

JOB STRESS OF TOURISM INDUSTRY EMPLOYEES DUE TO COVID 19 (A SYSTEMATIC LITERATURE REVIEW)

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ABSTRACT

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The tourism industry has been badly affected by the Covid 19 pandemic. The policy of limiting tourism travel activities has led to uncertainty in the tourism business. Besides that, tourism industry workers are at high risk of contracting the Covid 19 virus because tourism services must be carried out through direct interaction with tourists. Many workers in the tourism industry experience work stress due to the Covid 19 pandemic. This systematic literature review study aims to examine tourism worker stress due to the Covid 9 pandemic. The literature review method uses a cross-sectional search of articles from health, tourism, and management. The search results were 8 articles selected by Prisma Chart with defined inclusion and exclusion criteria. The results of a systematic

literature review study revealed that the perceived threat of the Covid 19 virus causes fear and worry about being infected. Another factor that causes stress for tourism workers regarding job insecurity is perceived uncertain job continuity. Experienced work stress has an impact on decreasing job satisfaction and well-being, then can increase the turnover intention of workers from the company. Several strategies that can be implemented to reduce work stress are by providing self-protection tools, service rule, adjusting work assignments, and preparing transformational leadership in order to increase the company's resilience in facing various uncertain external conditions.

Keywords: Covid-19; Job Stress; Tourism Employee

INTRODUCTION

The Covid 19 pandemic has had an impact on the tourism sector. The policy of limiting travel activities and limiting mass activities, then the closure of domestic and international tourist trips, has caused tourism to become a sector that is very negatively affected by the pandemic. These conditions threaten the future sustainability of the workers in it (Purwahita et al. 2021). Based on data submitted by the World Travel and Tourism Council (WTTC), as many as 50 million tourism and hospitality workers are at risk of being affected by the pandemic pandemi (Kang et al., 2021).



Services to tourists in the tourism business are activities that cannot be done online, unlike education, training, and administrative services that can be done online, so these working conditions make most workers in the tourism industry very vulnerable to contracting the Covid 19 virus (Alon et al. 2020). Furthermore, the Covid-19 pandemic has an impact on reducing workers' working hours so that the salary earned is reduced, besides that many workers in the tourism industry are forced to take unpaid leave as a form of responsibility to the company amid the pandemic (Gosling, Scott, and Hall 2020).

Tourism industry workers experience stress and anxiety due to job uncertainty (Hartman and Nickerson 2020), especially those on the front lines, where job duties and responsibilities require them to always interact directly with tourists (Kang et al., 2021). The pressure on the company and work environment due to the pandemic has caused many tourism workers to be psychologically affected, so the pandemic is not only a risk to health but also a risk to job loss (Chen, Zou, and Chen 2022a).

According to the International Labor Organization (2020), many workers are experiencing stress due to the changing work environment due to the Covid 19 pandemic (Wong et al. 2021). Stress experienced by workers results from interactions between workers and their work environment. Working conditions that do not match expectations impact increasing negative emotions that affect mental and physical health (Kuo 2020; Mo et al. 2020). The resilience and conditions of workers in dealing with the Covid 19 pandemic vary, especially for workers with poor health and vulnerable to infection. The negative perceptions and fears that people feel have an impact on occupational stress which results in reduced performance, emotional exhaustion, and depersonalization (Wei et al. 2022).

The economic, psychological, physiological, and various other impacts caused by the Covid-19 pandemic on workers in the tourism industry are triggers for stress at work, so analysis is needed to find out what factors can cause work stress and how the impact is caused. This Systematic Literature Review research aims to analyze various literature from research articles that examine what factors cause stress in tourism workers due to the Covid-19 pandemic.

METHOD

The method used in this research is a Systematic Literature Review study, where the source of a literature review is obtained from the results of searches through Scopus and Google Scholar. The keywords used in the search for literature references are Stress Works, Covid 19, and Tourism Industry. The inclusion criteria in this study are research articles obtained in full-text in Indonesian or English published from 2019 to 2022. Further literature criteria are that the article uses quantitative methods with the object of research on workers in the tourism industry, both workers in accommodation, destinations, and in the travel business. Exclusion criteria in this study include literature review research articles, systematic literature reviews, scoping reviews, and research articles that are not related to Covid 19.

