

# Fitness And Wellness in Hospitality Employees

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**Abstract-** Hospitality industry is highly labor intensive in the services industry in which the performance of employees directly influences the satisfaction of the guests, quality of services and the image of the organization. Work conditions that hospitality workers are often exposed to are physically exhausting and emotionally taxing such as long hours, unpredictable schedules, customer demands, repetitive movement and minimal rest periods. Such circumstances usually bring about fatigue, stress, work-life imbalance, and diminished job effectiveness. The paper will discuss the relevance of fitness and wellness among hospitality workers and how physical and mental health, stressors at work, and organizational support affects job performance. The research design would be descriptive and analytical research design using both primary and secondary data. A structured questionnaire was used to collect primary data by administering it to hospitality employees serving in the chosen service settings. The results show that although a considerable number of employees strive to stay physically and mentally fit, the excessive working hours, the responsibility to work in shifts, the emotional pressure, and the lack of work-life balance still have a major negative impact on the employee wellness. The review also indicates that the employees who have a sense of physical energy and mental stability report a higher performance of work, better service provision, and motivation. The research arrives at the conclusion that wellness among the employees is a strategic rather than a welfare activity. Structured wellness practices that the hospitality organizations should embrace include health-conscious programmes, stress support, ergonomics, equitable work scheduling, and work-life balance. Increasing employee wellness will decrease burnout and absenteeism and increase productivity, retention and guest satisfaction. **Keywords:** hospitality workers, wellness, fitness, mental health, work-life balance, work performance, service quality.

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## I. INTRODUCTION

People are very critical to hospitality industry. Employees are the key to operational efficiency in hotels, restaurants, resorts, and other service establishments as well as the provision of positive guest experience. The physical and mental health of employees in such environment is a determinant of the quality of service critically. The workers at the

hospitality business are supposed to be energetic, polite, emotionally composed, and professionally presentable despite the stress of working conditions. Nevertheless, the hospitality work can be characterized by such aspects as long hours, standing, working in shifts, physical activity, emotional labor, and continuous dealings with customers. Such working environments may be detrimental to the health of the employees. The most frequent are such problems as physical and musculoskeletal unease, poor eating habits, sleep disturbance, anxiety, emotional exhaustion, and burnout. Subsequently, employee wellness in hospitality has not only become a personal issue, but operational and strategic. Low morale, non-presence, low productivity, high turnover, and inconsistent guest service may result as a result of poor wellness. Conversely, healthier workers have higher chances of being energetic, engaged, resilient, and able to maintain standards of service delivery. Wellness in hospitality is more than being disease-free. It encompasses physical fitness, mental stability, emotional stability, social well being and capacity of keeping work-life balance. The current hospitality management is gradually appreciating the fact that employee wellness plays a role in service excellence, organizational sustainability, and the reputation of the employer. Thus, this paper is devoted to the comprehension of the fitness and wellness level of employees of hospitals and the examination of their connection to job performance.

## II. STATEMENT OF THE PROBLEM

Hospitality sector is marked by excessive working hours, stressful workloads, emotional strain, irregularity in schedule, and physically challenging assigned work. In spite of these facts, most organizations still do not have well-designed and role-specific wellness support programs to their employees. Employees are often stressed, physically tired, have insomnia, and unable to follow a healthy routine. These problems lower the level of well-being of the employees and can have negative influence on their job performance, motivation, and quality of services. The issue discussed in the current research is the necessity to comprehend the role of fitness and wellness on hospitality employees and how organizations can enhance employee well-being to

achieve improved human and organizational performance.

## III. NEED FOR THE STUDY

The research has its significance since hospitality is a service industry where the state of employees affects customer satisfaction directly. In case of physical exhaustion or mental strain among employees, service quality and satisfaction to the guests might decrease. The research is also required due to the fact that the issues related to wellness in hospitality are frequently represented on the general level, whereas little attention is paid to their practical implications regarding the productivity, retention, and operational performance. The results can be used by managers, HR practices, and hospitality organizations to work out more effective support strategies, such as healthy scheduling, wellness, ergonomics, and mental health support.

