

The Influence of Emotional Intelligence on Employee Burnout at Hotel Industry

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Abstract The hotel industry is a frontrunner for rapid growth and at the same time one of the most emotionally demanding sectors. Employees in this field are expected to exhibit a high level of courtesy, patience, and professionalism all through the work-day. Daily face-to-face encounters with guests, resolving angry customers, interdepartmental coordination, and working long irregular hours are some of the ways through which hotel employees get a significant level of emotional strain. These strains are often the main cause of burnout: a state involving physical exhaustion, emotional fatigue, and low job satisfaction. Emotional intelligence is a powerful tool in identifying and controlling our feelings, staying composed under stress, and showing understanding even in difficult situations. Results from the study indicate that emotionally intelligent employees suffer from lesser burnout as they have better coping skills for stress and maintain good interpersonal relationships and results also point to the fact that training employees on how to develop their emotional intelligence through well-designed programs can lead to a reduction of burnout, improve employee health, and help to build a successful and sustainable organization in the hospitality industry at large.

Index Terms- Emotional Intelligence, Employee Burnout, Self-Awareness, Emotional Exhaustion, Self-Regulation, Empathy, Hospitality Industry, Stress Management, Job Performance

I. INTRODUCTION

Hotel industry is one of the fastest growing sector in today's world due to the increasing number of people travelling for business, holidays and personal purposes and hotels play an important role and most challenging service industries in which the staffing is required to interact with the client on a 24/7 basis and show high degree of courtesy, patience, and professionalism. The day-to-day activities of

employees like handling customer orders, complaints, with various departments and long or unusual working schedules usually impose emotional strain on the employees. Such pressures increase even more when the season is high during the festivals where the number of guests rises and placed on the employees. These conditions cause the hotel employees to be very prone to stress and burnout. Burnout refers to the physical, emotional, and intellectual exhaustion that causes the employees to be less motivated, less effective as well as being less satisfied with their jobs. In this regard, emotional intelligence is very important in aiding employees to control their emotions and react appropriately in response to the challenges they face at work. High emotional intelligence employees are able to interpret their emotions, remain cool in adverse circumstances and express themselves empathically and plainly. They are also in a better position to deal with stressful interactions with guests and colleagues meaning that chances of burnout are minimal. It is therefore important to understand how emotional intelligence is busy as is the case of hotel and it will examine how emotional intelligence can be utilized in employees to handle stress, performance, and burnout at stressful times.

II. REVIEW OF LITERATURE

Choi, H.M., Mohammad, A.A., & Kim, W.G. (2019) examined emotional intelligence (EI), emotional labour, job stress, coping strategies, and burnout among 344 hotel frontline employees in the United States using COR theory. The study found that EI significantly reduces burnout, with job stress acting as a key mediator. Employees with higher EI experience lower stress, leading to reduced burnout. Job stress fully mediates the relationship between

emotional labour (surface and deep acting) and burnout.

Ji Songshan and Pingping Ji (2019) supported the idea that emotional intelligence helps individuals relate better with others. They found that employees with higher emotional intelligence are more capable of understanding others' feelings and responding appropriately. This improves communication, teamwork, and overall job performance. Their research highlighted the importance of emotional intelligence in building strong workplace relationships.

Kimberly A. Barchard et al. (2016) explained that trait EI refers to an individual's personality traits, such as optimism, motivation, and emotional stability. These traits influence how individuals react to emotional situations. On the other hand, ability EI refers to a person's actual ability to process emotional information, solve problems, and adapt to changing situations. This classification helps in understanding how emotional intelligence functions at both personal and practical levels.

Statement of the problem

The main focus of the research is identifying the extent to which emotional intelligence influences employee burnout in the hotel sector. Numerous staff members in a hotel environment are often subjected to stress, tiredness, and work pressure largely due to long working hours, challenging customer demands, and a very busy setting. Some employees, who are not able to regulate their emotions properly, will thus experience even greater stress and become weakened both mentally and physically. This is the beginning of burnout, which not only impairs their work performance but it also diminishes their enthusiasm for the job. Emotional intelligence plays a vital role as it equips employees with the ability to understand and manage their emotions as well as deal with challenging situations more effectively. However, in this hotel, it is not very clear to what degree emotional intelligence is being used as a tool for reducing burnout. Therefore, the study is focusing on the point if staff members who have high emotional intelligence are experiencing burnout to a lesser extent and what the key elements are that are causing this issue at the workplace.

