

Stress Difference Analysis Based on Gender and Age at Surabaya Formal Restaurants

Aniela Alda Wiranuta
Hotel Management Program,
Universitas Kristen Petra
Surabaya, Indonesia
aniela_alda@yahoo.com

Endo Wijaya Kartika
Hotel Management Program
Universitas Kristen Petra
Surabaya, Indonesia
endo@petra.ac.id

Jennifer Wirayang
Hotel Management Program
Universitas Kristen Petra
Surabaya, Indonesia
jenniferwirayang@live.com

Yoel Wibowo
Hotel Management Program
Universitas Kristen Petra
Surabaya, Indonesia
yoel.wibowo@petra.ac.id

Abstract—Stress in the workplace has become a major problem for employees and company. From the previous studies, several inconsistencies have been found. This study is an empirical verification aimed to analyze the stress differences on the gender and age of the employees in restaurant industry. This study utilizes a quantitative method with 200 respondents consisting of employees from 7 formal restaurants in Surabaya. The data analysis technique to examine gender differences is independent sample t-test and also one-way ANOVA, to test age differences. This research reveals that there is no significant stress difference between men and women. Nevertheless, there are some differences on stress experienced by employees based on the specific age range.

Keywords—work stress; difference analysis; formal restaurant

I. INTRODUCTION

Human Resource, the most essential entity in determining a company success, should inevitably be owned by every organization. Employees are required to work more discipline and responsible; by conducting a direct contact with costumers [1]. This triggers pressure, which eventually results in stress. Stress itself can be defined as a pressure, either physically or psychologically [2].

There have been several inconsistencies found among the previous researches. [3] research implied that people aged 41-50 tend to suffer from a higher stress level. [4] research mentioned that professional female employees have a higher stress, compared to males. [5] emphasized a significant relationship between stress and gender, in which males tend to be more susceptible towards personal and work - related stress. [6] based on a research conducted towards teachers in Orissa, stated that male teachers have a higher stress level than female teachers. [7] on the other hand, implied that 36-55 years old

male are more susceptible towards work-related stress, compared to female.

[8] stated that female doctors tend to suffer from stress more easily than male. According to [9], professional female employees are more susceptible towards stress, compared to male. [10] implied that younger females tend to suffer from higher stress level, compared with the older ones. [11] implied no significant difference in stress level among different genders working in hospitality industries. [12] stated that 18-25 years old male hotel employees have a higher stress level than female. [13] research implied that 41 years old-and-above males tend to suffer higher stress level than females. Meanwhile, [14] described that 41-50 years old male teachers tend to be more susceptible towards stress as they have bigger responsibilities, not only towards themselves, but also towards their families.

Based on the inconsistencies found in the previous researches, the researchers conducted an additional verification towards significant differences in stress level among formal restaurant employees' genders and ages in Surabaya.

II. LITERATURE REVIEW

A. Stress

[15] described stress as a condition or circumstance appearing due to a transaction between the person suffering from stress and something perceived as the stress triggerer, which therefore influences that person to see either real or unreal incompatibilities between a circumstance (or condition) and biological, psychological, and social resource systems within him/herself. According to [13] stress is the characteristics of both life and work, in which, each person has a different potential stress appearance within his/her work. [15] classified stress suffered by individuals as follows:

1. Physical symptoms
Involving headache, insomnia (difficulty to sleep),

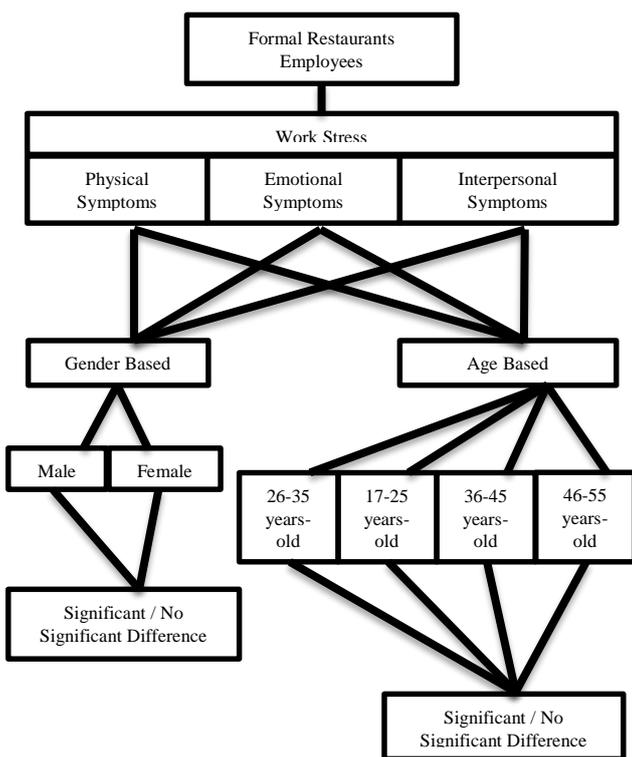
lower backache, diarrhea, appendicitis, constipation, skin itches, stiff muscles (especially in neck), indigestion, hypertension, heart attack, oversweating, decreased appetite, over exhaustion, and emersion of a lot of mistakes while working.

2. Emotional symptoms
Involving anxious, jittery, nervous feeling, inability to concentrate while working, mood changes, hard-tempered emotion, and lack of confidence.
3. Interpersonal symptoms
Involving a distrust towards others, blaming, promise cancellation, and self-limiting.

Meanwhile, according to [16], stress or *stressors* can be triggered by the following categories:

1. Working condition (quantitative work overload, assembly-line hysteria, decision making and responsibilities as a manager, physical condition, and the division of a labor time)
2. Role ambiguity
3. Interpersonal factors
4. Financial insecurity
5. Organizational structure

B. Theoretical Framework



C. Hypotheses

H₁ a : There is a significant difference between work stress level among Surabaya formal restaurants employees' genders holistically.

H₁ b : There is a significant difference between work stress level among Surabaya formal restaurants employees' genders within their physical symptoms.

H₁ c : There is a significant difference between work stress level based on Surabaya formal restaurants employees' genders within their emotional symptoms.

H₁ d : There is a significant difference between work stress level based on Surabaya formal restaurants employees' genders within their interpersonal symptoms.

H₂ a : There is a significant difference between work stress level among Surabaya formal restaurants employees' age range holistically.

H₂ b : There is a significant difference between work stress level among Surabaya formal restaurants employees' age range within their physical symptoms.

H₂ c : There is a significant difference between work stress level among Surabaya formal restaurants employees' age range within their emotional symptoms.

H₂ d : There is a significant difference between work stress level among Surabaya formal restaurants employees' age range within their interpersonal symptoms.

III. RESEARCH METHOD

This research is a quantitative-descriptive. The population being investigated was the employees of several formal restaurants in Surabaya, and the amount of the population was not precisely known (infinite). Sampling technique was retrieved by using a non-probability sampling. The researchers also utilized purposive sampling, a technique to determine the sample based on several particular considerations. The total amount of the samples was 200, taken from seven formal restaurants in Surabaya. The sample was determined based on several criteria such as male or female employees above 17 years old, having at least a year of experience working in a formal restaurant, either permanently or contracted. A survey, conducted by distributing questionnaires, was the method being utilized in this research. The researchers adopted two kinds of questionnaire (close-ended and open-ended questions). The close-ended questions were measured by using likert scales of five, while the open-ended ones were delivered in order to investigate the cause of employees' stress in general. From the 200 pieces of questionnaires being distributed, there were eight dropped questionnaires due to the lacking in the answered questions.

Data analysis technique was conducted by using SPSS version 16. Differential test was conducted by using both of independent sample t-test in order to count the stress level discrepancy based on the gender, as well as one way ANOVA to count the stress level discrepancy based on the employees' ages. Before both independent sample t-test and one way ANOVA test were conducted, the researchers had conducted validity, reliability, homogeneity, and normality tests in prior respectively, as required. Based on the prior analysis, the data were concluded as valid, reliable, homogeneous, and normally

distributed which therefore enabled the differential tests to proceed.