The Prisma Chart method is used for the selection scheme of research articles obtained from the search results. Furthermore, a critical appraisal of the various literature that has been obtained using the Critical Appraisal Skills Program analysis

approach is carried out. Based on the opinion expressed (Aveyard 2018), a systematic literature review is a stage that starts with reviewing and identifying various literature that has the aim of answering questions in a study. The questions in the systematic literature review research are as follows:

Table I. Research Questions

RQ	Question	Motivation
RQ1	What are the factors that cause stress for tourism workers due to the Covid 19 pandemic	Identifying what factors cause stress to tourism workers due to the Covid 19 pandemic
RQ2	How Stress Impacts Tourism Workers Due to the Covid-19 Pandemic	Identifying the Impact of Stress on tourism workers due to the Covid 19 Pandemic
RQ3	How to Overcome the Stress of Tourism Workers Due to the Covid-19 Pandemic	Identifying ways that can be used to overcome the stress of tourism workers due to the Covid 19 pandemic

Based on the research questions, a search was conducted for various relevant research literature to be reviewed and reviewed so that it could be answered the 3 research questions. Based on the search results, 38 research articles were obtained that were related to the research topics discussed. The 38 research literature were then selected with the inclusion and exclusion criteria set. The stages and flow of research literature screening can be seen more clearly in the following figure:

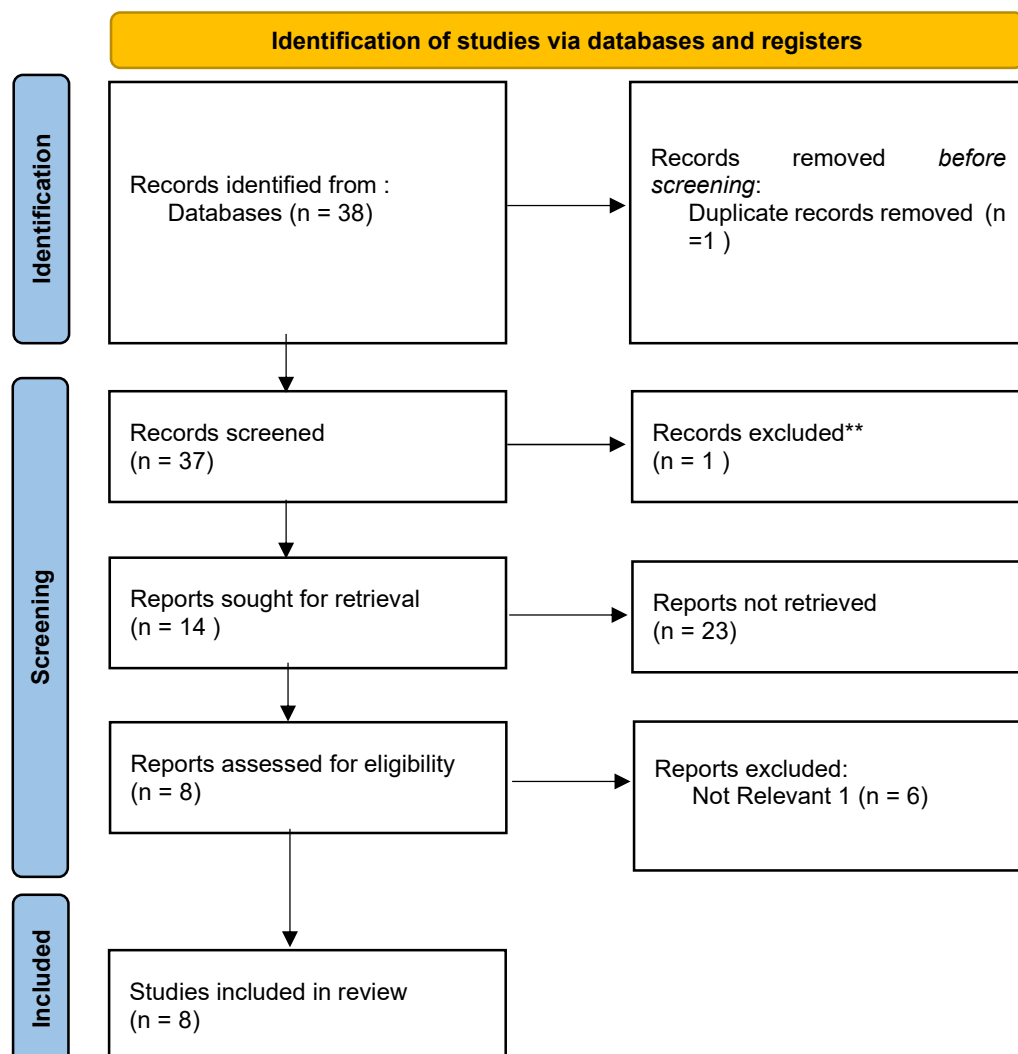


Figure 1. Prisma Diagram Flow Chart

At the PRISMA flow chart stage in Figure 1, 38 potentially relevant research literature was obtained to be reviewed and analyzed in answering the research questions. The next stage removed duplicate literature $n=1$, so 37 research literature remained. After selecting the abstract and title, the remaining research literature $n = 14$, where 23 pieces of literature have been excluded. The next stage then carried out a selection of the overall content of the research literature, which caused the number of research literature $n = 8$, where 6 research literature was removed at this stage. Based on these stages, the number of research literature to be reviewed and analyzed $n= 8$.

RESULTS AND DISCUSSION

The results of the review and selection through the Prisma Chart method can be seen as follows:

Table II. Literature Extraction Results

No	Title, Researcher, Year	Country	Research Findings
1	<i>The fear of being infected and fired: Examining the dual job stressors of hospitality employees during COVID-19</i> Chun-Chu Chen, Suiwen (Sharon) Zou, Ming-Hsiang Chen (2022)	US	The research findings show that hospitality workers perceive the Covid 19 pandemic as an event that impacts their sense of job insecurity and the risk of contracting the Covid 19 virus. Both factors are the cause of the increased turnover intention of workers during the pandemic. The current study is the first to analyze the impact and consequences of the 2 pandemic stressors faced by workers in the hospitality industry.
2	<i>The impact of the COVID-19 pandemic on job satisfaction: A mediated moderation model using job stress and organizational resilience in the hotel industry of Taiwan</i> Shao-Cheng Cheng, Yu-Huan Kao (2021)	Taiwan	The research findings show that job stress mediates employee job satisfaction and hotel business performance. In addition, organizational resilience has a moderating effect on job stress. This study contributes theoretically to a better understanding of the factors that determine the impact of the pandemic on mental health. This study suggests that interventions can be made to minimize the pandemic's negative impact on workers' psychological health.
3	<i>How does COVID-19 fear affect job insecurity and stress for hospitality employees? A moderated mediation model for age and financial status</i> Engin Unguren, Serdar Arslan (2022)	Tukey	The research findings show that fear of Covid 19 directly impacts the stress and job insecurity of tourism workers. The level of stress felt by workers varies due to the age of the workers and their financial situation. The research study contributes to a better understanding of how factors cause stress and its impact on companies. The need for financial support from companies and governments, both financially and non-

			financially, so that workers feel safe and their job stress levels can decrease due to the Covid-19 pandemic.
4	<p><i>The Covid-19 Pandemic: Impacts on Hotel Workers' Job Stress, Well-Being and Self-Assessed Mental Health at the Nusa Dua Bali</i></p> <p>Mariska Prijanka, Tommy Trisdiarto, Edwin Hidayat Abdullah</p>	Indonesia	This study found that the difficulties experienced during the Covid-19 pandemic impacted work stress, which led to a decline in the well-being of hotel workers in Nusa Dua Bali. Furthermore, the work stress felt due to the Covid 19 pandemic impacts mental health. Financial hardship factors and other impacts associated with unfavorable work environment conditions are some of the main factors that cause increased worker stress.
5	<p><i>A Parallel Mediation Analysis on the Effects of Pandemic Accentuated Occupational Stress on Hospitality Industry Staff Turnover Intentions in COVID-19 Context</i></p> <p>Lavinia Denisia Cuc, Andrea Feher, Paul Nichita Cuc, Silviu Gabriel Szentesi, Dana Rad, Gavril Rad, Mioara Florina Pantea and Cosmin Silviu Raul Joldes (2022)</p>	Romania	The research findings revealed that perceptions of occupational safety and health, then organizational effectiveness and job insecurity during the pandemic, led to an increase in stressed employees in the hospitality industry, indirectly leading to increased staff turnover intention.
6	<p><i>Transformational Leadership, HRM practices and burnout during the COVID-19 pandemic: The role of personal stress, anxiety, and workplace loneliness</i></p> <p>Panagiotis V. Kloutsiniotis, Dimitrios M. Mihail, Naoum Mylonas, Adamantia Pateli (2022)</p>	Greece	The research findings revealed that Transformational Leadership can reduce the factors that cause financial stress, anxiety, and loneliness at work. The reduction of these stressors can reduce the level of employee burnout at work. In addition, this study highlighted HRM practices as moderating in strengthening the negative relationship between Transformational Leadership and employee burnout at work.
7	<p><i>The Stress-Induced Impact of COVID-19 on Tourism and Hospitality Workers</i></p> <p>Sung-Eun Kang, Changyeon Park, Choong-Ki Lee and Seunghoon Lee (2021)</p>	South Korea	The research findings show that work stress experienced by workers in the tourism and hospitality industry has an impact on decreasing job satisfaction and trust in the company so that, in the end, work stress can result in decreased organizational commitment to the company. The findings of this study provide implications for the tourism and hospitality industry to provide work protection equipment from the risk of contracting the Covid 19 virus for workers in the tourism and hospitality industry.
8	<p>How to Alleviate Hotel Employees' Job Stress in the</p>	South Korea	The research findings show that job insecurity affects hotel workers' job stress. The impact of perceived stress results in psychological well-being. The