Objective of the study

- To examine the level of emotional intelligence and burnout among employees
- To explore the relationship between emotional intelligence that influence employees burnout
- To suggest ways to improve emotional intelligence and reduce burnout among hotel employees

Hypothesis

- Ho: There is no significant level of emotional intelligence among employees at Hotel Kodai International.
Hi: There is a significant level of emotional intelligence among employees at Hotel Kodai International.
- Ho: Emotional intelligence has no significant influence on employee burnout among hotel employees.
Hi: Emotional intelligence has a significant influence on employee burnout among hotel employees.
- Ho: Specific factors of emotional intelligence (such as self-awareness, emotion regulation, empathy) do not significantly influence employee burnout.
Hi: Specific factors of emotional intelligence (such as self-awareness, emotion regulation, empathy) significantly influence employee burnout.

Need of the study

To understand how emotional intelligence influences the level of employee burnout in the hospitality sector and to identify the specific emotional intelligence skills that help employees cope with job stress and work pressure and to provide useful insights for hotel management to develop strategies to reduce burnout and improve employee well-being and to examine the relationship between emotional intelligence and job performance motivation and interpersonal relationships in a high pressure work environment and to contribute to academic knowledge on emotional intelligence and employee burnout with special reference to Hotel industry

Research design

Research design refers to the overall plan used by the researcher to conduct the study. It helps in collecting, measuring, and analysing data effectively. In this research, descriptive research design is adopted. Descriptive research design helps to describe the current level of emotional intelligence among employees and the prevalence of burnout in different departments. It also helps to understand the relationship between emotional intelligence and employee burnout. This design is suitable because the study focuses on understanding employees' emotional control, stress levels, and ability to manage burnout while performing their duties at Hotel Industry.

III. DATA ANALYSIS

Descriptive, Pearson's correlation & Regression were used to analysis the data using the SPSS data Analysis software

Data analysis & interpretation:

The data collected for the study were analyzed using the Statistical Package for Social Sciences (SPSS). Descriptive analysis summarized and presented the data in a meaningful way, using measures like frequency, percentage, and standard deviation. These tools helped to understand the demographic profile of the respondents and their views on employee relations and workplace motivation. The descriptive statistics gave a clear overview of patterns and trends in the data. This formed a basis for further analysis and interpretation of the relationship between the variables. The authors used the Statistical Package for Social Sciences (SPSS) to analyze the data for the study. To better understand the demographic profile of the respondents and their opinions on employee relations and workplace motivation, the authors used descriptive analysis to summarize and present the data in an understandable manner with the help of frequency, percentage, and standard deviation. The authors used the Statistical Package for Social Sciences (SPSS) to analyze the data for the study. Descriptive statistics were used to provide a summary of the data and present it in an understandable way by employing frequency, percentage, and standard deviation. These statistics gave an indication of the demographic profile of the respondents, their

opinions on employee relations, and workplace motivation.

IV. PERCENTAGE ANALYSIS

Table 1: Age of the respondents

Age Group	No.of.Respondent	Percent (%)
18 – 25	25	22.7
26 – 35	31	28.2
36 – 45	30	27.3
46 and above	24	21.8
Total	110	100.0

Interpretation

The respondents are well distributed across different age groups, with slightly more participants in the middle age categories. Overall, the sample includes a person from young, middle, and older age groups, which helps in getting a balanced and comprehensive view. This shows that the study is not focused on any one particular age group and reflects a diverse population.

