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Impact of Hotel Employees' Mental Health During Pandemic on The Level Of Quality Service

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Abstract

Despite the continued outbreak of the new COVID-19, few studies on the stress associated with the pandemic have been done. In this study, attributes of mental health perceived by hotel employees and hotel customers were examined, and the service quality, in terms of reliability, responsiveness, assurance, empathy, and tangibles. We found and verified attributes based on qualitative approaches. As a result, it was found that the relationships between the proposed variables had no significant effects. This study provides an evaluation of the impact of mental health on hotel employees' performance and the level of service they deliver.

Keywords: *COVID-19, impacts on mental health, quality service, hotel employee, pandemic*

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INTRODUCTION

Throughout human history, nothing had killed people in masses than infectious diseases. Justinian in the 6th century has perhaps killed half of the global population of the time, Black Death in the 14th century have horrified the world by killing 200 million, 100 million died in 1918 with the Spanish Flu: a figure lot more than the casualties of World War II, then 300 million expired resulting smallpox (BBC, 2020) and then the cruelest event of the last year 2019 "Bush Fire" Australia (Wikipedia, 2019), which not even taken 800 human lives but the loss of 1.25 billion innocent little creatures and now in the year 2020 we are under another horrific event. So, we can say our planet had gone through a number of pandemics since its creation or known human history, although none of them was akin to the recent one, namely COVID-19 or Coronavirus. It can be presumed that the reason for its being dangerous the most and distress and alarming to the populace is its unpredictable nature and the slow unbearable death. Along with its severe implications on the global economy, routine business, and unpredictable nature and no medicine, no solution to undergo at least yet. The product of this pandemic is so overruling that it had made the de facto authorities of even the most powerful countries and regions handicapped.

According to Dr. Tedros Adhanom Ghebreyesus, Director-General of the World Health Organization (2020): "The impact of the pandemic on people's mental health is already extremely concerning. Social isolation, fear of contagion, and loss of family members is compounded by the distress caused by loss of income and often employment."

Many stressors can be linked to the COVID-19 pandemic, which can impair employees' mental health both during and after the epidemic. We proposed a difference in this section between stresses that existed during the coronavirus pandemic and those that may arise after the

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pandemic. "The distress that an individual feels is not the problem. Rather, it is the consequence of the problem" (Mirowsky & Ross, 2003). As a result, it is important to comprehend the issue in order to create solutions that will assist employees and companies in reducing the risk of mental health concerns.

The coronavirus (COVID-19) pandemic has impacted people's economy, livelihood, and physical and mental well-being. The outbreak of the SARS-CoV-2 virus, originally from Wuhan, China, in December 2019 gave rise to an ongoing global public health crisis addressing the proliferation of the novel Coronavirus disease (COVID-19). The COVID-19 pandemic has focused on the mental health of various affected populations. It is known that the prevalence of epidemics accentuates or creates new stressors, including fear and worry for oneself or loved ones, constraints on physical movement and social activities due to quarantine, and sudden and radical lifestyle changes. A recent review of virus outbreaks and pandemics documented stressors such as infection fears, frustration, boredom, inadequate supplies, inadequate information, financial loss, and stigma—the psychological impact of quarantine and how to reduce it: a rapid review of the evidence.

Much of the current literature on the psychological impacts of COVID-19 has emerged from the earliest hot spots in China. Although several studies have assessed mental health issues during epidemics, most have focused on health workers, patients, children, and the general population. Nelson et al. have found elevated levels of anxiety and depressive symptoms among general population samples in North America and Europe.

According to Basera & Makandwa (2020), in the hotel industry, there is competition among operators, and to be competitive, one must provide the best and highest quality services possible. In order to deliver superior services, the hotel business is implementing new strategies and rules. Parasuraman et al. created SERVQUAL, one of the most widely used models in service marketing (1985, 1988). SERVQUAL is a frequently used method for describing consumer perceptions of service quality. It is based on the perceived gap between the received and expected service quality. Originally, ten service quality dimensions were proposed (reliability, responsiveness, competence, access, courtesy, communication, credibility, security, understanding of the consumer, and tangibles). Later, they were whittled down to just five (reliability, responsiveness, empathy, assurances and tangibles).

The study focused on the major factors that impacted the Hotel Employees' Mental Health and their on-Service Quality During the Pandemic.