	Associations between Job Stressors and Its Consequences Dong Yoon Yoo (2022)		need for company support and coping strategies for employees to reduce the work stress felt by hotel workers due to the Covid-19 pandemic.
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Factors Causing Stress in Tourism Workers Due to the Covid-19 Pandemic

Based on the results of a systematic literature review on the research literature, the respondents who have been surveyed view the pandemic as a traumatic event that affects their perceptions of job insecurity, the risk of contracting, and other fears, resulting in increased stress at work (Chen et al. 2022a). (Probst, Budimir, and Pieh 2020) first proposed the Covid-19 stressor model that describes how public-facing workers struggle between the possibility of infection (occupational risk) and job loss (economic pressure) amid the Covid-19 pandemic.

Workers in the tourism industry are particularly concerned about the Covid 19 pandemic, as their work requires them to interact with a wide range of customers from different backgrounds and national and regional origins, making their perception of the risk of infection a key factor contributing to increased occupational stress (Chen et al. 2022a; Wong et al. 2021). Job anxiety caused by the perceived threat of the Covid-19 pandemic affects job stress (Cheng and Kao 2022; Jaramillo, Mulki, and Solomon 2006). Many studies have shown that Covid 19 has triggered various psychological phenomena such as moral breakdown, extreme anxiety, fear of illness, depression, and acute stress (Gibson and Janikova 2021; Lewis and Zauskova 2021; Phillips and Kucera 2021). The study's results found that the perception of the Covid 19 threat of company employees led to increased job stress; the phenomenon has empirically become an epidemic psychology affecting tourism workers (Cheng and Kao 2022).

Another factor that triggers tourism workers' stress is job insecurity caused by the fear of losing their jobs (Cuc et al. 2022; Peng and Potipiroon 2022; Unguren and Arslan 2022a; Wong et al. 2021; Yoo 2022). Job insecurity felt during the Covid-19 pandemic has a close relationship with increased job stress; the more job insecurity felt is high, the impact on increased stress, and vice versa (Peng and Potipiroon 2022; Yoo 2022).. Job insecurity during the Covid 19 pandemic is caused by the fear of losing their jobs and contracting the virus (Chen et al. 2022a).

Workers with old age mostly experience the perception of job insecurity regarding the fear of losing a job. The fear is caused by financial insecurity and economic difficulties (Hossain et al. 2020). Furthermore, job insecurity caused by fear about the possibility of being laid off by the company, then fear about unpaid leave and salary reduction during the pandemic are other factors that increase the stress of workers in the tourism industry during the Covid-19 pandemic 19 (Hossain et al. 2020; Prijanka, Trisdiarto, and ... 2021). Another important finding is that the relationship between job insecurity due to the Covid-19 pandemic and perceived stress will differ according to financial status, meaning that the financial situation of workers plays a moderator role in the relationship between job insecurity and stress at work (Unguren and Arslan 2022a).

The Impact of Stress on Tourism Workers Due to the Covid-19 Pandemic

The results of research on the impact of stress on tourism workers as a result of the impact on the tourism industry due to the Covid 19 pandemic contributed significantly to the turnover intention of tourism workers (Chen et al. 2022a; Cuc et al. 2022), specifically workers in the accommodation and restaurant sector experience higher workloads compared to workloads in other tourism industries (Chen et al. 2022a).