Table: 2 Genders of the respondents

Gender	No. of Respondents	Percentage (%)
Male	69	62.7%
Female	41	37.2%
Total	110	100%

Interpretation

The gender distribution of respondents shows that the majority of participants are male, while female respondents form a smaller portion of the sample. This indicates that the study is more influenced by male perspectives, but it still includes a reasonable representation of female respondents, allowing for a balanced understanding of both genders

Table 3: Departments of the respondents

Department	No. of Respondents	Percentage (%)
Front Office	16	14.5%
Housekeeping	20	18.1%
Food & Beverage	32	29.%
Accounts	4	3.6%
Kitchen	38	34.5%
Total	110	100%

Interpretation

The department-wise distribution of respondents shows that the majority of employees belong to the kitchen and food & beverage departments, indicating a higher workforce concentration in operational areas. Housekeeping and front office departments have a moderate level of representation, while the accounts department has the least number of respondents. This suggests that the study mainly reflects the views of employees working in core service departments of the organization.

Table 4: Year of experience

Years of Experience	Percent (%)
1 Year	12.7%
1-3 Years	37.2%
4-6 Years	32.7%
More than 6 Years	17.2%
Total	100%

Interpretation

The distribution of respondents based on years of experience shows that most employees fall within the 1-3 years and 4-6 years categories, indicating a workforce with moderate experience. A smaller group consists of employees with less than one year of experience, while those with more than six years of experience are also fewer. This suggests that the organization mainly has employees who are in the early to mid-stages of their careers, contributing to a balance of fresh ideas and practical experience

Table 5: type of work schedule

Type of Work Schedule	No. of Respondents	Percentage (%)
Shift-based	53	48.18%
Rotational shift	57	51.82%
Total	110	100%

Interpretation

The table shows that a slightly higher proportion of employees (51.82%) are working under a rotational shift system, while 48.18% follow a shift-based work schedule. This indicates that the majority of the workforce in the organization operates under rotating shifts, which may help in maintaining continuous service operations and efficient workforce utilization. However, a nearly equal distribution between the two

types of schedules suggests that the organization adopts both systems to meet operational requirements and employee availability

Table 6 : working hours per day

Working Hours per Day	No. of Respondents	Percentage (%)
6-8 hours	34	30.9%
8-10 hours	34	30.9%
10-12 hours	42	38.1%
Total	110	100%

Interpretation

The table indicates that the largest group of employees (38.18%) work for 10-12 hours per day, while an equal proportion of respondents (30.91% each) work for 6-8 hours and 8-10 hours. This shows that a significant number of employees in the hotel work extended hours beyond the standard schedule. It suggests that the nature of hotel operations may require longer working hours to meet service demands, indicating a high workload and continuous operational requirements.

DESCRIPTIVE STATISTICS ANALYSIS

Table: 7 level of emotional intelligence

I am aware of my feelings while working	2.83	1.630
I can recognize when I feel stressed or emotionally disturbed at work	3.45	1.412
I stay calm when facing difficult situations	3.20	1.373
I remain patient when dealing with work problems	4.07	1.366
I encourage myself to stay motivated at work.	3.72	1.382
I build strong relationships with my team members	3.19	1.449
I handle workplace conflicts calmly.	4.15	1.367
I adjust easily to changes in my work environment.	4.05	1.152
I manage my stress effectively	3.41	1.552
I stay focused even when work becomes challenging.	3.06	1.479
I remain emotionally balanced during busy workdays.	2.94	1.587

Interpretation

The results show a moderate to high level of emotional intelligence among employees. They perform well in handling conflicts, patience, and adaptability. However, lower scores in emotional awareness, focus, and balance indicate some

difficulty in self-regulation. Overall, improvement is needed in managing emotions under pressure.

Table: 7 level of burnout

Employee Burnout	Mean	Std. Deviation
I feel emotionally tired because of my duty	2.68	1.681
I feel exhaustion due to my job responsibilities	2.04	1.526
I feel physically drained after work.	1.60	.901
I find it difficult to concentrate on my tasks	2.23	1.500
I feel less interested in my work due to work-related stress	2.17	1.354
I feel emotionally disconnected from my job role	1.82	1.051
I find it hard to stay attentive at work	1.96	1.157
I feel my efficiency at work has decreased.	2.11	1.199
I struggle to complete tasks on time	2.04	1.116
I feel I have low energy during working hours	1.60	.901
I feel distant from my colleagues.	2.02	1.125
I feel overwhelmed by the amount of work I am expected to do	2.44	1.630

Interpretation

Employees experience a low to moderate level of burnout. While some stress and occasional tiredness are present, most do not feel highly exhausted or disconnected. However, a few report difficulty concentrating, reduced interest, and feeling overwhelmed. Overall, burnout exists but remains mild and manageable.