Research Framework

In this study, emotional well-being refers to the presence or absence of emotional issues on the mental disease continuum. Levels of mental illness coexist with levels of mental health. Mental illness and mental wellness do not exist as opposites but rather occur and overlap on separate continua. According to World Health Organization (WHO, 2005), Emotional health (happiness and fulfillment), psychological well-being (purpose in life, self-realization), and social well-being (positive societal functioning in terms of being of social value) are the three basic components of mental Health (Westerhof & Keyes, 2010).

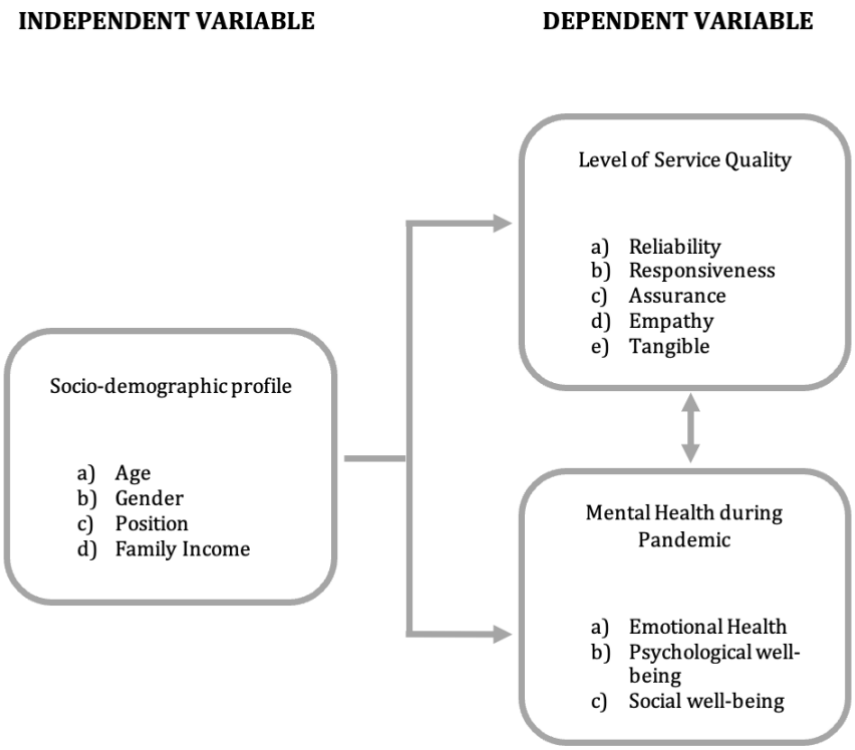
According to Lewis and Booms (1983), service quality is a measure of how well the level of service supplied meets consumer expectations. Delivering quality service entails consistently meeting consumer expectations. 'Service quality perceptions result from a comparison of consumer expectations with actual service performance,' Parasuraman et al. (1985, 1988) agreed with Lewis and Booms (1983) in their statement: 'Service quality perceptions result from a comparison of consumer expectations with actual service performance.' Parasuraman et al. (1985, 1988) proposed the SERVQUAL scale for measuring service quality to demonstrate the following proposition (Parasuraman et al. 1985).

The primary objective of this study is to assess the Impact of COVID-19 Pandemic on Hotel Employees' Mental Health and the Levels of Quality Service. Specifically, it sought the answer to the following questions:

Research Problems

1. What is the socio-demographic profile of the respondents in terms of:
   a) Gender;
   b) Age;
   c) Position; and
   d) Family income
2. What is the level of mental health of Hotel Employee's in Laoag City in relation with:
   a) Emotional Health;
   b) Psychological well-being; and
   c) Social well-being
3. What is the level of service quality of the respondents in terms:
   a) Reliability;
   b) Responsiveness;
   c) Assurance;
   d) Empathy: and
   e) Tangibles
4. Is there a significant relationship between the mental health during pandemic and service quality?

