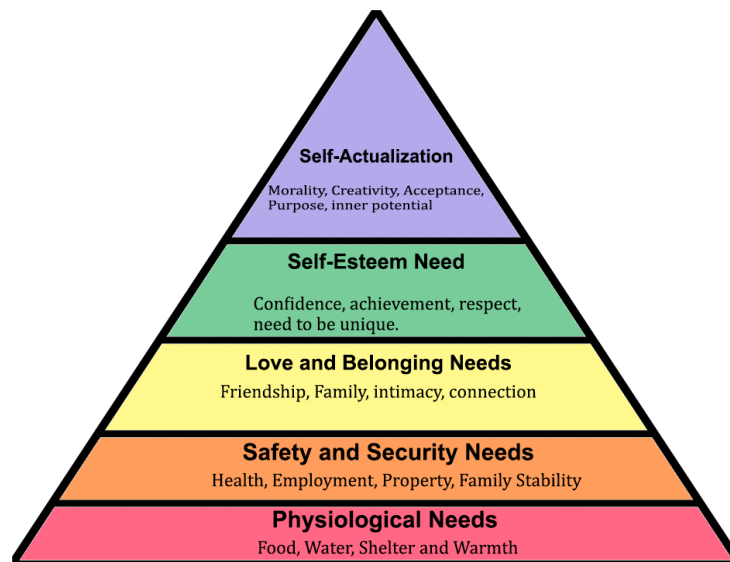
One specific theory that is useful and important for this study is, ‘The Maslow's Hierarchy of Needs’.

The theory of Maslow's Hierarchy of Needs, is a famous theory which is a major part of psychological and motivational study.

It was coined by Abraham Maslow in 1943, within his paper, “A theory of Human Motivation”.

The theory presents a pyramid which is divided into sections.

These sections from the bottom-up represent basic to higher level needs. Without the basic needs present, higher needs are not relevant. Represented by the image below;



(Image A: Maslow's Hierarchy of Needs) Adapted from: 'Maslow, A. H. (1943). A theory of human motivation. Psychological Review, 50(4), 370–396'

Physiological, Safety and Security Needs are represented by basic needs, which all humans need. Food, water and a place to sleep is important, and a wage being insubstantial could lead to any of these needs being neglected.

Love, Belongings and Self-Esteem Needs are representations of psychological needs. Self-Actualisation is a state of being the best/most perfect one can be, where one fulfils their greatest potential.

Though technically unreachable, steps towards this impossible ideal can be taken through developing skills which may be used in the workplace and essentially fulfilling the greatest dream role.

Within these sections, companies can achieve these needs through doing certain actions. A Physiological example would be; Employees earning a fair wage, they can afford food, shelter and warmth.

Safety and Security would involve benefits, insurance, recognition and employment

stability. Love and Belonging may not be found within the workplace, team building, representation and building social connections. Self-Esteem is important as it creates a more encouraging environment, allowing growth through praise and feedback. Finally, Self-Actualization is important for projects on the side, or training in new fields. This field ensures employees are trained or mentored, can improve current and future endeavours.

Within the workplace without these actions, represented through the Maslow's Hierarchy of Needs, the overall opinion and processes are flawed and negative. Without these in place, there is a probable chance that employees will not work within that organization.

In cases of an organization using the Hierarchy of Needs, one can use it to question their ability to provide for the employees.

Questions like; "Do our employees have a place where they can eat or get food or water?", "Are our employees safe? Do they need assistance getting medicine? Are they healthy, are they coming to work sick?" There are many factors within Maslow's Hierarchy of needs which could be beneficial for organisations to reflect on themselves.

3.3 Overview

The author had found several keywords which can be reviewed within this Dissertation to expand upon its contents.

By searching for the keywords; Stress, Anxiety, Workplace, Employee, Food and Beverage, Hospitality and Engagement, the author managed to find several Academic Journals and Books and using these referenced the Literature Review.

The literature that would be reviewed is that related to stress within the working hospitality industry experienced by those in the Food and Beverage sectors.

Examples would be drawn from; Chefs, waiters, bartenders, and other positions pertinent to this dissertation.

This then would be combined with the Research Methodology in the next chapter, using both chapters to find any gaps within the study.

Furthermore, this could then enable one to further research into the possibility of finding new way to help deal with stress in the Hospitality industry.

The author of this paper would use literature based on its relevancy to the topic, and the date it was published.

This can be viewed as the author wanting to compare how Stress itself has changed within the last 20 years. Whether it has changed or not, would be documented for those who are reading this paper.

Older Academic Journals or articles are valuable in comparison to how if there have been any major differences within the period of the journal or article being published.

Combined with Academic Theories, the author can use these theories which are beneficial to the overall support of employees.

Additionally, the Theory of Maslow's Hierarchy of Needs, if translated into the Hospitality sector, can show many basic needs for the workplace.

This theory allows the author to show the relevance of this theory and as to why it is beneficial for future employees.

The various needs established through this theory can show not only the author, but others what the most important parts of living are. Starting from the bottom of the pyramid to the peak, with sections at the base, are the most important, without the base there is no point in having needs without the rest.

This allows for a contrast and comparison between the different pieces of research.

Furthermore, within this Literature Review, the author will utilize different journals, books, and articles to cover various factors that affect the workplace for Food and Beverage personnel.

Chapter 4: Research Methodology

4.1 Introduction

Within this section, the author would explain the use of the different research methods used. Each method, whether qualitative or quantitative will be taken into account and used for the benefit of improving the overall findings.

The aim of this research is to provide answers around the conditions within the F&B workplace.

To determine what the current issues are, the questions will revolve around obtaining answers which show that employees are either stressed, anxious or harassed.

With the study of the survey strategy, the author has a better understanding of the overall work needed.

With the Literature Review, the author had compiled questions which were beneficial for the dissertation.

With the methods that were carried out, the author with the assistance of the tutor had compiled the questions.

Following, it is shown the ways individuals were targeted and also how long the surveys had been open for.

The author initially wanted to use questionnaires, surveys and interviews. The interviews would be from Chefs that work within Malta and abroad, and by using documentation that has been used in the past as reference.

Questionnaires would be used within the work environment to obtain relevant and more current information, which could be more emotional due to the employee's circumstances.

The first ideas for research methodology were in the process of the initial proposal. Further talks between the author and tutor concluded that the best course of action was to focus on using surveys.

Surveys would give both an insight into the qualitative and quantitative background. As working within the Food and Beverage industry is a wide and deep subject it is necessary to use these research methods.

It was important to the author that the research obtain through the questionnaire was given in a way that was easily read, and could correlate with the literature review.

There was a clear research question which was “What are the factors which afflict Stress and Anxiety within the Food Beverage Workplace.”

The author found that this line was the easiest and due to current conditions, like that of COVID-19, surveys sent out through e-mail were beneficial as they are less time consuming and surveys can be sent en masse.

This would avoid any issues like being in contact with others, potentially spreading the virus.

The initial target frame was that of 100 participants, and the author managed to obtain 102 responses.

It was ensured that the participants were sent an e-mail alongside the survey, so they would respond accurately and therefore ensuring that there were no issues in understanding what was needed.

A majority of the questions provided were quantitative in nature; the author would create graphs to demonstrate the results.

Furthermore, the last question was qualitative; this would ask personal opinions about the participant's experiences and what they would do to change the current climate.

There was an initial version which was administered; these results and questions were then altered later for another survey.

There were only 20 respondents within this pilot questionnaire, later the same respondents were asked to complete the final survey.

The title that was used was appropriate, as it ensured the genre of the questions, making it relevant.

There were many closed questions, with a singular open question at the end.

There were several easy questions in the beginning of the survey as secondary data, ensured that the participants were warmed up.

This would avoid any issues which could occur from using difficult questions immediately.

It would have been beneficial for the survey to have some way of giving an explanation of the research the author was doing, although in the cases where it was distributed through e-mail, there was a summary of what the data was going to be used for and thanks was

given.

The sample frame for the survey was designated to be at minimum 100 participants and it was seen beneficial to be around 200. While it was sufficient in this case, for a larger and more comprehensive study upwards of 1000 participants would be a good representation.

The research instrument was suitable for the participants. They could complete the survey in their own time and comfort, it allowed them to complete it by the time the author needed.

