

ملخص البحث الثالث - بحث مشترك

The Effect of Job stress on the Employees` Performance and Turnover Intention in Egyptian Small Hotels: Job Satisfaction as a Mediator	عنوان البحث
تأثير ضغوط العمل على اداء العاملين ونية الدوران فى الفنادق المصرية الصغيرة : الرضا الوظيفى كوسيط	
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Abstract

The hotels' success depends on many factors in achieving its goals where the employees' psychological, physiological health are among the most important of these factors. Job stress is one of the main topics that attracted the researchers' attention in the past few years because of its negative effects on the employees' health and the success of the organization. So, the present research aims to examine job stress and its impact on employees' performance and turnover intention through Job satisfaction of employees as a mediator variable in three-star hotels in Alexandria city in Egypt. The research depends on using a quantitative research approach to test the research hypotheses. The primary data were collected via a questionnaire survey from employees at three-star hotels in Alexandria City in Egypt which counted nine hotels according to (EHA, 2018), during the period in June to September of 2021. The sample was randomly selected to be a representation of the population. To achieve the objectives of the research, 200 questionnaire forms were distributed. While 9 were invalid. This made 191 valid forms with a response rate was (95%). Statistical analyses were performed by SPSS version 23 software and the WarpPLS version (5) is used for SEM analysis. Research results are significant at $p \leq 0.01$. The results revealed that job stresses significantly affect the job satisfaction of hotels' employees. In addition, employees' job satisfaction has a positive and significant influence on employees' performance and employees' turnover intention. Insights are provided to develop and ensure effective strategies of continuous improvement, training, and learning to enhance employees' competencies for seeking work-related problems and find creative solutions for these problems and relieve their stresses.

Keywords: Job Stress, Employees` Performance, Turnover Intention, Job Satisfaction, Hotels.