## IV. OBJECTIVES OF THE STUDY

- To determine the extent of physical fitness and overall health of hospitality workers.
- To assess the psychological and emotional health of the employees in the hospitality industry.
- To determine key factors in the workplace which include long working hours, shift work, work pressures and customer pressures that influence the wellness of employees.
- To examine the connection between job performance and wellness of employees in hospitality organizations.

## V. HYPOTHESES OF THE STUDY

Null Hypotheses (H<sub>0</sub>)

- Null Hypotheses (H<sub>0</sub>) Job performance and physical fitness do not have a significant relationship in the employees of the hospitality industry.
- Mental well being and job satisfaction do not have any meaningful correlation among hospitality employees.
- In the hospitality industry, work stress has not been a significant contributor to the wellness of the employees.
- There is no significant impact of work-life balance on the fitness and wellness of the hospitality employees.

- Wellness programmes in organizations do not have a significant impact on boosting the productivity of employees.

#### Alternative Hypotheses (H1)

- Job performance is related closely to physical fitness among hospitality staff.
- Mental health is a major factor that has an influence on job satisfaction among hospitality workers.
- Employee wellness in hospitality industry is greatly influenced by work related stress.
- The concept of work-life balance has a great impact on the fitness and wellness of hospitality workers.
- The wellness programmes in organizations greatly enhance the productivity of employees.

### VI. REVIEW OF LITERATURE

The current body of literature demonstrates the increase in scholarly interest in the welfare of the hospitality workers. Alcorn and Koo noted that the major part of the field is occupied by occupational and emotional wellness, whereas physical, financial, environmental, and other aspect receive relatively minor direct attention. Their article also indicates that the research of hospitality wellness does not yet have the serious theoretical consolidation. Nafees, Sujood, and Hamid emphasized that the well-being of employees in tourism and hospitality is not well-researched even though the work in the hospitality industry is a challenging one. In an article by Veliath and others, the authors hold that employee engagement and well-being are relevant in the post-pandemic period by stating that mental health support, resilience-building, and meaningful employee involvement are becoming more and more relevant in hospitality organizations. According to Pal and Sharma, the odd timing, overtime and shift assignments contribute to the stress levels of employees and compromised their psychological well-being. Ghazali et al. narrowed down their research to the mental health aspect of hospitality employees and were able to find stress, anxiety, and burnout as common problems. According to Zhang, Kandampelly, and Choi, wellness programmes in the hospitality have the potential to enhance engagement, reduce absenteeism and facilitate organizational image, but there is very little

empirical research regarding their practical implementation. More sources indicate that operational results are associated with employee wellness. Research on recovery during breaks, work quality of life, wearable wellness devices, and participation in fitness all suggest that more healthy employees are more effective in performance, recover better, and positive contributors to the performance of an organization.

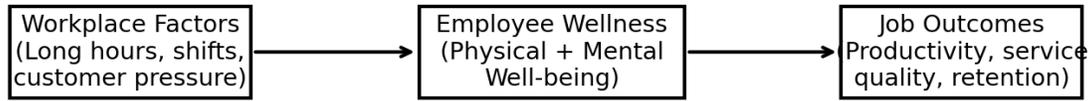
### VII. RESEARCH GAP

- Majority of the hospitality wellness studies are more concentrated on stress, burnout, emotional exhaustion rather than on physical fitness and active lifestyle behavior.
- There is limited empirical research that directly correlates employee wellness to service quality, productivity, absenteeism and organizational performance.
- The frontline operational employees like the housekeeping staff, kitchen staff, and service staff are usually underrepresented though they are exposed to extreme physical labor.
- There are limited studies on feasible and shift-compatible wellness programs in practical settings, particularly in the developing hospitality industry.

### VIII. THEORETICAL FRAMEWORK

In this study, the SAMHSA Wellness Model is helpful, as it defines wellness as a multidimensional concept that has physical, emotional, social, occupation, environmental, financial, intellectual, and spiritual dimensions. According to the Conservation of Resources Theory, workers want to preserve and replenish their own resources in the form of energy, time, and emotional strength; such resources are usually exhausted in the course of hospitality work, and wellness assistance is necessary. According to the Job Demands-Resources Model, high work demands are straining whereas favorable organizational resources enhance motivation and performance. The dimension of mental well-being is supported with the help of the PERMA framework and connection of the positive emotion, engagement, relationships, meaning, and accomplishments with human functioning and performance.