IV. FINDINGS AND ANALYSIS

A. Findings

TABLE I. RESPONDENTS' DEMOGRAPHIC ATTRIBUTES

Demographic Attributes		n	(%)
Gender	Male	100	50
	Female	100	50
Age range	17 – 25 years old	80	40
	26 – 35 years old	80	40
	36 – 45 years old	30	15
	46 – 55 years old	10	5
Working Experience	1 year	97	48.5
	2-3 years	69	34.5
	4-5 years	21	10.5
	More than 5 years	13	6.5
Marital Status	Married	108	54
	Single	92	46
Education	Junior High School	27	13.5
	Senior High School	97	48
	Diploma	31	15.5
	Undergraduate	43	21.5
	Graduate / Postgraduate	2	1

TABLE II. T-TEST SAMPLE INDEPENDENT RESULT

Overall	n	Mean	Deviation Standard	T	P
Male	100	2.78	0.488	0.869	0.386
Female	100	2.72	0.483		
Physical Symptoms					
Male	100	2.46	0.603	0.742	0.459
Female	100	2.40	0.483		
Emotional Symptoms					
Male	100	2.80	0.645	0.343	0.731
Female	100	2.77	0.617		
Interpersonal Symptoms					
Male	100	2.74	0.701	1.804	0.07
Female	100	2.56	0.694		

Based on the result, it was known that from the whole stress symptoms, the p-value score was in amount of 0.386, which was greater than the significance score of 0.05, therefore, hypothesis H1a was not supported. Holistically, it could be said that there was no difference found on the stress level of the employees' gender. For the physical symptoms of both male and female employees' stress level, the p-value score was in amount of 0.459, implying that hypothesis H1b was also not supported. Therefore, it could be said from the perspective of gender towards employees' physical symptoms of stress that there was no significant difference found on the stress level of the employees' physical symptoms. For the emotional symptoms of both male and female employees, the p-value was in amount of 0.731, implying that hypothesis H1c was not supported. Therefore, it could be said from the perspective of gender towards employees' emotional symptoms of stress that there was no significant difference found on the stress level of the employees' emotional symptoms. In regard of the interpersonal symptoms of both male and female employees,

the p-value was in amount of 0.07, implying that hypothesis H1d was also not supported. Therefore, it could be said from the perspective of gender towards employees' interpersonal symptoms of stress that there was no significant difference found on the stress level of the employees' interpersonal symptoms.

TABLE III. HOLISTIC STRESS LEVEL BASED ON AGE RANGE AS MEASURED BY ONE WAY ANOVA

	Sum of Squares	Df	Mean Square	F	Significance
Between Groups	4.603	3	1.534	7.096	0.000
Within Groups	42.385	196	0.216		
Total	46.986	199			

TABLE IV. AGE RANGE BASED POST HOC LSD

Age (I)	Age (J)	Mean Difference (I-J)
17 - 25 years old	26 – 35 years old	-.01167
	36 – 45 years old	-.36907*
	46 – 55 years old	-.42802*
26 – 35 years old	17 – 25 years old	.01167
	36 – 45 years old	-.35741*
	46 – 55 years old	-.41635*
36 – 45 years old	17 – 25 years old	.36907*
	26 – 35 years old	.35741*
	46 – 55 years old	-.05894
46 – 55 years old	17 – 25 years old	.42802*
	26 – 35 years old	.41635*
	36 – 45 years old	.05894

Based on the one way ANOVA test towards the stress level of all ages, it was revealed that the significance score is 0.000, which was smaller than the significance score of α in 0.05; as a result, H2a hypothesis was supported. Therefore, from overall stress perspective, it could be stated that there was a significant difference among the employees' stress level on different age range. The result of the one way ANOVA age-based stress level implies that the highest mean was found among 46 – 55 year-old range. Age range within 17–25 year-old was significantly different if compared with both of 36-45 and 46-55 year old range, range within 26–35 year-old was significantly different if compared with both of 36-45 and 46-55 year old range, range within 36-45 year-old was significantly different if compared with both of 17-25 and 26-35 year old range, and range within 46–55 year-old was significantly different if compared with both of 17-25 and 26-35 year old range.

