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Mental Health and Employee Wellbeing in Tourism Industry: Emerging Challenges for Human Resource Management

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Abstract

The growing importance of the tourism industry as one of the fastest developing service sectors in the world combined with its reliance on human resources to provide quality customer experiences and successful organizations. On the other hand, those who are in tourist activity have to face many kinds of labor problems such as constant long working hours, and irregular shifts and schedules because tourism mostly is 24/7, emotional laboring, job instability or insecurity, customers' high expectations which require above-normal salary compensations, and workplace stress. Such challenges greatly impact the mental health and overall wellbeing of employees, resulting in an emerging concern to Human Resource Management (HRM). This research aims at providing an overview of the principal mental health issues and employees' well-being problems among those employed in tourism organizations, as well as analyzing potential solutions by means of HRM practices. The study attempts to determine the connection between job stress, organizational assistance and employee welfare through tourism organizations. The research considers both primary and secondary data sources. For example, primary data can be obtained from employees in different tourism institutions such as hotels, travel agencies, resorts etc via standardised questionnaires and secondary data through existing research journals/books/reports and other online academic resources. The research employs a descriptive and analytical framework to assess employee views on mental health support, work-life harmony, burnout, and HR wellness initiatives.

Results reveal that an overwhelming workload, insufficient work-life balance, emotional fatigue, and inadequate organizational assistance detrimentally impact employees' mental wellbeing and job satisfaction. Additionally, the study emphasizes that effective HRM strategies—such as employee counseling, stress relief programs, flexible working arrangements, wellness initiatives, and a supportive organizational environment—can greatly enhance employee wellbeing and productivity. The research concludes that prioritizing mental health and employee wellbeing should be a strategic focus for HRM within the tourism sector to ensure sustainable performance and long-term growth for organizations.

Keywords: Human Resource Management, Tourism Industry, Mental Health, Employee Wellbeing, Workplace Stress

Introduction

The tourism sector is regarded as one of the most crucial service industries that drive economic development, generate jobs, and facilitate cultural exchange globally (Pizam, A. 2004). It is essential for the advancement of national economies by creating income, providing employment opportunities, and fostering regional development. This sector comprises hotels, travel agencies, resorts, airlines, restaurants, tour operators, and other related hospitality services, which primarily depend on human resources to operate effectively and ensure customer satisfaction. In contrast to manufacturing industries, tourism businesses rely significantly on their employees' interpersonal skills, emotional involvement, communication skills, and service quality to achieve organizational success and cultivate customer loyalty.

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Human Resource Management (HRM) is essential for overseeing personnel in the tourism sector. Efficient HRM practices enable organizations to attract qualified talent, enhance employee performance, ensure job satisfaction, and meet their goals. Nonetheless, the tourism industry is known for being one of the most demanding service sectors due to its work environment. Staff members frequently endure long and irregular hours, face heavy workloads during busy seasons, engage in emotional labor, deal with customer demands, experience job insecurity, receive low pay, and encounter limited prospects for career advancement. These factors create considerable psychological and emotional strain for employees, adversely impacting their mental health and overall wellbeing.

Employee wellness and mental health have become significant issues in organizational management and human resource procedures in recent years. The term "mental health" refers to a person's psychological, emotional, and social well-being, which affects their capacity to manage stress, sustain productivity, and function successfully at work. A worker's entire quality of life and job satisfaction are influenced by their physical, mental, emotional, and social well-being. Despite demanding work environments, personnel in the tourist sector are expected to exhibit positive behavior, emotional stability, and customer-friendly attitudes. Anxiety, depression, burnout, emotional weariness, decreased productivity, absenteeism, and high employee turnover can all be consequences of ongoing professional stress.

HRM departments now have a greater obligation to create employee-centered policies and wellbeing programs due to the increased awareness of workplace mental health. Employee wellness programs, stress management, counseling services, flexible work schedules, work-life balance efforts, and a supportive corporate culture are all examples of contemporary HRM practices that go beyond hiring, training, and performance reviews. Higher productivity, greater employee retention, better customer service, and long-term organizational success are all more likely to be attained by businesses that put employee wellness first.