V. CORRELATIONS ANALYSIS

Table 8: relationship between emotional intelligence and burnout

I manage my stress effectively	1	.000	-	-	.000	.023
		1.000	.345	.000	1.000	.814
		110	110	109	110	110
I feel physically drained after work.	.000	1	-	-.076	1.000**	-.075
	1.000		.888	.433	.000	.438
	110	110	110	109	110	110

I stay focused even when work becomes challenging.	-.091	-.014	1	.093	-.014	-.631**
	.345	.888		.335	.888	.000
	110	110	110	109	110	110
I feel overwhelmed by the amount of work I am expected to do	-.672**	-.076	.093	1	-.076	-.066
	.000	.433	.335		.433	.495
	110	110	110	110	110	110

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

The correlation results indicate that effective stress management is strongly associated with lower feelings of being overwhelmed, showing a significant negative relationship. Additionally, employees who stay focused during challenging work situations tend to experience less difficulty in concentrating, indicating a strong connection between focus and task performance. However, physical exhaustion and low energy levels show weaker or insignificant relationships with other variables, suggesting a limited direct impact on stress and focus.

VI. LIMITATION OF THE STUDY

The study has certain limitations that should be considered while interpreting the results. The sample size is limited to a specific hotel, so the findings may not be applicable to all organizations in the hospitality industry. The data is mainly collected from operational departments, which may not fully represent all functional areas. The responses are based on self-reported data, which may include personal bias or inaccurate perceptions. Time constraints may have affected the depth of data collection and analysis. Therefore, the results should be generalized with caution.

VII. FINDINGS

The findings of the study highlight that emotional intelligence is a crucial factor in managing employee stress and enhancing overall workplace performance. Employees with higher levels of emotional intelligence are more capable of handling conflicts effectively, maintaining patient and adapting to changing work conditions. These individuals are also better at managing stress and are less likely to feel overwhelmed by their job responsibilities. The results further suggest that the ability to remain focused

during challenging situations contributes to improved concentration and task efficiency. In contrast, physical fatigue and low energy levels appear to have a relatively limited impact on stress and focus, emphasizing the greater importance of emotional competencies. However, the study also identifies that some employees struggle with emotional awareness and maintaining balance, particularly during high-pressure work periods. This indicates the need for organizations to implement training and support systems aimed at strengthening emotional regulation skills. Overall, the study concludes that improving emotional intelligence can significantly reduce employee burnout while enhancing both individual effectiveness and organizational productivity.

VIII. SUGGESTIONS

The organization should conduct training programs to improve employees' emotional awareness and self-control and also provide stress management workshops to help them handle work pressure effectively while proper shift planning should be ensured to reduce fatigue especially for employees in rotational shifts and employee wellness programs can be introduced to improve energy levels and reduce physical exhaustion moreover balanced gender participation should be encouraged for better decision making and employees should be given opportunities for skill development to improve focus and performance along with promoting teamwork and communication and providing adequate rest breaks and flexible working hours to maintain emotional balance during busy workdays.

IX. CONCLUSION

The study concludes that employees show a moderate to high level of emotional intelligence with strengths in handling conflicts, patience, and adaptability while some challenges exist in emotional awareness, focus, and maintaining balance under pressure the workforce is fairly balanced in terms of age and experience though dominated by male employees and key operational departments the organization effectively uses both rotational and fixed shift systems to ensure smooth operations and the findings also highlight that better stress management reduces feelings of being overwhelmed and improves

concentration overall the study emphasizes the need for improving emotional regulation and employee wellbeing to enhance performance and work efficiency

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