TABLE V. ONE WAY ANOVA OF PHYSICAL CONDITION

	Sum of Squares	Df	Mean Square	F	Significance
Between Groups	3.162	3	1.054	4.451	0.005
Within Groups	46.415	196	0.237		
Total	49.577	199			

TABLE VI. AGE RANGE BASED POST HOC LSD ON PHYSICAL SYMPTOMS

Age (I)	Age (J)	Mean Difference (I-J)
17 - 25 years old	26 - 35 years old	-.04000
	36 - 45 years old	-.26389*
	46 - 55 years old	-.46833*
26 - 35 years old	17 - 25 years old	.04000
	36 - 45 years old	-.22389*
	46 - 55 years old	-.42833*
36 - 45 years old	17 - 25 years old	.26389*
	26 - 35 years old	.22389*
	46 - 55 years old	-.20444
46 - 55 years old	17 - 25 years old	.46833*
	26 - 35 years old	.42833*
	36 - 45 years old	.20444

Upon seen from the physical symptoms, the result of the one way ANOVA age-based stress level showed the significance score of 0.005, therefore implying that H2b hypothesis was supported. From the perspective of stress level based on the age range difference towards the employees' physical symptoms, it could be stated that in the investigated Surabaya formal restaurants, there was a significant difference on the stress physical symptoms towards the employees' age range. The result pointed that on the stress physical symptoms, the mean was found to be within the employees aged 46-55, implying that the highest stress level could be found among the employees on that age range.

TABLE VII. ONE WAY ANOVA OF EMOTIONAL SYMPTOMS

	Sum of Squares	Df	Mean Square	F	Significance
Between Groups	3.711	3	1.237	3.107	0.028
Within Groups	78.041	196	0.398		
Total	81.751	199			

TABLE VIII. AGE RANGE BASED POST HOC LSD ON EMOTIONAL SYMPTOMS

Age (I)	Age (J)	Mean Difference (I-J)
17 - 25 years old	26 - 35 years old	-.01250
	36 - 45 years old	-.35000*
	46 - 55 years old	-.33571*
26 - 35 years old	17 - 25 years old	.01250
	36 - 45 years old	-.33750*
	46 - 55 years old	-.32321*
36 - 45 years old	17 - 25 years old	.35000*
	26 - 35 years old	.33750*
	46 - 55 years old	.01429
46 - 55 years old	17 - 25 years old	.33571
	26 - 35 years old	.32321
	36 - 45 years old	.01429

In relation with the stress emotional symptoms, the one way ANOVA result showed that the significance level was 0.028; therefore, hypothesis H2c was supported. It could be stated that in the investigated Surabaya formal restaurants, there was a significant difference on the stress emotional symptoms towards the employees' age range. Holistically conducted one way ANOVA stress level test on the age range difference

towards emotional symptoms had pointed out that the mean score was found within the age range of 36-45 year-old. Age range within both of 17-25 and 26-35 year-old were significantly different if compared with 36-45 year old range, age range within 36-45 year-old was significantly different if compared with both of 17-25 and 26-35 year old range, while 46-55 year-old range was significantly different with 36-45 year-old range.

TABLE IX. ONE WAY ANOVA OF INTERPERSONAL SYMPTOMS

	Sum of Squares	Df	Mean Square	F	Significance
Between Groups	7.974	3	2.658	5.787	0.001
Within Groups	90.026	196	0.459		
Total	98.000	199			

Meanwhile, if seen from stress interpersonal symptoms, the significance score was found to be 0.001 which therefore, hypothesis H2d was supported. As a result, it could be stated that in the investigated Surabaya formal restaurants, there was a significant difference on the stress interpersonal symptoms towards the employees' age range. One way ANOVA stress level test on the age range difference towards interpersonal symptoms had pointed out that the mean score was found within the age range of 36-45 year-old. Age range within 17-25 and 26-35 year-old were significantly different if compared with both of 36-45 and 46-55 year-old range, while age range within both of 36-45 and 46-55 year-old were significantly different with both of 17-25 and 26-35 year-old range.