Furthermore, it ensured that there was no physical contact ensuring there would be no health risks in obtaining the data.

The survey was distributed through personal messages via the author's social media, and also through the Institute of Tourism Studies e-mail, at the discretion.

The quantitative results obtained through the survey were significant and by linking them to the Literature Review and qualitative results, the author was able to pinpoint several issues.

The researcher found there were appropriate links between the data and the author's conclusions.

The findings were compared to the literature review and with this there were recommendations which justify and can benefit employees.

The author believes that the results given are a good representation of what could happen, which ensures that organizations that review and read the dissertation would benefit in some way.

There are certain conflicts of interest or bias, which apply to the dissertation due to the experiences from the author, which are both negative and positive, involving stress and anxiety from the workplace.

There was a clear understanding of the limitations regarding surveys, which in this case is due to the many issues occurring throughout the year which mainly involved illness.

Furthermore, the author would present the Survey Strategy, Literature review.

This would ensure that the author is following a correct process, further ensuring that the research obtained from the survey, would be valid, relevant and legitimate.

Finally with the Survey Strategy, the author would then write about the Ethical Considerations and how the author ensured to follow the GDPR law, where it is referred from and being fully complaint.

4.2 Literature Review of Survey Strategy

The process of utilizing Surveys within Research is used to distinguish three specific characteristics.

Kraemer (1991) found that the three characteristics within survey research are the examination of relationships between variables, the data which is obtained through the survey (which due to it being collected from people, will be deemed as subjective), and that a survey will use a portion of a population which then, is used to compare against the general population.

Survey research is also defined to be a collection of information which sampled participants answers to questions presented (Schutt, 2012).

Through recruiting individuals to answer questions and through utilizing various methods a researcher can obtain subjective data which can be used within quantitative and qualitative studies.

It is further used by researchers to obtain information pertaining to the exploration and description of human behaviour.

Psychological and Social behaviours are found within answers, further benefitting research which calls for those behaviours. (Singleton & Straits, 2009)

Survey research within the past would include data that encompasses location and population-based data which is then collected.

This data is then used to obtain information which allows researchers to find patterns within the data creating characteristics within the surveys.

Currently, 'surveys' can be a reflection of various research targets, samples and strategies for recruiting. Furthermore, it can be used as data collection instruments, as well as a means of survey administration.

There are several strengths that surveys provide, such as obtain samples from large populations and the gathering of demographics. (McIntyre, 1994)

Surveys include multiple types and variables, which once studied are used to create generalizations reducing investment within development and administration. (Bell, 1996)

It is possible that within surveys there are certain areas which are not suitable, such as finding the context of a historical phenomenon as proposed by Pinsonneault and Kraemer (1993).

As biases may exist within surveys, there may be responses from the incorrect group of people needed to answer the questions. This can affect the overall accuracy of the responses, misreporting and delivering a set of inappropriate responses.

Within sample selection within surveys it is important that the research is sufficient, as an insufficient sample may not represent the population. Due to the size of the population, it is often not possible to obtain a relevant sample from an entire population, due to the scope.

It is important to access subjects who are relevant, in cases where the population of interest will be represented by a subset of individuals for the answers. Through a large consensus one needs a large sample while also representing the entire population (Ponto, 2015)

Throughout the surveys it must be feasible and ethical for the participants to willingly answer the questions, (Fowler, 1995) whilst avoiding questions which could be deemed impossible to answer.

The survey must ensure that the participants have had some experience or knowledge about the survey.

Furthermore, questions which can reflect upon the participants bias should be avoided. (Salant & Dilman, 1994)

Following the three phases such as survey design, survey instrument development and execution of survey, one can identify data which is used later within the research itself by studying the results and variables. (Glasgow, 2005)

To conclude, research through surveys can give useful answers and creates a legitimate

approach for research. It has the potential for error like various kinds of research, (Ponto, 2015) but there are multiple strategies which can reduce errors.

4.3 Survey Strategy

The research which the author gathered was obtained through surveys. Through a quantitative method a set of questions were established and then sent to individuals and channels known for persons who knew or had experience within the Hospitality sector.

As the Dissertation targeted specific groups of people who have worked within the hospitality industry, it was important to have a certain degree of control over who would be answering the survey.

The author had sent an initial survey which attempted to invite various types of people, while not obtaining the exact number which was needed for the final dissertation.

Another was made which would be sent through different avenues, mainly going through the Institute of Tourism Studies email. This allowed the author to obtain the necessary amount of answers, accompanied by the initial survey, which totalled to one hundred answers.

The author had to ensure that the questions took a non-probability approach.

During the survey distribution and collection it was found that using this strategy would be the easiest, and as of 2020 the COVID-19 pandemic had occurred creating difficulties in obtaining results from in-person interviews.

In many cases it was difficult to obtain results due to absence within the workplace and shutdowns within the sector. Within the survey itself, the overall retrieval of data could be compiled quickly and easily being both cost and time efficient.

Furthermore, it indicated that due to the lack of respondents that the non-probability approach was the best line of theorising to be used.

The author had initially used SurveyMonkey, a website which one can use to obtain results via surveys but due to the nature of the website, the author was not able to establish the correct questions being limited to a maximum of 10.

Whilst the initial survey was sent to previous colleagues totalling 20 respondents, another version was created through the use of GoogleForms and the author obtained 82

respondents.

Due to the validity of the questions, the author asked the previous 20 respondents to answer the new survey created through GoogleForms which allowed the author to compile the previous answers.

Within the SurveyMonkey surveys, it was found that the criteria that had been previously established were insufficient and therefore it was needed to expand into another website, which allowed for more questions and an overall better quality of questioning.

Furthermore, there were answers which could be restricted to different work environments which could also be seen as valuable data, which could elaborate a further need examination into overall work ethics, rather than solely within the Hospitality Industry as certain problems could stem from behaviour as opposed to environment.

4.4 Ethical Considerations

Before attempting to survey various candidates, the author and tutor found that it was imperative that certain considerations needed to be taken to ensure that the surveys which were distributed were fair and ethical.

The author during the entire period of writing and researching kept the rules of the GDPR law in mind, making sure that all ethical considerations were taken into account from beginning to end.

By following the GDPR Law which outlines the various ways one would gather and limit information of a personal nature. (Justice Services MT, 2020)

Written below are the rules quoted from the website referenced above:

“It was ensured that the act of GDPR law concerning data would not apply in the process of;

1. “Activities which occur or fall outside the scope of Union law.
2. Carrying out activities by the Government of Malta, pertaining to Chapter 2 of Title V, regarding the treaty upon European Union.
3. By a natural person in the course of a purely personal or household activity or;
4. By competent authorities for the purposes of prevention, detection, investigation or

prosecution of criminal offences or execution of criminal penalties, including the safeguarding against the prevention of threats to public security.”

(Justice Services MT, 2020)

“It was applied to:

1. “The process of personal data in the context of activities through a controller or processor within the Maltese borders, high commission, whether it is executed within Malta or not.
2. The processing of personal data of subjects whom are in Malta by a controller or processor whom is not established in the European Union of which activities are related to; offering of goods/services and monitoring of behaviour.
3. Processing personal data via a controller whom is not established within the European Union where the laws within Malta apply via the virtue of public international law.”

(Justice Services MT, 2020)

How the questions were prepared ensured that the author was following the guidelines set. Though all of the questions were kept formal to avoid any personal information like names and addresses, other personal topics such as gender and age ranges were used to understand backgrounds of those whom were participating within the survey.

To ensure the topics which were that of; abuse, stress and opinions of the workplace the survey followed these keywords.

All participants who applied and accepted the survey, had an initial e-mail which explained the various rules like those above and ensured that any personal information would not be kept, only the data obtained from the survey was kept and used for the sole purpose of this Dissertation and nothing else.

The author ensured that through these means no persons who could be seen as a vulnerable or at risk party could be targeted. Ensuring their confidentiality is safe, and no other repercussions could occur within their place of work.

Further considerations to personal information were taken, where all participants’ information was not tracked, except for the information they had willingly typed and within

an open question of the survey they had completed.

Any information that would be deemed as personal data would be removed from the final collection.

It was ensured that any defining characteristics or identification would not be made public, allowing participants their confidentiality through the examination and eventual presentation of the data within publicized versions.