Many tourism firms continue to prioritize customer happiness and revenue over the psychological well-being of their employees, despite the significance of employee mental health. Studies on tourism management that are now available focus mostly on customer satisfaction, operational effectiveness, and corporate success; from an HRM standpoint, staff wellbeing and mental health issues have received less attention. Examining the new HRM issues related to employee mental health and wellness in the tourism industry is therefore becoming more and more important.

The goal of this study is to examine the main mental health problems that tourist workers encounter and assess how HRM contributes to worker well-being. Additionally, the study aims to evaluate organizational support systems, pinpoint workplace stressors, and offer practical HRM solutions for enhancing workers' psychological health and work-life balance. By tackling these problems, the study advances knowledge about sustainable labor management and the significance of mental health in the travel and tourist sector.

Review of Literature

Due to the tourist industry's heavy reliance on human resources, employee well-being and mental health are crucial topics for Human Resource Management (HRM) research. Workplace stress, emotional labor, burnout, work-life balance, and organizational support have all been studied by a number of researchers over the years in service-oriented businesses, especially in the travel and hospitality sectors. The literature review that follows identifies the current research gap and highlights significant studies pertaining to employee wellness and mental health in the tourist sector.

Abraham Maslow (1943) asserts that job satisfaction and organizational effectiveness are strongly correlated with employee motivation and psychological well-being. According to Maslow's Need Hierarchy Theory, people need psychological safety, social belonging, esteem, and self-actualization in addition to financial stability in order to function well at work. This idea offers a crucial basis for comprehending worker well-being in service-related sectors.

Using the Two-Factor Theory, Herzberg (1959) clarified that unfavorable organizational circumstances, such as an excessive workload, insufficient supervision, and a lack of recognition, frequently lead to job discontent. Employees in tourism businesses sometimes work in stressful conditions that have a detrimental impact on their psychological well-being and motivation.

The Job Demand-Control Model, which was developed by Karasek in 1979, asserts that high job demands and little decision-making power lead to stress and emotional tiredness at work. Employees in the tourism industry are susceptible to mental exhaustion and burnout since they frequently deal with constant consumer pressure and time restrictions.

The Job Demand-Resource (JD-R) Model was developed in a study by Bakker and Demerouti (2007). It explains how high job demands and low organizational resources cause employee burnout and decreased wellbeing. The study highlighted how helpful HR practices, employee appreciation, and organizational support can lower stress and enhance psychological wellness. Employees in the

tourism industry who frequently deal with emotional labor and erratic work schedules would find this model to be quite applicable.

The World Health Organization (2022) reports that employees in service industries are much more likely to have mental health issues such as stress, anxiety, and depression. Unhealthy working conditions, discrimination, an excessive workload, and a poor work-life balance all have a detrimental impact on employee productivity and organizational success, according to the survey. The group also suggested employee support networks and workplace mental health policies as crucial organizational duties.

According to a study on hospitality workers by Kim and Jogaratnam (2010), long work hours, emotional labor, and stress connected to customers are major causes of employee burnout and turnover intentions. The researchers came to the conclusion that in order to increase job satisfaction and lessen psychological stress, tourism firms should create employee wellness programs and supportive HR policies.

According to Pizam's (2004) research, personnel in the tourist and hospitality sectors face more occupational stress than those in many other businesses because of their erratic schedules, seasonal swings in demand, and continuous client engagement. Additionally, the study found that stress had a detrimental impact on service quality, productivity, and employee morale.

Work-life balance and recovery experiences are crucial for preserving employees' mental health, according to Sonnentag and Fritz (2015). According to their research, companies that offer flexible scheduling, downtime, and encouraging work environments are better at lowering employee burnout and emotional tiredness.

Employee retention, stress management, and work-life balance were highlighted as the three main HRM concerns in a study by Deery and Jago (2015) that looked at workforce challenges in tourism firms. The researchers emphasized the significance of employee-centered HR strategies and supportive leadership in enhancing corporate commitment and employee wellbeing.

Sharma and Gupta's (2021) research in the Indian tourist and hospitality industry revealed that low pay, job insecurity, lengthy shifts, and a lack of mental health care are common causes of stress among employees. To enhance employee happiness and psychological well-being, the study suggested using employee counseling programs, wellness initiatives, and participative management techniques.