TABLE X. AGE RANGE BASED POST HOC LSD ON INTERPERSONAL SYMPTOMS

Age (I)	Age (J)	Mean Difference (I-J)
17 - 25 years old	26 - 35 years old	-.01750
	36 - 45 years old	-.49333*
	46 - 55 years old	-.48000*
26 - 35 years old	17 - 25 years old	.01750
	36 - 45 years old	-.51083*
	46 - 55 years old	-.49750*
36 - 45 years old	17 - 25 years old	.49333*
	26 - 35 years old	.51083*
	46 - 55 years old	.01333
46 - 55 years old	17 - 25 years old	.48000*
	26 - 35 years old	.49750*
	36 - 45 years old	.01333

B. Analysis

Based on the research, there was no significant stress level difference between gender of the employees working in Surabaya formal restaurants. Nevertheless, the amount of the stress level on both male and female employees were found to be relatively high. Holistically, the highest stress level was found on their emotion, causing them to be nervous or anxious. This result was in line with especially [11] who state that there was no significant difference either between male or female hotel employees' stress level. Despite of the similiarity with one of the previous researches, another research conducted on non-restaurant service industries pointed to the stress difference on

both genders. Several arguments favored male to be more susceptible towards stress due to the more excessive workload, working inconvenience, role ambiguity, and responsibilities towards both of the family and career [5], [6], [12], [13], [14]. The lack of authority owned by the employees upon critical decision and the obligation towards guests' needs (such as performing courteous attitudes and building a convenient ambience) were the items distinguishing between working environment in a restaurant and in other service industries [17]. In restaurants, employees were also obliged to stand-by especially during rush hours, implicating in a shorter break time, which eventually resulted in a mental pressure. Employees only tend to be able to complain during the rush hours condition without neither consideration nor solution and it would not be sufficient to cope with the pressures, therefore mental pressure is considered as the highest trigger; meanwhile, other service industries were more able to share their authority and responsibility in the decision making. Nevertheless, employees working on other service industries such as hotels, schools, and hospitals were also inevitable from suffering a stress caused by mental pressure, long work-hour, short break-hour, and overexhaustion [17].

Restaurant employee was classified as one of the jobs having the highest stress level. Working as a restaurant employees was one of the most potential jobs triggering the production of stress which eventually impact their health [17]. However, diverse working circumstances such as excessive workload, low salary, pressure during rush-hour, customers' demands, physical demand, and irregularities of the working-hour often led to a different kind of stress being suffered. In formal restaurants, employees were obliged to be experienced, creative, as well as detailed. As an example, using qualified raw materials during cooking, setting the cutleries orderly, and understanding each of the menu available on the restaurant. Besides, having a good time management as well as standardized quality and service became the most important issues in every formal restaurant operational [18]. Things mentioned above were the main cause of the stress level difference appearing between employees working in formal and non-formal restaurants in Surabaya.

Another result of this research was on the significant difference found in a relation between stress and employees' age range. In general, the highest stress level was suffered by employees aged 46-55 year-old. The previous research had stated that the cause of stress on each age range was varied. Employees aged 41 and above suffered from stress more than younger employees, as they had responsibility not only towards him/herself, but also towards his/her family. Moreover, human's health was deteriorating as they get older [13]. This result was also supported by the previous research [3], [14] that people age 41 and older tend to suffer more stresses than younger people; and in relation with the decreasing physical condition, human's health was indeed deteriorating as they get older (headache, insomnia, muscle strain on neck and shoulders, and the commitment of a lot of mistakes) as proven by the highest mean which was found within 46-55 year-old

range. On the other hand, the higher stress level found among 31-40 year old than younger age was caused by the effort committed to balance the responsibility towards both of the family and career [13]. Similiar result had also been found on the previous research conducted by [7] who stated that 36-55 year-old people suffered from the higher level of stress. Meanwhile, employee aged 20-30 year-old tended to suffer less stress, as they only had to be responsible towards individual career [13].