Chapter 5: Analysis of Findings & Discussion of the Results

Throughout this chapter, there will be various findings which have been collected through the respondents of the survey.

Within the research below the author is using various ways of presenting. The Likert scale system is used for specific questions, where 1 is the least and 5 is the most.

5.1: Research Results of Employees within the F&B Industry

To conduct the research into the causes of stress and anxiety within the Maltese workplaces throughout the Food and Beverage Sector, a survey was created targeting individuals with previous experience.

Within Appendix 2, a copy of the questionnaire is given, furthermore, in Appendix 1; there are the results for secondary data questions. These would be useful in cases of gender and age ratios within a workforce.

Below are images which have been taken directly from the two surveys which were conducted by the researcher. Basic information describing the image will be situated beneath each one. A total of 102 responses were taken.

Two research platforms have been used being Google Forms and SurveyMonkey. The final results of SurveyMonkey were re-created by the same participants and then were compiled into one final result.

It is important to note that all the observations and answers obtained from the survey are based within non-probability due to the low number of participants.

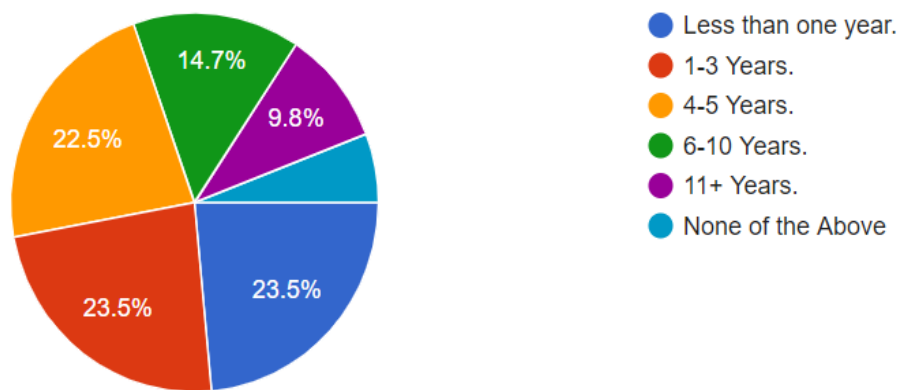


Figure 1. Experience in the Industry

Above is a pie chart obtained from the survey, which indicates the percentile distribution of respondents regarding the years of experience within the Food and Beverage industry.

According to the pie-chart above it is seen that there are as many for less than one year, 1-3 years and 4-5 years being almost equal. Whereas there are few who answered above 6 years, in other cases the participant chose to not respond.

The information presented is important; as those who had participated within the survey whilst potentially are the students of the Institute of Tourism Studies, have various levels of study and experience.

A majority of participants, (around 70%) have less than 6 years of experience which could potentially point to a lack of experience or not wanting to participate within the sector.

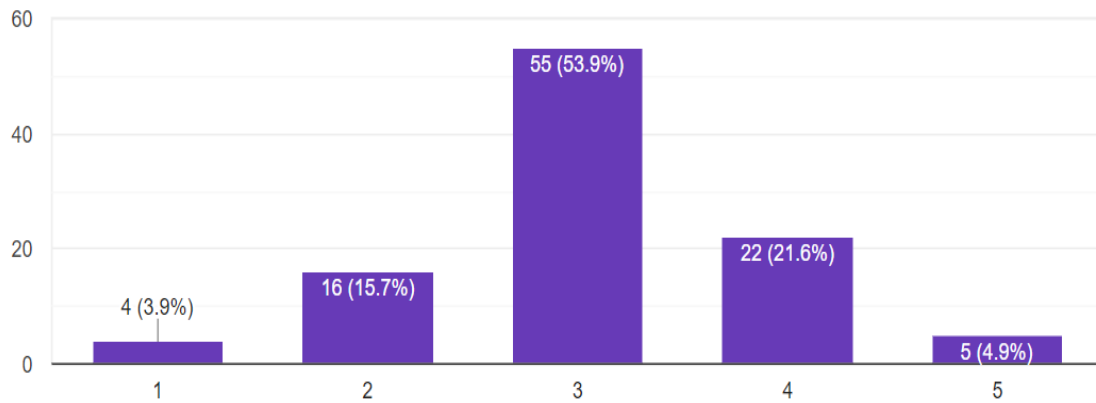


Figure 2. Anxiety within the Workplace

Pictured above (Figure 2) is a chart which illustrates the variance and occurrence of how often respondents were anxious. According to the bar-chart above with responses, the bar representing Never is 1, Always being 5 are in the minority.

This shows there are very few who are either not anxious whatsoever or have issues about their anxiety. 2 and 4 being in similar situations while a majority being 3 are seen as sometimes.

This information is relevant to this study. If there is a majority of the participants who are anxious, then it shows that there is something wrong, and further qualitative studies need to be done, as to understand the context of why they are anxious.

As an employee have you ever been harassed in a workplace? (Physically, Verbally or Sexually)

102 responses

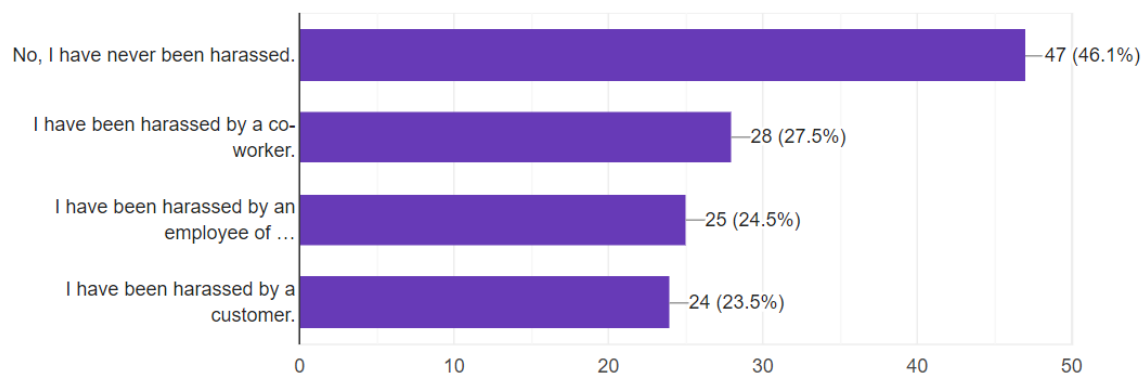


Figure 3. Workplace Harassment

Shown above (Figure 3) is a chart which demonstrates the answers of whether as an employee if one has been sexually, physically, or verbally harassed.

Basing the findings from the above chart, one can see that there is a majority of people who whilst working have been harassed within the workplace by an employee, customer or manager, even in certain cases being harassed by more than just one person.”

This bar chart presents information that is relevant, possibly a reason as to why the participants are anxious at their workplace.

The fact is, there are employees who are harassed either way. A qualitative research around what harassment has occurred and why, could be beneficial for Human Resources to ensure that it does not repeat.

As a customer have you ever been harassed in a workplace? (Physically, Verbally or Sexually)

102 responses

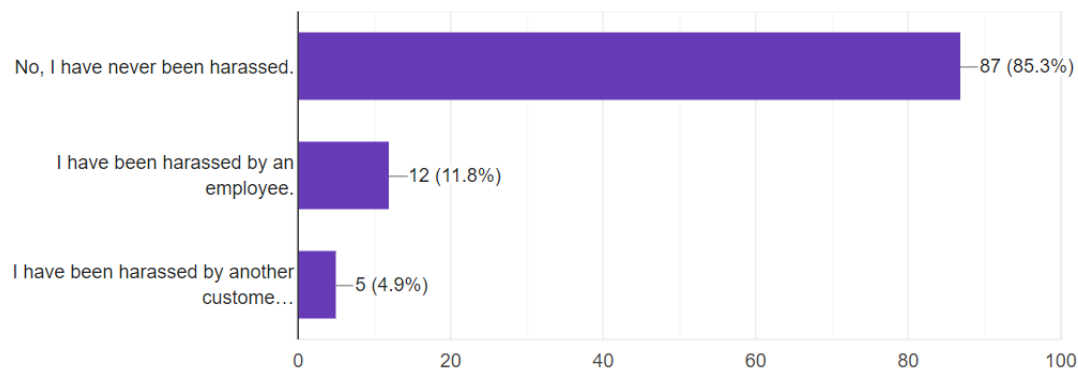


Figure 4. Customer Workplace Harassment

Shown above (Figure 4) is a chart which shows the answer of whether as a customer if one has been sexually, physically, or verbally harassed.