Research Paradigm



METHODOLOGY

The methodology adopted for the study consisted of a survey questionnaire designed using a frame of reference. The descriptive correlational research design was utilized in this study. Descriptive research involves gathering data describing events and then organizing, tabulating, depicting, and describing the data collection (Glass & Hopkins, 1984). Descriptive studies aim at finding out ''what is,'' observational and survey methods are frequently used to collect descriptive data and can include multiple variables for analysis, yet unlike other methods, it requires only one variable (Borg & Gall, 1989). Likewise, this study was correlational since the relationship of the study was determined, and it demanded the degree to which the variables were related to each other using various statistical instruments. Also, the researchers determined if a significant relationship existed between the independent variables and dependent variables of the study.

Using a descriptive correlational research design, this study was concerned with finding out the Impact of Hotel Employees' Mental Health during Pandemic on the Level of Quality Service pandemic in Laoag City.

Research Design

The study used the list of hotel employees working in the hotel and their customers. The Fort Ilocandia Hotel is located in Barangay 37 Calayab, Laoag City, Ilocos Norte, while Java Hotel is located in Barangay 55-B Salet, Gen. Segundo Ave, Laoag City, Ilocos Norte, and Sola Hotel is located in Barangay 51 Nangalisan, Laoag City, Ilocos Norte. The said location was identified based on accessibility and the number of employees currently working in the hotel and their customers. In addition, these locations were chosen because of the following reasons: a) chosen area is accessible to ensure the conduct of the research within the time frame; b) there is a sufficient number of hotel employees and customers.

Employees and Customers of the Hotel

Hotel Name	Guest	Employees	Population Count
Fort Ilocandia Hotel	10	5	15
Java Hotel	10	5	15
Sola Hotel	10	5	15
TOTAL			45

Participants

The population in this study were the hotel employees and customers of Fort Ilocandia hotel, Java hotel, and Sola hotel. The total sample for Hotel employees and customers is forty-five (45), the Fort Ilocandia hotel employees are composed of five (5) and ten (10) customers, so the Java hotel employees are composed of five (5) and ten (10) customers, and Sola hotel employees are equivalent to five (5) and ten (10) customers a total of forty-five (45) hotel employees and customers.

Research Instrument

A questionnaire based on the researchers' reading was utilized as the primary data collection tool. It basically consisted of a demographic profile and a series of questions on Hotel employees' and customers' understanding of COVID 19. The questionnaire for the hotel employees and customers had the following sections: Part I is the participant's demographic profile, Part II is the measurement of mental health such as emotional, psychological and social well-being and its level of quality service, and Part III is an open-ended question about point of view about the study, and Part IV is the assessment on the Impacts of mental health and quality service. Thirty items were answered on a 4-point Likert scale (never, sometimes, often, and always). The thirty statements were divided into eight elements and sub-elements.

Data Gathering Procedure

Data collected by administering the instrument using google forms. The participants in the study were determined using causal sampling since the study focused on hotel employees and customers who are within the scope.

Loss of confidentiality and legal risk are two conceivable or anticipated hazards. The more sensitive the study material, the more caution must be taken when collecting, processing, and

storing data. Personal information should only be collected if absolutely necessary for the study project. If personal information must be acquired, it should be coded as soon as feasible and stored securely.

When the research methods expose the topic or anything else to the risk of breaking the law, either by revealing the topic or others have engaged in or will engage in conduct for which they may be criminally or civilly liable or by mandating operations for which the topic may be criminally or civilly liable, legal risks arise.

Weighted Mean was used to determine the impact of Hotel Employees' mental health and the level of Quality service during COVID-19 Results were analyzed and interpreted using the four Likert scale below:

Point	Range of Means	Descriptive Interpretation
4	3.26-4.00	Always
3	2.51-3.25	Often
2	1.76-2.50	Seldom
1	1.00-1.75	Never

The Pearson r correlation was used to examine the association between the Impact Measurement of the mental health of the participants and the level of Service Quality of customers during COVID-19.

Ethical Considerations

A number of ethical factors will be considered in the research among hotel employees in Ilocos Norte. Participants from the hotel will receive detailed information about the research's goal and their unique contribution. Informed permission will be sought after the presentation and discussion of the research inquiry's purpose. The researcher's goal is to ensure that the respondents receive nothing less, benefit from the study's findings, and never be physically, psychologically, or emotionally harmed. All questions from respondents will be answered thoroughly and honestly. Throughout the research project, the researchers will follow all that has been stated.