Figure 6. Conceptual Model Used in the Study



IX. RESEARCH METHODOLOGY

9.1 Nature of the Study

This research is an analytical descriptive study. It outlines the current level of wellness among the employees in the hospitality industry and examines the impact of the level on job performance and service delivery.

9.2 Research Approach

The research is based mainly on the quantitative method with the help of the interpretation of secondary literature.

9.3 Sources of Data

A structured questionnaire that was used to gather primary data was applied to the hospitality employees. The secondary data were gathered through books, journal articles, industry reports, and scholarly materials concerning the hospitality management, employee wellness, and job performance.

9.4 Population and Sample

The population consists of the employees in hospitality facilities like hotels, restaurants and resorts. The sampling method was convenience based because of the availability and shifting working patterns. About 100 respondents were taken into consideration in the study.

9.5 Research Instrument

The primary data collection tool was a structured questionnaire. It had demographic items and Likert scale statements regarding physical fitness, mental wellness, workplace stressors, work-life balance, and self-perceived job performance.

9.6 Tools Used for Analysis

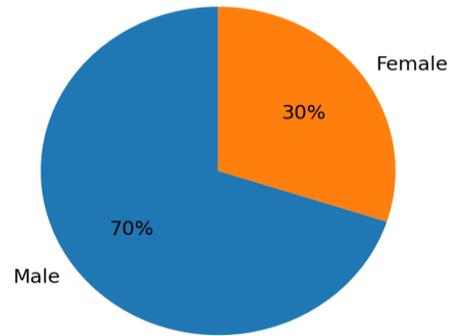
Percentage analysis, tabular presentation, and graphical interpretation were used to explain the findings

X. DATA ANALYSIS AND INTERPRETATION

10.1 Demographic Profile of Respondents

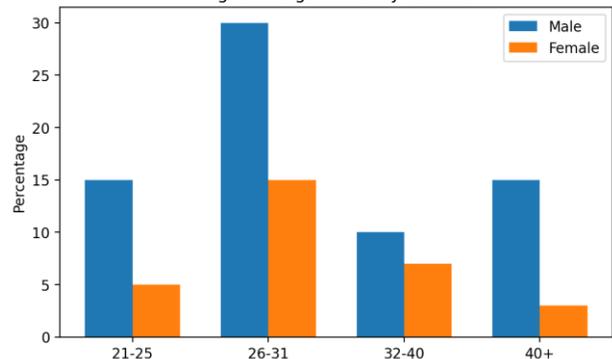
Variable	Category	Percentage
Gender	Male	70%
Gender	Female	30%
Age	21-25 years	20%
Age	26-31 years	45%
Age	32-40 years	17%
Age	40+ years	18%

Figure 1. Gender Distribution of Respondents



Interpretation: The respondent pool is male-dominated (70%), while female employees represent 30% of the sample. This indicates that the findings reflect a workforce composition common in many hospitality settings