Based on the bar chart above, there are very few respondents who have been harassed within the workplace, while there is around 15% who have been harassed whether by an employee or another customer.

It shows that with this bar chart, customers are exempt from being harassed in comparison to (Figure 3). Customers are treated better and shows that employees are treated less.

If you have been harassed in a workplace, (customer or employee) did you follow up with a Councillor or Human resources to report it?

101 responses

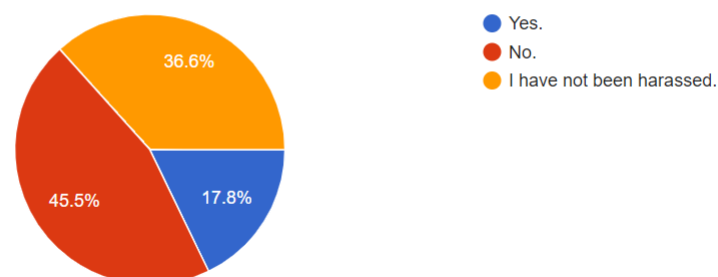


Figure 5. Workplace Harassment Follow-up

Shown above (Figure 5) is a pie chart which shows the percentage of reporting of harassment within the workplace.

Based on the author's observations, there are almost as many respondents who have not been harassed as much as those who have not reported being harassed within the workplace, while those who have is far less than any other choice.

The pie chart shows the values which shows the evidence which is most important. A majority of the participants are no, while those which say yes, may indicate severe harassment. Those who say no, may have been harassed with barely any further issues, or potentially scared into submission.

Further information would need to be discovered.

If you were harassed in the workplace, has it affected your opinion of the Hospitality Industry?

89 responses

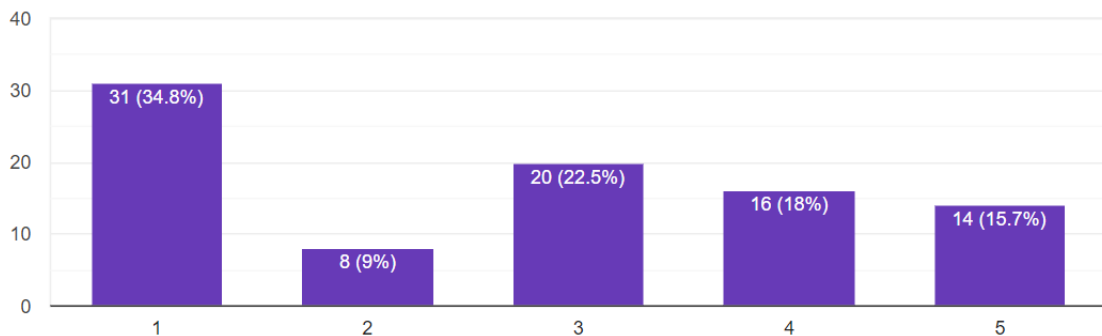


Figure 6. Workplace Harassment Opinions

Above is a chart (Figure 6) which indicates the percentage of harassed people's opinions affected and unaffected by their experienced harassment.

Within this chart one can see polar-opposites. Where many have agreed that harassment does not have an effect on opinion, an equal amount of people do believe there is some

effect, or are indifferent to it.

Researchers need to delve deeper and to understand the reasons for results such as these.

Do you feel that customers are treated better than the employees in the Food and Beverage Industry?

102 responses

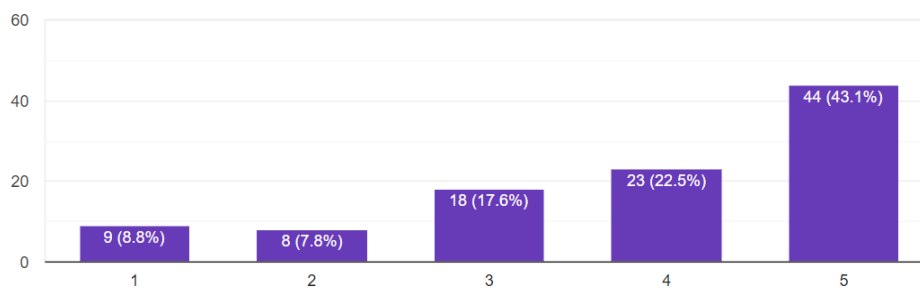


Figure 7. Customer-Employee Treatment

(Figure 7) Above is a chart which contains the information regarding if customers are treated better than employees, within the Google Forms chart, 1 being the least and 5 being the most. According to the results provided, a majority of respondents do believe that customers are treated better than employees.

Did your place of work treat customers better than you?

102 responses

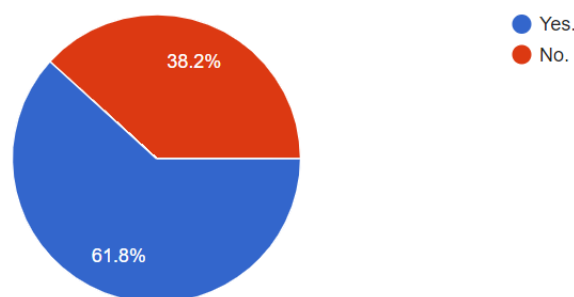


Figure 8. Workplace Employee Treatment

(Figure 8) Shows a pie chart, above is the percentage of respondents which agreed or disagreed whether their workplace treated customers better than them. According to the

data received, only 61.8% of the respondents believed that the workplace treats customers better than employees.

Have you used any of the items listed below due to stress or anxiety caused by working in the Hospitality Industry?
102 responses

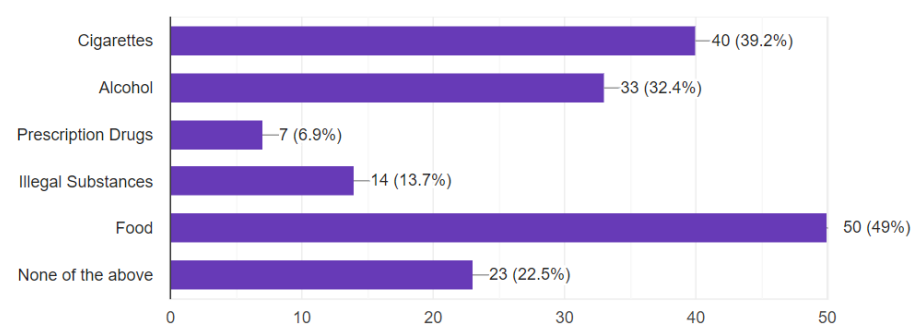


Figure 9. Coping Mechanisms within the workplace

(Figure 9) Shown within the chart above are the answers of participants who had used specific items or methods to cope with anxiety or stress from within the workplace.

Based on the author’s observation, in comparison to the other items Food is the most prominent item that is abused alongside that of cigarettes and alcohol, where following is ‘None of the above’ which could indicate there are either more addictions and methods for coping than previously thought to add within the survey.

Have you ever heard of Employee Engagement?
102 responses

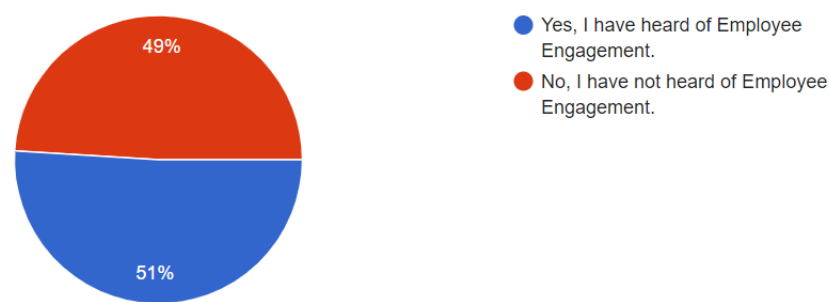


Figure 10. Previous reference of Employee Engagement

The image above indicates how many of the participants had heard of Employee Engagement. According to the data received, only half of the respondents had known of Employee Engagement.

Have you ever heard of Emotional Intelligence?