The literature now in publication makes it abundantly evident that employee wellness and mental health have emerged as crucial concerns in the travel and tourism sector. The majority of

academics concur that emotional labor, unpredictable working conditions, workplace stress, and a lack of organizational support have a detrimental impact on workers' well-being and productivity. Effective HRM strategies can also greatly enhance employees' psychological well-being and organizational productivity. Examples of these practices include work-life balance policies, supportive leadership, employee assistance programs, stress management training, and organizational counseling services.

Nevertheless, few studies have explicitly addressed the new HRM issues related to employee wellbeing in tourism firms, especially in developing nations, despite growing awareness of workplace mental health. Thus, the current study aims to investigate the connection between employee wellbeing, mental health, and HRM practices in the tourist sector and suggests practical methods for long-term workforce management.

Objectives of the study

- To identify the major mental health challenges faced by employees in the tourism industry.
- To examine the impact of workplace stress on employee wellbeing in tourism organizations.
- To analyze the role of Human Resource Management (HRM) practices in promoting employees' mental health and wellbeing.

Hypotheses of the study

H1. There is a significant relationship between workplace stress and employee wellbeing in the tourism industry.

H2. Mental health challenges negatively affect employee performance and job satisfaction in tourism organizations.

H3. Effective Human Resource Management (HRM) practices positively influence employees' mental health and wellbeing in the tourism sector.

Research Methodology

The topic of this study is "Mental Health and Employee Wellbeing in Tourism Industry: Emerging Challenges for Human Resource Management." The study uses a descriptive research approach to look at the mental health issues that workers in the tourism industry experience and how HRM can support workers' well-being. The study makes use of both primary and secondary data sources. A systematic questionnaire is used to gather primary data from workers in tourist and hospitality businesses, including hotels, travel agencies, resorts, and associated service industries. Secondary data about human resource management, mental health, employee well-being, and the tourism business are gathered from books, research journals, papers, reports, websites, and published academic sources.

Convenience sampling is the strategy used in the study to choose participants. In order to

gather information about workplace stress, mental health concerns, organizational support, and HRM practices, a sample of workers from tourism organizations is taken into consideration. Simple statistical methods like percentage analysis, tables, and graphical representation are used to examine the gathered data and understand the results. The goal of the study is to comprehend how workplace stress, employee wellness, mental health, and HRM practices relate to each other in the tourist sector.

Demographic Analysis of Tourism Sector Employees

The demographic profile of respondents chosen for the study "Mental Health and Employee Wellbeing in Tourism Industry: Emerging Challenges for Human Resource Management" is shown in Table No. 1 and Figure No. 1. The poll was completed by 52 respondents from travel and hospitality industries. Gender, age group, educational background, job title, work experience, and average working hours are all included in the demographic study.

Out of 52 respondents, 30 respondents (57.69%) are men, 20 respondents (38.46%) are women, and 2 respondents (3.85%) fall into other gender categories, according to the gender distribution. This shows that, while female participation in the business is also noteworthy, male employees make up the majority of the workforce in the chosen tourism organizations.

According to the age-wise study, the largest percentage of respondents, 22 (42.31%), are between the ages of 26 and 35. Ten respondents (19.23%) in the 36–45 age group, six respondents (11.54%) above 45, and fourteen respondents (26.92%) in the 18–25 age group come next. The results show that young and middle-aged workers who actively participate in customer service and hospitality operations make up the majority of the tourism business. Workers in this age range frequently deal with workload stress, career pressure, and work-life balance issues, all of which can have a negative impact on their mental health and general welfare.

24 respondents (46.15%) are graduates, 16 respondents (30.77%) are postgraduates, 8 respondents (15.38%) are undergraduates, and 4 respondents (7.69%) fall into other educational groups, according to the educational qualification study. This shows that most workers in tourism-related businesses have higher levels of education, which reflects the growing professionalization and skill demands in the travel and hospitality industry.

