



Influences of night shifts on employee's mental health in hospitality

Bachelor Thesis for Obtaining the Degree
Bachelor of Business Administration
in
Tourism and Hospitality Management

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Affidavit

I hereby affirm that this Bachelor Thesis Proposal represents my own written work and that I have used no sources and aids other than those indicated. All passages quoted from publications or paraphrased from these sources are properly cited and attributed.

The thesis was not submitted in the same or in a substantially similar version, not even partially, to another examination board and was not published elsewhere.

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Abstract

Topic: The influence of working night shift in hospitality on employee's mental health

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The hospitality industry, known for its high-stress levels serves as an important context to understand the deeper connection between mental health and employee wellbeing. With rising demands and the implementation of shift work, employees in hospitality are facing additional challenges impacting them both physically and mentally. The motivation for this thesis arises from the increasing global prevalence of mental health issues which can be caused by life altering events such as the COVID-19 pandemic, wars, as well as daily experiences such as unhealthy relationships or a stressful work environment.

The main aim of this thesis is to critically analyze the impacts of different working hours on employee mental health, with a specific focus on night shifts. A mixed approach was chosen in order to obtain data from both the perspective of the managers and that of the employees. Whereby, the viewpoint of employees was collected through quantitative data using surveys, on the other hand in-depth interviews were conducted with human resources managers to examine the situation from the position of management.

Throughout the course of this research, a few findings have been identified. Due to disruptions to internal biological clock, shift workers are affected psychologically and biologically. Sleep disturbance, excessive daytime sleepiness and exhaustion result due to an irregular life routine, hindering employees work performance. Social isolation occurs due to an unbalanced work-life, putting employees at high risk of developing mental health issues such as anxiety and depression. However, as the HR managers are highly impactful, a healthy work environment and the implementation of wellness programs is necessary in order to manage the wellbeing of employees.

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