The impact of work stress caused by the Covid 19 pandemic affects the level of satisfaction at work (Cheng and Kao 2022). In other words, higher job stress leads to lower job satisfaction; this is in line with many studies which suggest that when an employee feels stressed at work will affect their job satisfaction (Babin and Boles 1996; Flanagan and Flanagan 2002). Especially during the Covid 19 pandemic that occurred globally, which caused uncertainty at work, it had an impact on satisfaction at work (Kang et al., 2021).

Stress due to the Covid 19 pandemic also has an impact on the well-being of tourism workers, where the accumulation of various pressures and an unfavorable work environment causes continuous stress (Kang et al., 2021). Furthermore, the relationship between job stress and worker well-being during the pandemic depends on conditions and emotional regulation (Kang et al., 2021). So that workers in the tourism industry must be able to identify the factors that cause stress experienced, and then the company is present through various policies in an effort to reduce employee stress levels so that their welfare can increase, which will ultimately increase organizational commitment (Kang et al., 2021).

Overcoming Stress in Tourism Workers Due to the Covid-19 Pandemic

Overcoming the stress of workers in the tourism industry due to negative perceptions caused by concerns and fears of the risk of contracting Covid 19, especially for frontline tourism workers who interact directly with tourists, is to create security and safety standards for workers such as providing personal protective equipment, glass barriers and distance standards set in serving tourists (Chen, Zou, and Chen 2022b; Kang et al. 2021b; Unguren and Arslan 2022b). Workers are important assets for companies, so companies must consider the safety and security of workers as important as the safety and security of tourists (Üngüren and Arslan 2021). During the Covid 19 pandemic, company support plays an important role in building positive perceptions of workers in the workplace (Kang et al., 2021; Kurtessis et al., 2017). Support for workers can be in the form of encouragement, communication, and trust in companies that can affect workers' emotions and behavior in the workplace (Kickul and Posig 2001; Vasin et al. 2020). Company support can ease concerns and fears about the risk of contracting the Covid 19 virus (Kang et al., 2021).

The Covid 19 pandemic has had an impact on Job Insecurity felt by tourism workers, impacting stress levels at work. This is due to the decline in the level of sales of tourism products and services during the pandemic, so the continuity of the workers' jobs is threatened due to the pandemic. Therefore, companies must periodically inform their employees about salary policies during the pandemic, working hour arrangements, and assignment adjustments. Another important element is to provide assurance regarding job continuity so that Job Insecurity can be minimized (Chen et al. 2022b; Üngüren and Arslan 2021). In addition, companies

must be open and involve them in the decision-making process. Transparent communication has a strategic impact on reducing stress levels in workers in the tourism industry (Kloutsiniotis et al. 2022; Üngüren and Arslan 2021). Furthermore, financial and social security measures need to be developed to protect workers in the tourism industry who can financially support workers affected by the pandemic (Nhamo, Dube, and Chikodzi 2020).

Transformational Total Leadership is one of the important keys to surviving the Covid 19 pandemic. Transformational Leadership plays an important role in maintaining the psychology of workers in the face of an unfavorable business environment due to external factors (Cheng and Kao 2022). All stakeholders related to tourism policymaking need to invest in order to build the development of Tourism Human Resources with a Transformational Total Leadership perspective in order to increase the ability of tourism companies to deal with various conditions, especially the causes of work stress caused by the Covid 19 pandemic (Kloutsiniotis et al. 2022).

CONCLUSIONS

This systematic literature review research examines and reviews 8 research articles that match the inclusion criteria set in order to answer research questions. Based on the analysis and review that has been carried out, several factors are obtained that cause stress in tourism workers in the tourism industry due to the Covid-19 pandemic. These factors include the perception of the threat of the Covid virus, which causes fear and concern about being infected. Another factor that causes stress for workers in tourism is job insecurity, which is felt due to uncertain job continuity. The many cases of layoffs and unpaid leave by the company cause a high sense of job insecurity. The factors that cause job stress must be addressed immediately because the job stress experienced can have an impact on decreasing job satisfaction and well-being, then can increase the turnover intention of workers from the company. Some strategies that can be done to reduce job stress are to provide personal protection equipment, then soup in service to tourists, adjust work tasks and prepare transformational leadership in order to increase the resilience of the company to face various uncertain external conditions.

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