Figure 2. Age Profile by Gender



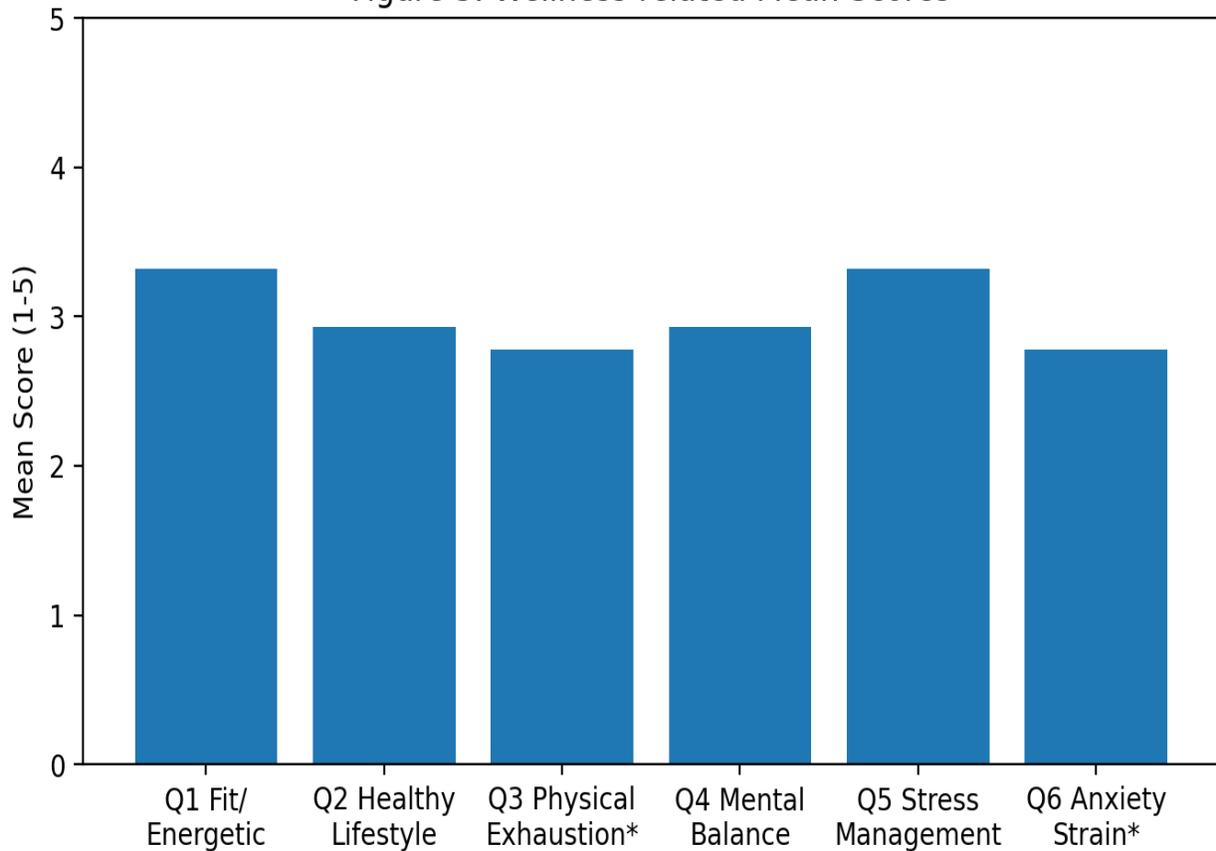
Interpretation: The highest proportion of respondents falls in the 26-31 years age group, indicating that the

study mainly captures the experiences of young and early-mid career hospitality employees.

10.2 Objective-wise Analysis

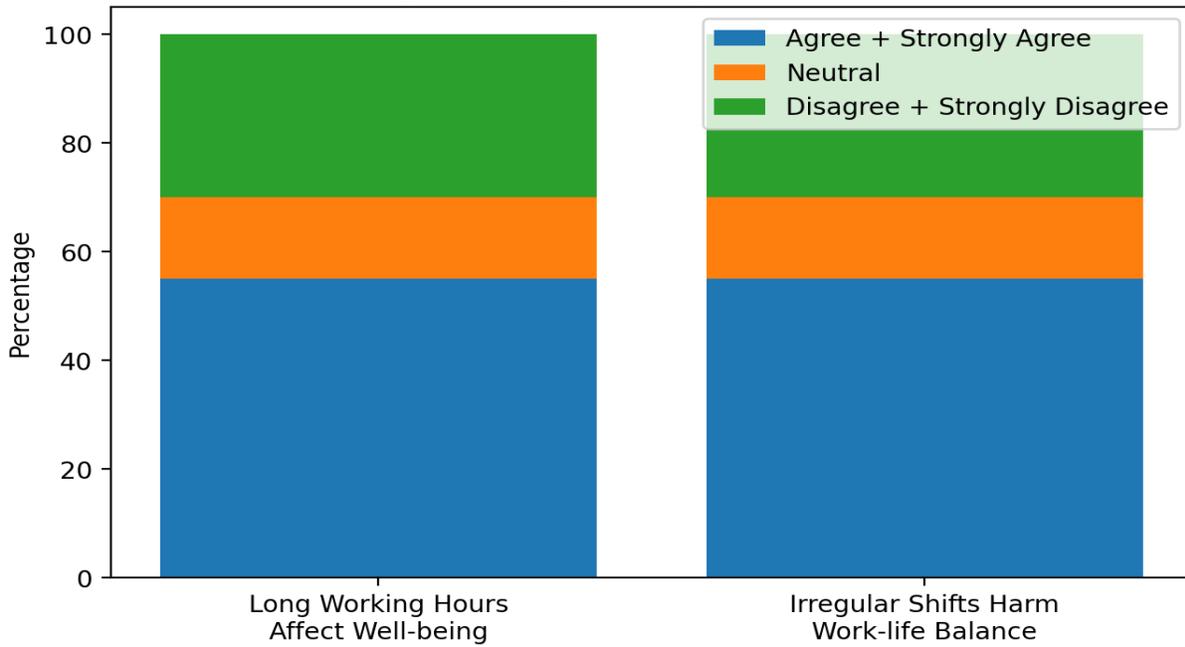
Q. No.	Statement (Short Form)	Agree + SA %	Neutral %	Disagree + SD %
1	Fit and energetic during shifts	55	15	30
2	Job supports healthy lifestyle	30	35	35
3	Rarely physically exhausted	30	20	50
4	Mentally relaxed at work	30	35	35
5	Can manage work stress	55	15	30
6	Rarely anxious at work	30	20	50
7	Long hours harm well-being	55	15	30
8	Shifts disturb work-life balance	55	15	30
9	Fitness improves performance	55	15	30
10	Poor health/stress reduces output	55	15	30

