

Stress and Violence Risk Management at Five Star Hotels in Cairo

Abstract

Stress and Violence at the workplace are complex phenomena. Their negative impact ranges from psychological, rather subjective, harm or injury to physical injury, breakdown or disease. Stress and Violence also at work are more present in service sectors than in other economic sectors, because they originate to a large extent from the interface between workers and customers. So, the main aim of the study focuses on evaluating the current status of applicable 'Stress and Violence Risk Management Process' and its impact upon hotel operations at five star hotels.

The researchers used descriptive analytical Approach, to achieve the study goals. Study data is abstracted from different sources like journals, periodicals, internet and data from Semi-structured interview with hotel employees. Data collected was analyzed by SPSS "statistical package for social science" version 16. The researchers determined five star hotels in Cairo which counted up to 33 hotels according to Egyptian Hotel Guide (2012) to be study population.

The study results emphasized that five-star hotels' employees contended that Stress and Violence Risk management process are still below desired standards generally. And more than 80% of respondents have no adequate knowledge about Stress and Violence Risk management, its importance and procedures.

Based on the results obtained, the study raises the following recommendations for further study, Hotel management has to have a risk management policy to avoid stress and violence at workplace, this policy responsible for determining demand of employees' job, the control employees have over their work, the support employees receive, the working relationship employees have, employees' role and responsibilities, and any change process that affect employees.

Keywords: Risk, Risk Management, Violence and Stress Risk, Five Star Hotels.