TABLE XI. OPEN-ENDED QUESTION QUESTIONNAIRE RESULT

Source of Stress	Source of Stress in General	Amount of Respondents
Working Environment		
Quantitative Workoverload	Huge responsibilities	19
	Excessive assignments	1
	Overthinking	5
Assembl-line Hysteria	Difficulties to take day-off	9
	Lack of refreshing	3
	Unwell mood	1
	Emotional feeling	1
Decision Making and Responsibilities (for the managers)	Rebellious employees	3
Physical condition	Exhaustion	16
	Boredom	4
	Unfit bodily condition (prone of any sickness)	3
Arrangement of working hour	Irregularities of the working hour	10
Ambiguity in a role	Lack of income due to the lack of visitors	2
Interpersonal factors	Victim of bullying	1
	Problem with workmates and/or family members	1
Financial Insecurity	No rise in salary	14
	Imbalance between income and outcome	5
	Low overtime wage	1
Organizational Structure	Pressure from the superior(s)	3
	Irresponsible manager	7

The result of the open-ended question questionnaire implied that the main causes of stress suffered among the employees of formal restaurants in Surabaya were excessive workload, deep pressure, and low salary. This went in accordance with [17] statement. This research eventually increased the knowledge gained from the perspective of formal restaurant in Surabaya, despite the occurrences of inconsistencies towards research data about work stress differences between gender and age. In addition, stress suffered by each individual was also varied, depending on the individuals' perception, assessment, experience, and the way they respond the cause of the stress itself [12], [19].

V. CONCLUSION AND SUGGESTION

A. Conclusion

Based on the findings and data analysis, employees working in Surabaya formal restaurants suffer from a quite high level of stress, holistically. Nevertheless, there is no significant difference on the work stress level found in the Surabaya formal restaurants employees' gender, specifically towards the physical, emotional, and interpersonal symptoms. Significant difference can only be found in the employees' physical, emotional, and interpersonal symptoms in relation with their age range.

B. Suggestion

Based on the conclusion, the researchers propose several suggestions, which later may be beneficial to be utilized as means of consideration for knowledge development as well as for the following related researches.

1. For the knowledge; This research is a compilation of conceptual findings on the work stress level found in the Surabaya formal restaurants employees' age range and gender. Limitations are applied in order to focus the scope of this research. The researchers suggest the following researchers to conduct an empirical verification of whether there is indeed no significant difference on the work stress level found in the Surabaya formal restaurants employees' gender. Not only towards restaurant industries, yet similiar following researches are also possible to be conducted in the other industries, which therefore enable comparisons.
2. For the further researches; The further researches are expected to be able to provide more elaboration that is useful for the development of researches related to the stress level difference upon both of restaurant employees' gender and age range. Similiar research can also be conducted in different type of restaurants or service industries within different demographics. More verification towards both of the data consistencies and inconsistencies of the stress level difference on employees' gender and age, as well as more exploration based on the demographical factors, are expected to reveal more unique stress triggerers suffered by the service industries employees.
3. For Surabaya formal restaurants managements; Through this research, restaurants are encouraged to create better relationship, support, and motivation for their employees. Restaurants are also expected to be able to provide more positive climate by delivering respect, assist, and attention towards one another in order to

produce nice working ambience. Managers are suggested to apply more regular working hour; clearer job descriptions; as well as better attention towards employees' physical, emotional, and interpersonal circumstances (especially for the mature ones, as they are the ones most affected by the physical condition dropping) in order to improve their performance.