Figure 3. Wellness-related Mean Scores



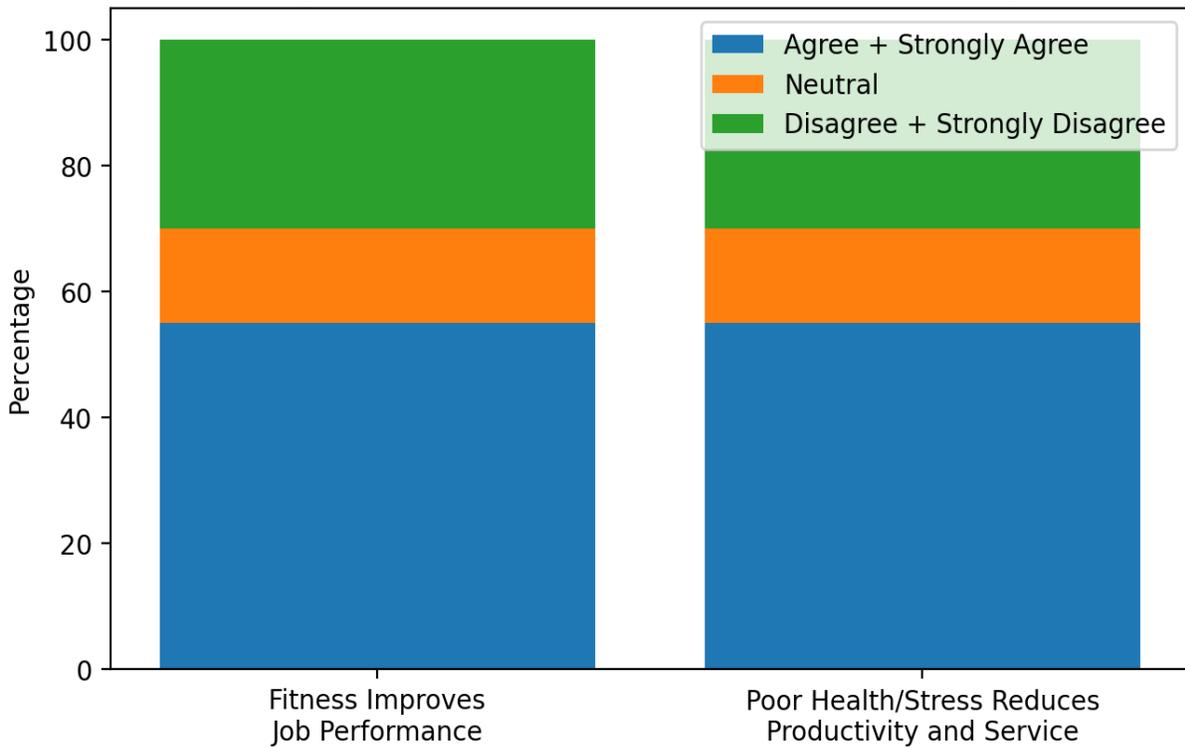
Interpretation: Employees show moderately positive responses on feeling energetic and managing work stress, but lower mean scores appear for physical exhaustion and anxiety-related items. This reflects a mixed wellness profile in which employees continue to face meaningful strain.