According to the employment position analysis, 15 respondents (28.85%) are front desk employees, 13 respondents (25.00%) are customer service representatives, 10 respondents (19.23%) are managers or supervisors, 8 respondents (15.38%) are tour operators, and 6 respondents (11.54%) fall into other groups. The results demonstrate that a significant

Table No. 1: Demographic Profile of Respondents (N = 52)

Sr. No.	Demographic Variable	Category	Frequency	Percentage (%)
1	Gender	Male	30	57.69
		Female	20	38.46
		Other	2	3.85
2	Age Group	18–25 Years	14	26.92
		26–35 Years	22	42.31
		36–45 Years	10	19.23
		Above 45 Years	6	11.54
3	Educational Qualification	Undergraduate	8	15.38
		Graduate	24	46.15
		Postgraduate	16	30.77
		Other	4	7.69
4	Job Position	Front Office Staff	15	28.85
		Manager/Supervisor	10	19.23
		Tour Operator	8	15.38
		Customer Service Staff	13	25.00
		Other	6	11.54
5	Work Experience	Less than 1 Year	9	17.31
		1–5 Years	24	46.15
		6–10 Years	13	25.00
		Above 10 Years	6	11.54
6	Average Working Hours Per Day	Less than 8 Hours	8	15.38
		8–10 Hours	29	55.77
		More than 10 Hours	15	28.85

Source: Primary Data Collected Through Questionnaire Survey.

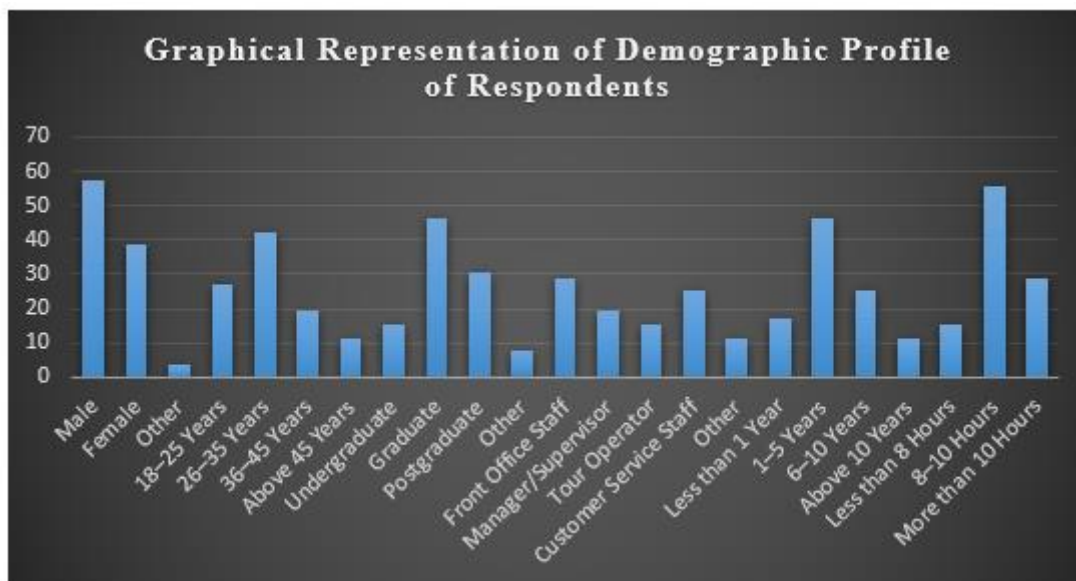


Fig. No. 1

Percentage of workers are directly involved in providing services and interacting with customers. These positions frequently call for emotional labor, constant communication, and high standards of customer satisfaction, all of which can lead to increased workplace stress and emotional weariness in workers.

According to the examination of job experience, 13 respondents (25.00%) have six to ten years of experience, whereas 24 respondents (46.15%) have one to five years. Furthermore, six respondents (11.54%) have more than ten years of experience, while nine respondents (17.31%) have less than a year. This implies that most workers are in the early stages of their careers and may experience difficulties adjusting, pressure to perform well, and job insecurity, all of which may have an impact on their mental health.

