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JOB STRESS AMONG FRONTLINE EMPLOYEES OF CANYON COVE HOTEL AND SPA: BASIS FOR A MENTAL HEALTH SUPPORT PROGRAM

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ABSTRACT

This study assessed the job stress among frontline employees of canyon cove hotel and spa: basis for a mental health support program. It focused on job stress among frontline employees.

The participants in this study were two-hundred seventeen (217) employees using Cronbach method of computing the sample size. Purposive sampling conducted survey which was especially accustomed for the use of significant data regarding the respondents' profile specifically their age, sex, marital status, and years of experience in the frontline role, the assessment of job stress in terms of hours of work, volume of tasks and low wages. The study included the following findings: majority of the respondents belong to age range 18 to 30 years old, male, single with 1 to 3 years of experience in the frontline role. The respondents answered often that job stress hours of work, volume of tasks and low wages have an impact on the assessment of the perception of job stress among frontline employees. There is no significant difference on job stress among frontline employees when profile is considered. The Mental Health Support Program is crafted based on the results of the study.

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Keywords: *job stress, hours of work, volume of tasks, low wages, frontline employees, mental health*

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