Figure 4. Major Workplace Stressors



Interpretation: A majority of respondents agree that long working hours and irregular shifts negatively affect their well-being and work-life balance. These factors emerge as major structural stressors in the hospitality work environment.

Figure 5. Wellness and Performance Relationship



Interpretation: Employees strongly recognize that physical and mental fitness improve job performance, while poor health and stress reduce productivity and service quality. This supports the study argument that employee wellness has a direct operational impact.

### 10.3 Analytical Interpretation

The results indicate that there is an imbalance in physical wellness in hospitality. Although a considerable percentage of the employees stated that they felt energetic during the working shifts, numerous respondents were neutral or negative about maintaining the healthy lifestyle and physical exhaustion. This implies that working habits usually disrupt exercise, sleep, and rest. The findings show moderate confidence on mental and emotional wellness. Workers do not give overwhelming reports of feeling mentally relaxed and most of the respondents report to have experienced anxiety or emotional strain. The emotional labor, customer pressure and expectations of continuous services seem to be touching on employee well-being. Long working hours and irregular shifts are the most prevailing negative aspects. Such work place attributes interrupt work-life balance and have negative impacts on physical and mental well being. The finding is very applicable in the hospitality industry whereby shift systems and long working hours are prevalent. The most favorable positive trend within the research is the association between wellness and performance. It is evident that the respondents feel that they perform better and offer high-quality service when they are physically and mentally healthy. On the contrary, poor health and stress is perceived as a direct hindrance to productivity. 11

## XI MAJOR FINDINGS

The majority of the respondents are falling within the 26-31 years bracket, which shows the presence of a youthful workforce. Physical fatigue is one of the problems that keep reoccurring among the workers in the hospitality industry. It is hard to observe healthy lifestyle practices among employees due to the demands of jobs. The work-life balance would be greatly disrupted by these long working hours and irregular shifts. The work environment in the hospitality context has mental stress and emotional strain. Employees have a firm conviction that the

higher the wellness, the higher the job performance and quality of service.

## XII SUGGESTIONS

Hospitality organizations are supposed to implement organizational wellness programmes among employees rather than informal activities. Scheduling of shift should be more balanced and predictable to enhance sleep and work-life balance. The stress-management sessions, counselling support, and psychologically supportive workplace climate should be offered by the management. Simple physical health care like healthy employee meals, water stations, stretching sessions, and ergonomics should be promoted. The HR departments ought to relate employee wellness programs to retention, performance, absenteeism, and service-quality targets.

## XIII CONCLUSION

The researcher concludes that fitness and wellness are key to the effectiveness of employees in the hospitality sector. Hospitality workers work in settings that are typified by physical workload, emotional labor, long working hours and abnormal working shifts. When such conditions are not adequately supported by organisations, it can result in fatigue, anxiety, work-life imbalance problems and deteriorating health. The findings indicate that wellness of employees cannot be decoupled with service performance. Employees themselves understand that the physical energy and mental stability are the boosts to productivity, quality of services, and work output on the whole. Thus, wellness can be considered one of the strategic priorities of the hospitality organisations. Hospitality organisations can enhance employee morale, minimize burnout, and enhance organizational sustainability in the long-term by investing in employee wellness by reforming schedules, promoting health awareness, offering ergonomic support, promoting mental health, and strengthening higher HR practices.

## XIV LIMITATIONS OF THE STUDY

- The research is also restricted to a given group of respondents and this cannot be extrapolated to the whole hospitality industry.
- The data is self-reported, and there can be bias on the perception.

- The analysis is based on the percentage analysis, more advanced statistical testing would be helpful to further validate the study.
- The sample size and the geographical scope of the study are small.

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