According to the research of typical working hours per day, 15 respondents (28.85%) work more than ten hours per day, whereas 29 respondents (55.77%) work eight to ten hours. Just 8 responders (15.38%) put in fewer than eight hours a day at work. The results unequivocally show that long and extended workdays are typical in the tourism sector. Workers who put in too many hours may experience stress, exhaustion, burnout, a diminished work-life balance, and negative mental health issues.

Overall, the demographic research shows that the majority of workers in the tourist sector are young, highly qualified, customer-focused, and subjected to demanding work schedules. From the standpoint of human resource management, these demographic traits are crucial to comprehending the new mental health and employee wellness concerns in the tourism industry.

Mental Health and Workplace Stress

Employee responses about working stress and mental health in the tourism sector are shown in Table No. 2. The perspectives of 52 respondents who work for tourism and hospitality organizations served as the basis for the analysis. The information aids in determining the degree to which workplace circumstances affect workers' emotional stability, psychological well-being, and work-life balance. Twenty respondents (38.46%) agreed with the first statement, "I frequently experience stress at work," whereas eighteen respondents (34.62%) strongly agreed. The vast majority of workers agreed that stress at work is a typical aspect of their professional lives. The percentage of responders who disagreed or strongly disapproved was quite low.

This result reflects the challenging nature of the tourism sector, where workers must constantly maintain service quality, manage consumer expectations, and perform under time constraints. Employees may experience increased emotional pressure and mental strain as a result of such circumstances. According to the second statement, "Long working hours affect my mental health," 17 respondents (32.69%) agreed and 22 respondents (42.31%) strongly agreed. This suggests that one of the main elements influencing workers' mental health in tourism-related businesses is long work hours. Employees in the tourist and hospitality industries frequently have to work on weekends, holidays, and during the busiest travel seasons, which limits their personal time and makes them more exhausted. Extended workdays might eventually result in stress, emotional tiredness, less focus, and decreased job satisfaction.

Table No. 2: Mental Health and Workplace Stress among Employees in Tourism Industry (N = 52)

Sr. No.	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I frequently experience stress at work.	18 (34.62%)	20 (38.46%)	7 (13.46%)	5 (9.62%)	2 (3.84%)
2	Long working hours affect my mental health.	22 (42.31%)	17 (32.69%)	6 (11.54%)	5 (9.62%)	2 (3.84%)
3	I feel emotionally exhausted after work.	19 (36.54%)	18 (34.62%)	8 (15.38%)	5 (9.62%)	2 (3.84%)
4	Workplace pressure affects my personal life.	16 (30.77%)	21 (40.38%)	7 (13.46%)	6 (11.54%)	2 (3.85%)
5	I find it difficult to maintain work-life balance.	20 (38.46%)	18 (34.62%)	6 (11.54%)	5 (9.62%)	3 (5.76%)

Source: Primary Data Collected Through Questionnaire Survey.

The answers to the question, "I feel emotionally exhausted after work," also show that workers are under a lot of psychological strain. After finishing their work obligations, 19 respondents (36.54%) strongly agreed and 18 respondents (34.62%) agreed that they feel emotionally exhausted. Regardless of their emotional state, employees in tourism firms are expected to act positively when interacting with clients. Over time, persistent emotional engagement and customer service duties may lead to mental exhaustion and burnout.

The statement, "Workplace pressure affects my personal life," shows that 16 respondents (30.77%) strongly agreed and 21 respondents (40.38%) agreed. The results imply that job stress affects workers' personal and social lives in addition to the workplace. Performance pressure, erratic shifts, and a heavy workload can all have a detrimental impact on one's quality of life, interfere with personal relationships, and cut into family time. This suggests that workers in the tourism industry continue to face significant challenges in striking a balance between their personal and professional obligations.

Twenty respondents (38.46%) strongly agreed and eighteen respondents (34.62%) agreed with the last statement, "I find it difficult to maintain work-life balance." The findings unequivocally demonstrate that many workers find it difficult to strike a balance between their personal and professional obligations. Jobs in the tourism sector can have erratic schedules and long workdays, which makes it challenging for workers to get enough sleep, engage with others, and maintain their personal wellbeing.