102 responses

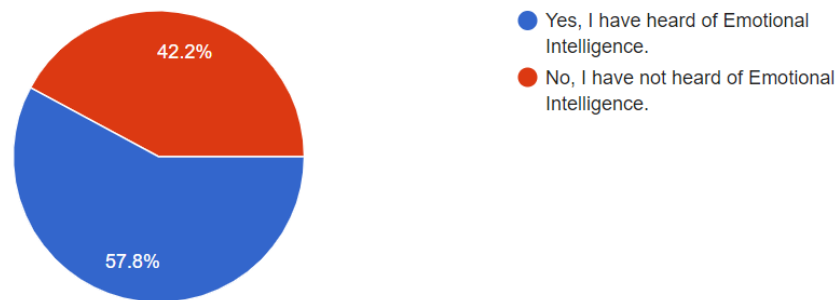


Figure 11. Previous reference of Emotional Intelligence

Above is a pie chart within which, of 102 respondents within the survey it was found that only 57.8% of the respondents had known of Emotional Intelligence.

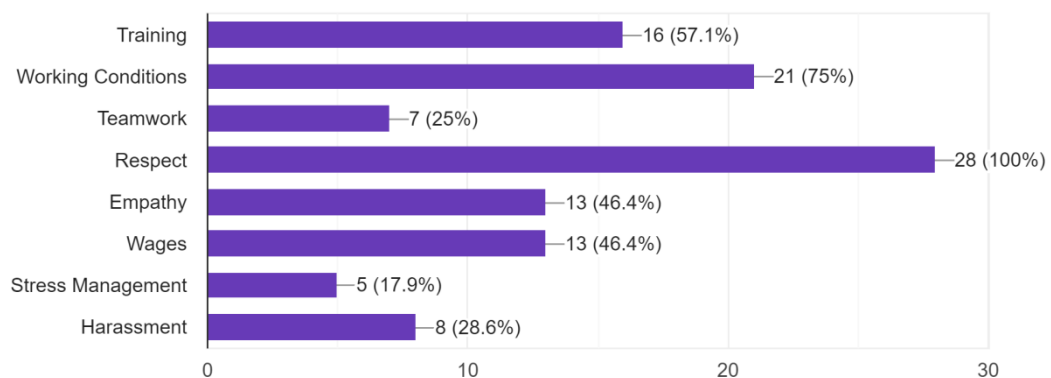


Figure 12. Opinions how to change the industry

Above, the chart places the answers into categories which were relevant to the response given. This bar chart represents the answers obtained from the participants.

Within this section, participants were asked "If you could change anything within the Food

and Beverage Industry, whether as an employee or manager, what would you change?" Within this question they could answer however they felt.

With around 102 responses from the Google Forms and Survey Monkey participants, some answers which had repeated more than once are confined to categories of similar nature.

The answers were divided into categories; Training, Working Conditions, Teamwork, Respect, Empathy, Wages, Stress Management and Harassment. By splitting the answers into these categories, one can see the impact that the current industry has upon the respondents.

Once the statements were split into categories, for each one that is similar in topic, each were given a point, adding to an overall rating when mentioned.

Within Training, it was found that several answers were dedicated to training empathy towards other employees, mainly being focused on management training and overall staff training; it was the third most mentioned category.

Following, Working Conditions were the second most picked category, where time, shifts, staff turnover, environment and benefits were mentioned.

Teamwork was mentioned just slightly more than that of Harassment. It was mentioned that there is a lack of engagement within the workplace, without the protection of the unions or human resources.

Respect was the first most requested change within the industry, found to be asked in every other opinion where customers are respected more than employees, employees not respecting management and managing staff not respecting employees.

Overall, Empathy and Wages was found to be equal in opinion, when mentioned the respondents would say about better wages within the industry, and overall better understanding of the conditions everyone is working in.

Stress Management revealed that it was the least picked. In the cases where it was chosen, it would refer to the overall abuse from work hours, lack of teamwork, and combinations of these categories.

Finally, within the Harassment category, many issues that were brought up were referring to sexism and overall verbal abuse within the workplace.

The results given from the last question provide some insight to the most important issues currently. The statements which gave least amount in terms of being picked are choices which seemed to be less important and less demanding overall.

After reviewing the results, the highest rated statements seemed to be the biggest issues currently. Comparing to the Literature review, the issues seemed to be in-line with the basic needs of Maslow's Hierarchy of Needs.

5.2 Discussion of Results, Theories, Literature and Surveys

Throughout this section the author will use the findings obtained through the survey and compare information obtained through studies and academic journals which will bridge the two studies together.

There are many issues and factors within the workspace. It is therefore important for supervising staff to make an environment where employees are less afraid of being a certain age, sex or work experience.

By having better management styles, one can provide employees more ways to defend themselves from harassment.

Harassment, anxiety and stress leading eventually to coping mechanisms due to being unable to cope with the current issues, without proper training, can cause issues by using old out of date studies.

Referencing to Chapters 3.2 and 5.1, it is evident that the Maslow's Hierarchy of Needs is relevant to the employees, with the answers from the survey.

With a lack of wage, it can become difficult to have the Basic Needs and ensure you have the safety and security of a home or safe neighbourhood.

The basic needs of food, water, warmth and rest; in this case, if an employee spends a majority of their wage on security and safety, there might be a smaller chance to have the correct amount of food and water.

With the lack of respect and training it does not cover the psychological needs. Employees are not getting prestige with a lack of title promotions or pay promotions. With the lack of training, it is less likely for the employees to climb a corporate ladder due to not fulfilling certain criteria, this includes Self Actualization.

These results show that a majority of employees are missing these important needs.

Finally, there are ways other employees have come up with, to avoid negativity, with better education that can benefit the workplace.

Age, Gender and Workforce Stress

Within the survey a secondary data question regarding gender was asked. It was found that there was a majority of the respondents were female.

Taking both surveys into account, from a total of 102 respondents 56% were Female while 43% were Male, 1% being undisclosed.

By having these answers, the author and those viewing this literature in the future could see how the data regarding gender could show a trend around certain topics.

(Figure 1) Respondents could answer in various categories, roughly 24% picked Less than one Year, 23% chose 1-3 years, 22% chose 4-5 years, 15% chose 6-10 years, 10% chose 11+ years and a further 8% chose none of the above or rather, to not answer.

A majority of the respondents (around 70%) had less than 6 years' experience; this could indicate that there could be a trend around the Hospitality Sector. This could indicate there may be many workers who do not see this as a long-term career.

One can see that there are three major categories which all nearly equal that of 25%, Less than one year, 1-3 Years and 4-5 years, following around 15% are that of 6-10 years.

These majorities add up to those the author had sent the survey to, as many of the recipients and respondents were those from the Institute of Tourism Studies, where as a large part of the student body are those under the age of 30, as both categories (Under 21 and 21-30) totalled around 76%, which would indicate very little experience within the sector.

Where there are more veterans of the industry ranging from 4-5 than 11+ totals 48%, which is the minority of it all. This indicates how many other persons above the age of

21+ have worked.

Further re-enforced by the margins through the results of the survey, a secondary data question 'What is your age?' was asked.

The following question regarding age had found that the majority of respondents were those from the ages of 21-30, being a total of 55%. Second was under 20's resulting in a total of 23%, third was 31-40 at 7%, fourth being 41-50 at 6%, fifth being 51-60 at 4% and 61+ at 5%. This data indicates that a majority of the respondents were young adults.

The young adults who are working in a sector which needs a lot of work maintaining appearances both in the view of customers and management are under constant supervision.

It could be seen that having a toxic environment that constantly requires you to be at your best could be a tiring endeavour.

Within (Figure 2) the chart shows on a scale from 1-5, 1 being the lowest and 5 being the highest, the amount of anxiety each participant has experienced within the workplace is shown.

Around 4% of respondents agreed with 1, 16% agreed with a rating of 2, 54% agreed with the rating of 3, 4 having a rating of 22% and 5 having a rating of 5%.

Referencing to (Maslach, 1993) that there may be an increased chance of 'Burnout' within employees occurring due to the workplace environment.

This would include but is not limited to; pay dissatisfaction, abuse from supervisors and customers leading to de-personalization within employees and customers, potentially creating barriers and damaging rapport between individuals and the Hospitality Sector.