REFERENCES

- [1] Sampson and Akyeampong, "Work Related Stress And Hotels: A Analysis of The Causes and Effects Among Frontline Hotel Employees in Kumasi Metropolis, Ghana," *J. Tour. Hosp.*, vol. 3, no. 2, p. 127, 2014.
- [2] S. Michie, "Causes and Management of Stress at Work," *J. Occup. Environ. Med.*, vol. 59, no. 1, pp. 67–72, 2002.
- [3] V. S. Reddy and P.V. Ramamurthy, "The Relation Between Stress Experience on The Job Age, Personality and General Ability," *J. Psychol. Stud.*, vol. 36, no. 2, pp. 87–95, 1991.
- [4] S. Beena and P. R. Poduval, "Gender Difference In Work of Executives," *Psychol. Stud. (Mysore)*, vol. 37, no. 2, pp. 109–113, 1992.
- [5] K. Sahu and N. Misrha, "Life Stress and Coping Styles in Teachers," *J. Psychol. Stud.*, vol. 40, no. 3, pp. 115–119, 1995.
- [6] S. Bhagawan, "Job Stress and Burnout in Teachers of Secondary School in Orissa," *J. Educ. Res. Ext.*, vol. 33, no. 4, pp. 218–234, 1997.
- [7] S. A. Barkat and P. Asma, "Gender and Age as Determinants of Organizational Role Stress," *J. Commun. Guid. Res.*, vol. 16, no. 2, pp. 141–145, 1999.
- [8] M. Pradhan and P. R. Khattri, "Intrapsychic and Extra Psychic Production of Burnout in Doctors: Gender Differences," *J. Community Guid. Res.*, no. 18, pp. 129–136, 2001.
- [9] S. Triveni, and V. A. Aminabhavi, "Gender Different in Occupational Stress Experience Among Professional and Non Professionals," *J. Community Guid. Res.*, no. 19, pp. 1–7, 2002.
- [10] S. A. Devi, "Occupational Stress: A Comparative Study of Women Indifferent Occupations," *Prajnan J. Soc. Manag. Sci.*, vol. 35, no. 1, pp. 61–78, 2007.
- [11] J. W. O'Neill and K. Davis, "Work Stress and Well-Being in The Hotel Industry," *Int. J. Hosp. Manag.*, no. 30, pp. 385–390, 2011.
- [12] A. P. Singh, and R. C. Singh, "A Study of Workplace Stress in Hospitality Sector," *Tec. J. Manag. Study*, vol. 7, no. 1, pp. 51–56, 2012.
- [13] K. V. Nirmala and M. S. Babu, "Job Stress Among Health Care Professional in Selected Hospital with Special Reference to Age and Gender," *Int. J. Sci. Res.*, vol. 4, no. 6, pp. 1625–1629, 2013.
- [14] J. K. Tandon, C. Mahaur, and A. Gupta, "Effect of Age and Gender on Occupational Stress: A Study on Teaching Fraternity," *Int. J. Eng. Technol. Manag. Appl. Sci.*, vol. 2, no. 2, pp. 41–46, 2014.
- [15] A. M. Hardjana, *Stres Tanpa Distres: Seni Mengolah Stres*. Yogyakarta: Kanisius, 1994.
- [16] C. Cooper and A. Straw, *Stres Manajemen yang Sukses dalam Sepekan*. Jakarta: Kesaint Blanc, 1995.
- [17] R. Moss, "Being a Waiter or Waitress is One of The Most Stressful Jobs You Can Do," 2016. [Online]. Available: http://www.huffingtonpost.co.uk/2015/10/15/stressful-jobs-waitressing-stroke-risk-study_n_8300608.html.
- [18] F. L. Johri, "Stress in Michelin Restaurant," Vaasa University of Applied Sciences, 2013.
- [19] K. P. Nyangahu and H. O. Bula, "Relationship Between Work Stress and Performance of Employees: A Case Study of Transit Hotel in Nairobi City Country," *Archives Bus. Res.*, vol. 3, no. 6, pp. 22–37, 2015.