Overall, the data shows that work-life imbalance, emotional weariness, and significant occupational stress are experienced by workers in the tourism sector. The results show that mental health issues are now a major concern for travel agencies. The psychological well-being of employees is greatly impacted by an excessive

workload, long workdays, and constant client engagement. Therefore, in order to establish a healthier and more encouraging work environment in the tourism sector, HRM should implement employee-centered policies including stress management programs, flexible work schedules, counseling support, and wellbeing initiatives.

HRM Practices and Employee Wellbeing

Respondents' views on HRM procedures and worker welfare in the tourism sector are shown in Table No. 3. The replies gathered from 52 workers of travel and hospitality companies served as the basis for the analysis. The information offers insight into how wellness programs, organizational assistance, and HRM policies affect workers' mental health and general work experience. According to the first statement, "My organization supports employee wellbeing," 21 respondents (40.38%) agreed and 14 respondents (26.92%) strongly agreed. The results indicate that most workers think their companies are trying to promote worker well-being.

Employee wellness is crucial in the tourist sector since workers' motivation, emotional stability, and job satisfaction have a significant impact on the quality of services provided. Employee stress management and overall productivity can both be enhanced by supportive organizational strategies. According to the second statement, "HR policies help reduce workplace stress," 19 respondents (36.54%) agreed and 16 respondents (30.77%) strongly agreed. This implies that good HRM procedures are crucial for reducing stress and enhancing working conditions. Through fair work practices, communication channels, leave rules, employee engagement programs, and stress management programs, HR departments at tourism-related businesses support the wellness of their workforce. A tiny percentage of respondents, however, voiced discontent, suggesting that some businesses still need to make improvements to their HR support systems.

Table No. 3: HRM Practices and Employee Wellbeing in Tourism Industry (N = 52)

Sr. No.	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	My organization supports employee wellbeing.	14 (26.92%)	21 (40.38%)	8 (15.38%)	6 (11.54%)	3 (5.78%)
2	HR policies help reduce workplace stress.	16 (30.77%)	19 (36.54%)	7 (13.46%)	7 (13.46%)	3 (5.77%)
3	I receive adequate support from management during stressful situations.	15 (28.85%)	18 (34.62%)	9 (17.31%)	7 (13.46%)	3 (5.76%)
4	My workplace promotes mental health awareness.	13 (25.00%)	20 (38.46%)	8 (15.38%)	8 (15.38%)	3 (5.78%)
5	Employee counseling or wellness programs are available in my organization.	12 (23.08%)	17 (32.69%)	10 (19.23%)	9 (17.31%)	4 (7.69%)
6	I am satisfied with organizational support regarding employee wellbeing.	14 (26.92%)	20 (38.46%)	8 (15.38%)	7 (13.46%)	3 (5.78%)

Source: Primary Data Collected Through Questionnaire Survey.

15 respondents (28.85%) strongly agreed and 18 respondents (34.62%) agreed with the statement, "I receive adequate support from management during stressful situations." The results show that employees' psychological well-being is positively impacted by managerial support. Supervisors who provide direction, motivation, and emotional support to their staff are more likely to help them manage pressure at work. Supportive leadership fosters a healthy workplace and lessens emotional weariness in service sectors like tourism. Thirteen respondents (25.00%) highly agreed and twenty respondents (38.46%) agreed with the statement, "My workplace promotes mental health awareness." This suggests that a growing number of businesses are progressively realizing how important workplace mental health knowledge is. Employee assistance programs, open communication, wellness talks, and awareness campaigns all work to lessen the stigma associated with mental health problems and motivate staff members to get help when they need it.

Responses to the fifth item, "Employee counseling or wellness programs are available in my organization," are rather inconsistent. While 17 respondents (32.69%) agreed and 12 respondents (23.08%) strongly agreed, a sizable portion of respondents expressed disagreement or stayed undecided. This research indicates that while certain travel agencies have implemented wellness initiatives and counseling services, not all companies have access to these resources. Employee stress, burnout, and emotional exhaustion may rise in the absence of professional mental health support.

14 respondents (26.92%) strongly agreed and 20 respondents (38.46%) agreed with the final

statement, "I am satisfied with organizational support regarding employee wellbeing." According to the findings, the majority of workers are only mediocrely satisfied with the assistance that their companies offer with regard to wellness and mental health issues. However, the existence of unhappy responders emphasizes the necessity of more employee-focused wellness programs and stricter HR regulations in the tourism industry.