In a following study, by utilizing the Maslach Burnout Inventory with the 200 food service managers, it was found that 30% equating to 60 workers experienced emotional exhaustion and lack of personal achievement.

Referencing this study and through the survey the author had conducted, we can see most of the polled workers within the Hospitality Industry are anxious due to the workplace.

Roughly around 20% of respondents would indicate they are not anxious within the workplace, whereas 80% of respondents do feel anxious within the workplace.

With the argument of the Dissertation, this section is important due to the connotations that infringing and discriminating on one's identity can not only lead to litigation, but also deprivation on the sections of Maslow's Hierarchy, being belonging and self-esteem.

There are possibilities of ruining faith within an organization, and reducing confidence due to a lack of respect and connection.

These issues could potentially dissuade a potential employee from returning to the sector, removing a future candidate elsewhere.

Workforce Harassment

It is important for employers and supervisors to ensure that the workplace is a fair and equal space; this can potentially create a less toxic environment.

With the answers received, it shows that the respondents have experienced harassment in some way. Referencing (Figure 3) within the survey, it was found that around 46% of participants have not been harassed within the workplace.

While around 28% have been harassed by another employee, 25% have been harassed by a supervisor or boss and 24% have been harassed by a customer.

At work employees are harassed in some manner whether it is verbal, physical or sexual. It may be undetermined, but nevertheless it is still occurring.

Following this, respondents were asked if whilst being a customer they were harassed. In (Figure 4) it was found in the survey that around 85% of participants have not been harassed. 12% have been harassed by an employee.

Roughly, 5% have been harassed by another customer. So, whilst being a customer there is small chance of it occurring, overall customers are rarely harassed.

When harassed, it was asked whether or not an employee chose to report the harassment. It shows through (Figure 5) that roughly 37% of the respondents have not been harassed while 18% respondents chose to report being harassed, and a further 46% of respondents chose not to report it.

This could potentially indicate that the harassment could either be not worth reporting, or

that there are situations where employees fear for their job because of either being harassed further or losing their job entirely.”

To obtain specific data around the question of harassment and opinion the question was intentionally made with the Likert scale. (Figure 6) Within the Google Forms Survey it was found that; from the 102 responses, around 35% had given a rating of 1, 9% gave a rating of 2, 23% gave a rating of 3, 18% gave a rating of 4 and 16% gave a rating of 5. This question can possibly indicate there are issues within the workplace which will affect the overall opinion of a business; this can change the perception of a business potentially ruining it in the future through reviews and word-of-mouth.

Harassment involves Sexism and Bullying within the workplace, as such can be detrimental to the business both for its name and its hiring reputation. Individuals who are not in a desperate need of a job would avoid those who allow abuse within the workplace.

With the argument of the Dissertation, this section is important due to it infringing upon the Safety and Security need, where personnel are being harassed. In cases where they cannot fight back, or do not report the harasser, there is a potential of it happening to someone else, or possibly creating a cycle where the one being harassed, starts harassing others.

If an employee does not feel they do not belong and have no connection within an organization, it would be possible there would be very little investment in Emotional Intelligence and Employee Engagement

Mentality and Coping Mechanisms

How one approaches their work is an important part of their overall work ethic. When employees are treated worse than the customers, it can build resentment and eventually can ruin one's perception of the service industry.

It is important to understand an employee's point of view. They may feel that the company they are working for, is using them to just appease their customers.

This can create a loop of turnover, which can create a costly problem with continuously training new employees.

Represented by (Figure 7) with 1 being Completely Disagree and 5 being Completely

Agree, when asked through the survey, (Figure 7) it was found that from the 102 participants that; around 9% of participants answered 1, 8% answered 2, 18% answered 3, 23% answered 4, and 43% answered 5.

According to the data given there is a large majority of workers who agree that customers are treated better than workers.

Following this, another question was asked in the form of (Figure 8), which asks the respondents, if their place of work treats customers better than them.

It then found, that there was a majority choice when employees were asked if customers were treated better than them.

(Figure 8) Within the Google Forms Survey it was found that; roughly out of the 102 respondents 38% Disagreed and 62% Agreed.

With such a disparity between numbers, one can see that many may seem dissatisfied due to an imbalance within the work environment.

Disgruntled workers could spread their experiences with ill intent, which could damage the reputation of customer focused companies.

Companies which focus more on the benefits and well-being of the employee could benefit from this and potentially poach workers from another company.

Stress can have long-term effects on personnel and the ways one copes can be beneficial or negative in nature.

Referenced previously (Michie, 2002) had shown that Stress can occur on a physical and psychological level. When an individual's personal resources are found insufficient, stress can affect one's mood and result in changes to behaviour.

Excessive workloads were found to be a major influence within issues revolving around stress, followed by poor management.

When combined together, this can create an environment which has poor planning and communication issues.

Employees can be working on issues that are not needed, possibly creating communication rifts between co-workers and management.

There are many coping mechanisms that employees use that help deal with physical and mental fatigue which in this case, can originate from working.

(Figure 9) Within the survey it was found that around; 39% use Cigarettes, 32% consume Alcohol, 7% consume Prescription Drugs, 14% consume Illegal Substances, 49% consume Food and 22% chose None of the above.

There also are choices which could be a combination of two or more.

From the results, many have resorted to multiple comforts to cope with stress.

A majority shows that many employees resort to using Cigarettes, Alcohol and Food or even a combination of the three.

Hence, this can lead to serious health implications if abused and further issues within old age, potentially killing someone.

There are further possible issues like obesity, lung cancer and many more complications.

Furthermore, these addictions can damage and render employees incapable of work, further reducing the available employees who have experience within the Food and Beverage Sector.

With the argument of the Dissertation, this section is important due to affecting the Physiological and self-actualization needs of an employee.

Hampering an employee's creativity and inner potential can create future problems, which resort them to coping through being over-dependent on Consuming and Shelter.

Improvements that would benefit employees

By utilizing employee engagement between employees, organizations can improve the overall morale within the workplace.

Automation and lack of stimuli within the workplace can damage an employee's engagement. Potentially, if the management would ensure that work is stimulating, through assigning tasks which are less repetitive, employee engagement would increase. Also, training within the workplace is important, as employees that are not engaged in their work will provide a much worse service, to both the business and customer.

(Figure 10) Within the Survey it was found that; 51% of participants had heard of Employee Engagement, 49% had not heard of Employee Engagement.

It shows that around 50% of respondents do not know what Employee Engagement is. Having training revolving around E.E. would benefit the overall workspace.

When personnel enjoy their work, they are less likely to lie about being sick for a day off, or to skip work to avoid working within the business.

With higher retention, employees would utilize their strengths. By attempting to be challenged within the workplace, employees would incentivize to take on more work and responsibilities.

This would have the potential benefits of retaining skilled employees who are already trained. With the right conditions; they too would prefer not to move to another business. This creates a positive environment where employees are likely to stay and employers retain their employees avoiding the need for new contracts and costs of training. If employees are not being engaged in the workplace, there could be a possibility that employees are less loyal and provide an overall worse service, work quality and productivity.

Learning about the benefits of Employee Engagement, one can see how it can improve and drive productivity.

Due to the many types of; religions, cultures, tastes and opinions, if one can understand that Engagement cultures are beneficial to the work environment, one can avoid discrimination and lawsuits, while allowing personnel to feel in a more positive and comfortable environment.

Organisational Citizenship Behaviour also is a factor which is important to Employee Engagement.

(Organ, 1988) had found that it was defined as one's Discretionary behaviour which is not explicitly recognized by a system that rewards the employee.

OCB is recognised through several factors, and by ensuring help with small jobs like that of changing printer paper for a public printer, this equals workplace Helping Behaviour.

By using sportsmanship, they can stay away from negative and obstinate reactions. In doing as such, one can comprehend and agree to the authoritative culture, where one has been working a more extended span and afterward gets an advancement before the other worker.

With Organization Loyalty, we can see and experience when an employee trusts a business where they do not work for personal interest.

It is also significant for employees to ensure that their self-development follows certain guidelines.

While it is valuable for the workplace, training outside and at home can open opportunities for future events, employees can become more valuable assets to their organizations.

Emotional Intelligence is used not only for understanding your own side, but also understanding another's point of view.

Employees will deal with each other, there are co-workers who are constantly facing customers like waiters and live chefs that must act in a specific way.

There are rules which management enforce like; employees must smile, which can create a feeling of being false. In certain cases employees could be threatened with punishments and even termination.

By not using Emotional Intelligence, it is possible that employees are likely to create or be part of incidents due to not understanding body language.

Overall, emotions are a major part of keeping up expectations within the workplace.

Further research by (Zeidner et al., 2004) found that by being a positive role-model within an organization, combined with Emotional Intelligence, one can reduce the chances of workplace bias and reduce overall bullying.

(Figure 11) 42% had not heard of Emotional Intelligence and 57.8% had heard of Emotional Intelligence.

Once again like Employee Engagement, it is nearly split. Employees can create arguments by not listening or understanding, this can also possibly lead to bad employee retention.

Said by (Salovey and Mayer., 1990), Emotional Intelligence is a form of intelligence which one uses their own capability to assess situations of their own and others around them. This allows one to differentiate and regulate their own emotion within varied situations.

Management incorporating Emotional Intelligence into their training can be beneficial in short-term scenarios.

Whilst working alongside employees, a trained manager will be able to disperse issues and find appropriate actions in response to certain events caused by emotions. (Goleman et al., 2001)

Found by (Rosenthal, 1977) employees who were trained within Emotional Intelligence were more likely to succeed within the workplace, with their potential being a boon to both personal and social professions. With proper training, jobs may become easier to operate.

Within the responses the author obtained from the open final question, it was found there were many similar answers.

There were many variations and similar statements from over 102 respondents, several chose not to answer leaving it as a blank or as an invalid answer.

Within (Figure 12) there were many answers which were repeated, and then condensed into categories.

These categories were Training, Working Conditions, Teamwork, Respect, Empathy, Wages, Stress Management and Harassment. For this section, the author treated these categories as key words.

Out of 102 statements, only 91 were valid, some mentioned other categories up to four, and as such the categories total more than the 91 total valid answers.

Training was mentioned 16 times being the third most mentioned category. It was wanted that Managers and general staff were trained better, and that personnel are trained better within Empathy and therefore Emotional Intelligence, making it easier for employees regarding the understanding of people and emotions.”

Working Conditions was second, being mentioned 21 times. Multiple respondents referenced that working too long hours with small breaks can be detrimental, better overall time management by employers and management.

Other aspects that were brought up were those of overwork and shift scheduling. Human resources were mentioned 7 times within the statements. Teamwork was found to be mentioned the second least.

Being the most mentioned category, Respect was found to be submitted 28 times. Empathy and Wages were mentioned equally at 13 times within the statements.

Stress Management was spoken of the least totalling 5 times.

Harassment was referenced 8 times within the statements.

A total of 98 points were mentioned, thus the above categories were found.

Within the recommendations from the open question, the respondents valued when a business would not just cater to the customer, but also the employees.

Many respondents felt that it was vital for an organization to stand up to bullying and harassment even if it was coming from customers. With the argument of the Dissertation, this section is important due to the times referenced within the respect and working conditions categories.

Due to a lack of the self-esteem and self-actualization need in the hierarchy, there is very little respect and inner potential with training and workplace benefits from security.

Chapter 6: Conclusions & Recommendations

6.1 Authors Conclusions

The purpose of this study was to determine if the causes and build-up of stress and anxiety can lead to worse conditions within a workplace.

It was shown through the survey that employees who are a vital part of an organization have been left wanting by an organization's greed, ignorance or lack of training.

Using the research found within the Literature Review, the author wanted to ensure that upon reading, personnel and management could propose ideas which could be beneficial in the long term.

It could be understood that there are a variety of experiences that not only workers, but customers obtain through the Hospitality Industry.

Each individual has their own unique experience, which each one copes with in their own way.

Anxiety and Stress are commonplace within the industry, but this does not mean it is necessary to suffer from them.

'Eustress' is a common form of constructive stress which allows people to work harder, found in positive environments where positive teamwork is a priority, whereas 'Distress' is found in toxic work environments.

It can be seen from the results obtained from the survey that a majority of the participants had suffered from anxiety or stress in some way.

While stress and anxiety are major factors within any workplace, they can be detrimental to any workforce, in any sector.

The managing of individuals who are anxious or stressed, would need to be training to prepare.

Many effects like damaging an organizations reputation, increased hostility and turnover could be few potential outcomes. It is therefore imperative that due care is taken.

The author has experienced multiple cases where work colleagues have outright left the industry and have never thought of returning. This can cause shortages within the

workplace, further bolstering the need for workers.

Workers who are part of an agency are imported from other countries to fill the gaps within the industry.

Further issues stress and anxiety could be caused due to miscommunication errors and work-culture differences and opinion.

Human resources within organizations need to be involved with employees ensuring that not only the company is cared for legality wise but ensured that, potential future problems are avoided.

With proper training and education within the workplace, management and supervisory staff would attempt with better training to mitigate the toxic mentalities that can perpetrated through stereotypes, biases and other ideals.

Upon reviewing the results from the survey one can see that there are problems in the system, and that people are dissatisfied with their work-life mental balance.

There are a majority of the respondents who are from 'ITS' the Institute of Tourism Studies, who seem to be anxious and stressed within their jobs.

There are multiple respondents who have been harassed, though to what extent is unknown.

As reported very few as customers have experienced harassment, so it could be seen that there is a divide between the two.

It seems that the employees, who are harassed, do not report the harassment.

Half of the respondents have said that they have never reported. Only 17.8% of the respondents have reported to Human Resources.

Low wages and lack of respect for employees from both customer and employers can ensure a toxic work environment.

When personnel are not assisted by their managers, within events of employee abuse, employees can breed further negligence and animosity towards the sector and in the worst of cases create events of addiction, suicide and murder.

The author can pinpoint that many of the individuals who had indicated food, cigarettes

and alcohol are major parts of their ability to cope with workplace anxiety and stress are at risk from very severe life altering addictions in the future.

Comparing the works of Academic Journals and Books that are referenced to what is given through the research and through the surveys; it is shown that the problems that are previously mentioned within the Literature Review have not changed.

The work that has been done by the author is similar to that done by other authors, and as such, potentially no changes have been made within these industries.

It is evident due to the problems are still recurring to this day, there may have been alterations to law or rules, but overall it seems very few things have changed as the issues are still the same.

The issues which have been documented need to be tackled not by a singular entity, but a governing body. Laws need to be enacted to protect those who are being manipulated. With the Maslow's Hierarchy of Needs, it shows that employees have multiple needs which throughout the responses of the surveys show that basic needs are not being fulfilled.

6.2 Authors Recommendations

The suggestions provided within the answers for Question 14, may improve and then decrease the overall stress and anxiety within the workplace.

As the participants have given feedback on the improvements needed, employers may utilise the suggestions to alter current working conditions for the better.

The feedback that was given would indicate a specific need within the workspace.

The main topics which came from the survey answers, had showed several specific fields; Wage, Time, Respect and Training.

There are suggestions which could improve the workspace and decrease overall Stress and Anxiety; they are also similar to that of Maslow's Hierarchy of Needs.

The answers reflected the Maslow Hierarchy and the author believed that it was beneficial to follow the same order; Physiological, Security, Belonging, Self-Esteem and Self-Actualization.

The suggestions given by the author would tackle the 5 areas, ensuring the possibility

that business in Malta can improve in the workplace.

The author's first suggestion would tackle Physiological, where employees need to work upwards of 40 to 50 hours per week in cases of a full-time contract.

From the author's experience whilst working as a chef, it is likely that certain Food and Beverage Personnel may end up working 60 to 70 hours per week depending on their monetary needs and the needs of the hotel. Employers and Employees should seek better ways of incorporating the overall work structure into their life.

Better employment schemes and benefits alongside 4-day work weeks could allow workers to work as many hours as needed within those 4 days and still ensure that they have enough days of rest.

Furthermore, Wages need to be not only be equal between employees, rules and regulations need to be set, to avoid manipulation of immigrants.

Possibly due to immigrants whom are desperate, the overall wage does not increase due to immigration through an agency or illegally obtaining a job which does not provide a living wage.

Further abuse on this subject can lead to a higher demand of immigrants, due to the cheap labour.

While those who aren't earning enough increase the prices for the housing where up to 10 individuals live in a flat, dividing the costs between them, as that is the only way they could afford the housing on their wage. This can create a lack of security and safety.