All things considered, the analysis shows that HRM is crucial to the promotion of workers' mental health and well-being in the travel and tourist sector. Employee wellness programs, management collaboration, mental health awareness campaigns, and supportive HR procedures all help to lower workplace stress and raise employee satisfaction. To establish a more balanced, healthy, and productive work environment for employees, the findings also show that many tourism firms still need to improve their wellbeing policies and mental health support systems.

Findings of Study

According to the report, lengthy work hours, an excessive workload, emotional labor, consumer pressure, and the problem of maintaining a work-life balance all contribute to significant occupational stress and mental health issues for workers in the tourism sector. The majority of respondents said that their everyday workplace was stressful and emotionally draining. The results also showed that employees' personal and social lives are impacted by job pressure in addition to their professional success. Young workers who engage with clients on a daily basis and have demanding job duties were found to be more susceptible to stress and burnout.

The study also discovered that HRM procedures are crucial for enhancing worker satisfaction and lowering stress levels at work in tourism-related businesses. Employee wellness programs, management collaboration, mental health awareness campaigns, and supportive HR policies all have a positive impact on workers' psychological health and workplace happiness. However, the study also showed that many tourism organizations still lack official mental health support systems and counseling services. In order to establish a healthier and more encouraging work environment in the tourist sector, the study highlights the necessity of more robust employee-centered HRM policies and wellbeing programs.

Suggestions

According to the survey, tourist firms should prioritize the mental health and well-being of their employees by putting supportive HRM strategies into place. To help employees better handle workplace pressure, organizations should implement employee wellness programs, stress management programs, counseling services, and mental health awareness campaigns. Flexible working hours, balanced shift systems, and proper leave facilities should also be provided to improve employees' work-life balance and reduce emotional exhaustion.

The study also suggests that managers foster a welcoming and encouraging workplace where staff members feel appreciated, respected, and emotionally safe. Enhancing employee satisfaction and organizational commitment can be achieved through open communication systems, encouraging leadership, staff recognition initiatives, and frequent wellbeing evaluations. In general, tourism businesses should use employee-centered HRM practices to lower workplace stress, enhance mental health, and guarantee long-term worker productivity and business expansion.

Conclusion

One of the most significant service sectors, the tourist industry heavily relies on human resources for both consumer pleasure and organizational performance. Long work hours, pressure from coworkers, emotional labor, erratic scheduling, and high customer expectations are just a few of the difficult work situations that employees in tourism and hospitality firms are often exposed to. The mental health, emotional stability, and general well-being of employees are greatly impacted by these problems. As a result, employee welfare and mental health have become important issues for HRM in the travel and tourist sector.

The association between workplace stress, mental health issues, employee wellness, and HRM practices in tourism firms was investigated in this

study. According to the study's findings, many workers struggle to maintain a work-life balance and endure stress and emotional depletion as a result of their demanding jobs. The psychological well-being and job happiness of employees were shown to be significantly impacted by long working hours and constant client engagement.

The study also revealed that effective Human Resource Management practices play a significant role in improving employee wellbeing and reducing workplace stress. Supportive HR policies, management cooperation, mental health awareness initiatives, counseling services, and employee wellness programs positively influence employees' emotional and psychological health. Employees who receive organizational support and fair treatment are more likely to remain motivated, productive, and committed to their organizations.

However, the survey discovered that many tourism businesses still lack wellness programs and mental health support networks. Without sufficient organizational support, some workers nevertheless experience stress and burnout. This emphasizes the necessity for tourist firms to address mental health as a crucial aspect of organizational development and to fortify their employee-centered HRM strategies.

In conclusion, mental health and employee welfare are significant organizational obligations in addition to being personal issues. Increased output, better customer service, lower employee turnover, and long-term organizational success are all facilitated by a happy and healthy workforce. Therefore, in order to establish a good, balanced, and mentally healthy work environment for employees, human resource management in the tourist business must implement proactive initiatives and supportive workplace practices.

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Conflicts of interest

The authors declare that there are no conflicts of interest regarding the publication of this paper.

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