With the results of Harassment, around 50% of the answers showed that employees have been harassed.

It showed a lack of belonging, safety and security, where other employees and supervisors have harassed others.

By ensuring that employees are treated with the same respect as the customers, it would encourage respect throughout the organization.

Many suggestions opt for better management training. While it would be beneficial for certain managers to learn empathy, it would also be important to ensure that all employees understand the nature of the work they are going to be involved in.

By implementing a staged process where incorporating a new in-training workforce slowly into the main workforce, it would allow employees to get a better feel for their surroundings which can then help them assist within future events and functions.

It could be hard to immediately incorporate employees into an already existing workforce, especially in the cases of new employees like those who have not worked in the sector before.

Creating an environment where employees have respect for their management could be a difficult and costly task, but it could be beneficial in the long-term as losing a potential customer could be less costly than training multiple new employees who repeatedly quit over concerns of employee respect.

There needs to be an emphasis on how employees are taught and trained. Referencing to Employee Cultures, it is beneficial to teach essential behaviours within the workplace as, in some cases they may not be present.

Businesses need to stand beside their employees when they are correct and engage with employees through training and emotional intelligence, creating better work environments.

With a lack of self-esteem, employees are less likely to be confident and respect their work.

With better training opportunities, employees are more likely to be engaged within the workspace, improving initiative.

By enforcing more team building opportunities and training, it can create cohesive bonding which allows personnel to connect more so to each other, creating a friendly environment for the overall benefit for the employee and customer, further referencing the Love and Belonging Needs.

The final suggestion would be a call for further research, delving into more areas of the Food and Beverage Hospitality Industry. Obtaining more suggestions through surveys, researchers can obtain information from previous and current employees which, if updated continuously, will provide up-to date data.

With constant updates to the body of knowledge obtained through employees, describing

troubles that are encountered within the work environment, the workplace may evolve continuously in a manner favourable to the workers mental and physical health.

6.3 Self-Assessment of Dissertation

An outline of this dissertation would consist of covering several topics which are important for pinpointing the origin, the prolonged effects and the consequences of stress and anxiety within the Hospitality Food and Beverage Sector within Malta.

By finding the origins which can be down to communication issues, lack of pay, training and respect one can then see the effects of stress and anxiety.

Addictions and coping mechanisms are created by employees, those who are unable to cope would eventually leave if there are no financial responsibilities or the employee has another job lined up.

Finally, consequences like drug addictions and toxic behaviours create toxic environments, creating toxic opinions around the Food and Beverage Hospitality Industry. As the author of this dissertation, the author personally believes there are many strengths and weaknesses within this paper.

If managers can read and understand that there are some issues that are occurring within the workplace, using empathy can assist those who are in need and prevent future risks.

Turn-over for a company could be reduced and overall employee satisfaction would go up, reducing possible litigation and reporting of behaviours.

Certain weaknesses would include using a much larger base for the surveys and obtaining more answers from multiple countries.

Further research could be used into more areas uncovering more side-effects of toxic behaviours which could allow better documentation around the topics, increasing overall clarity.

It was the authors goal to shed some light from personal experiences, about the underlying issues that have occurred and are currently occurring within the Food and Beverage Hospitality Industry.

Many individuals, personnel are going through varied experiences both positive and negative, many of which customers will never see.

Further research is needed to see the permanent effects these individual factors have upon the industry at large. As the author the dissertation, there would be a call for further research.

This paper is dedicated to those who work within the Hospitality Industry, those who must cope with long hours, stress, anxiety and sub-par wages.

Chapter 7: Bibliography

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Appendix A – Stress in Food and Beverage Survey Questionnaire

This survey is to find what affects the employees in the Food and Beverage Hospitality Industry the most. The main core concept is how stress effects individuals, the data collected here will be used within the Dissertation regarding the title above, by looking for possible solutions and/or methods of how one can use to improve our work-life.

Any information collected here is completely confidential, and no personal data other than what is submitted, will be collected.

1. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

2. What is your age?

- ☐ Under 20
- ☐ 21-30
- ☐ 31-40
- ☐ 41-50
- ☐ 51-60
- ☐ 61+

3. If you have worked in the Food and Beverage Industry, how many years of experience do you have?

- ☐ Less than one year.
- ☐ 1-3 Years
- ☐ 4-5 Years
- ☐ 6-10 Years
- ☐ 11+ Years
- ☐ None of the Above

4. Whilst working, have you been anxious?

1	2	3	4	5
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Never

Constantly

5. As an employee have you ever been harassed in a workplace? (Physically, Verbally or Sexually)

	No, I have never been harassed.
	I have been harassed by a co-worker.
	I have been harassed by an employee of a higher position (supervisor, manager).
	I have been harassed by customer.

6. As a customer have you ever been harassed in a workplace? (Physically, Verbally or Sexually)

	No, I have never been harassed.
	I have been harassed by an employee.
	I have been harassed by another customer.

7. If you have been harassed in a workplace, (customer or employee) did you follow up with a Councillor or Human resources to report it?

- ☐ Yes.
- ☐ No.
- ☐ I have not been harassed.

8. If you were harassed in the workplace, has it affected your opinion of the Hospitality Industry?

1	2	3	4	5
Disagree			Agree	

9. Did your place of work treat customers better than you?

- ☐ Yes.
- ☐ No.

10. Do you feel that customers are treated better than the employees in the Food and Beverage Industry?

1	2	3	4	5
Disagree			Agree	

11. Have you used any of the items listed below due to stress or anxiety caused by working in the Hospitality Industry?

<input type="checkbox"/>	Cigarettes
<input type="checkbox"/>	Alcohol
<input type="checkbox"/>	Prescription Drugs
<input type="checkbox"/>	Illegal Substances
<input type="checkbox"/>	Food
<input type="checkbox"/>	None of the Above

12. Have you ever heard of Employee Engagement?

- ☐ Yes, I have heard of Employee Engagement.
- ☐ No, I have not heard of Employee Engagement.

13. Have you ever heard of Emotional Intelligence?

- ☐ Yes, I have heard of Emotional Intelligence.
- ☐ No, I have not heard of Emotional Intelligence.

14. If you could change anything within the Food and Beverage Industry, whether as an employee or manager, what would you change? Please answer with your opinion below.

Appendix B – Survey Secondary Data

Question 1: What is your gender?

What is your gender?

102 responses

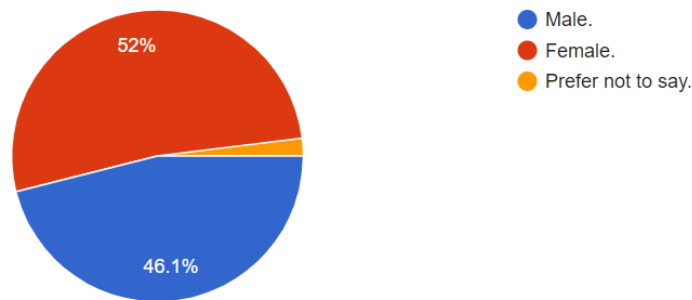


Figure 13.

Above (Figure 13) is a pie chart which determines the participation percentage of the genders of respondents, who had answered the Google Forms survey. 52 percent being female, 46.1 percent being male and 1.9 percent being undisclosed.

Question 2: What is your age?

What is your age?

102 responses

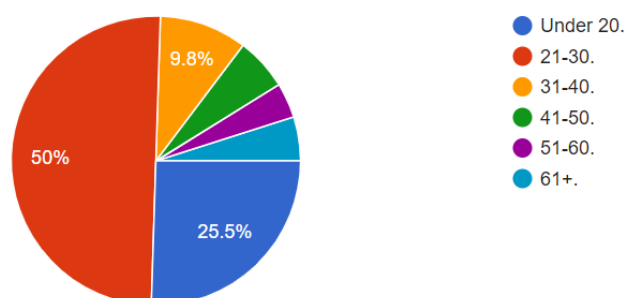


Figure 14.

Above (Figure 14) is a pie chart which shows the percentile age groups of those who had answered the survey. Under 20 being 25.5%, 21-30 being 50%, 31-40 being 9.8%, 41-50 being 5.9%, 51-60 being 3.9% and lastly 61+ being 4.9%.