Whether for financial, family, or proprietary reasons, no conflict of interest occurs between the researchers and the sponsor or study location. This is to assure that the study does not add bias or unfairness at any time during the research, guaranteeing that only the necessary actions or procedures are done. Official communication procedures will be sent to the required authorities when respondents are recruited, requesting their permission to participate as respondents.

Data Analysis

The data were analyzed and interpreted using the following statistical tools. Frequency counts and percentages. This was used to analyze and interpret the profile of the hotel employees and customers.

FINDINGS AND DISCUSSION

This chapter described how the research was acquired and how the results of the data analyses were interpreted. The following is how the topic in this chapter is arranged according to the study's concerns: a) The profile of the respondents; b) The Level of Mental Health of Respondents; c) the Level of Service Quality of Hotels in Laoag City; d) Relationship between the Customers' Level of Mental Health and level of Service Quality; and e) Relationship between the Hotels Employees' Level of Mental Health and level of Service Quality.

Profile of the Respondents

The first concern of the study is to determine the profile of the respondents (Customers and Employees). Table 1 shows the profile of respondents as to sex, age, and family income.

Table 1. Profile of the Respondents

		Customers (n=30)		Employees (n=15)	
		Frequency (f)	Percentage (%)	Frequency (f)	Percentage (%)
Sex					
	Male	16	53.33	3	20.00
	Female	11	36.67	10	66.67
	Prefer not to say	3	10.00	2	13.33
Age					
	18 - 30	22	73.33	9	60.00
	31 - 44	5	16.67	6	40.00
	≥ 45	3	10.00	0	0.00
Family Income					
	<10,000	8	26.67	5	33.33
	10,000 – 19,999	13	43.33	8	53.33
	20,000 – 29,999	2	6.67	2	13.33
	30,000 – 39,000	7	23.33	0	0.00
	≥ 40,000	0	0.00	0	0.00

As seen in the table under customers, Male were the highest respondents with a frequency of 16, equal to 53.33%, while under Employees, Female has the highest respondents with a frequency of 10, equal to 66.67%. Both sets of the respondents from the customers and employees have the highest frequency in terms of age, a frequency of 22 or 73.33% from the customers and a frequency of 9 or 60% from the employees. Also, most of the customers and employees have an average of ten thousand to nineteen thousand nine hundred ninety-nine in regards to income.

The result shows that females were mostly hired more than males.

This result was supported by previous studies:

"Hotels, catering and tourism (HCT) is a large and fast-growing service sector, with an average female participation of 55.5 percent at the global level and up to 70 percent at the regional level. They are employed in a wide variety of roles, including as cleaners and kitchen staff, front-line customer service workers, and senior management. (Thomas Baum,2013)."

Table 2 shows the Level of Mental Health in relation to a). emotional health b). psychological well-being, and c). social well-being.

Table 2. The Level of Mental Health of Respondents

	Customers		Employees	
	M	DI	M	DI
Emotional Health	$\bar{x}$ =3.45	Always	$\bar{x}$ =3.37	Always
I Practice physical strategies to brighten outlook,	3.83	Always	3.73	Always
I Reduce stress through exercise, get enough sleep and set priorities,	3.73	Always	3.67	Always
I enjoy a stroll and notice the sights surrounds you	3.47	Always	3.40	Always
I Spend weekend with friends to feel supported	3.00	Often	2.93	Often
I read books to broaden knowledge.	3.23	Often	3.13	Often
B. Psychological well-being	$\bar{x}$ =3.25	Often	$\bar{x}$ =3.13	Often
I realized that I'm important and useful.	3.37	Always	3.27	Always
I've felt quite at ease in my current situation	3.03	Often	3.00	Often
I had the impression that I could simply handle or cope with any major challenges or changes in my life	3.27	Always	3.07	Often
My personal life has made me happy, satisfied, or delighted	3.23	Often	3.07	Often
I take my actions require to put my ideas into action.	3.33	Always	3.27	Always
C. Social Well-Being	$\bar{x}$ =3.11	Often	$\bar{x}$ =3.03	Often
I have no friends and I usually isolate myself	1.93	Sometimes	1.80	Sometimes
I have regular contact with family	3.50	Always	3.47	Always
I volunteer to social network	3.20	Often	3.13	Often
My childhood memories are well establishing	3.40	Always	3.27	Always
I mingle with social media	3.50	Always	3.03	Often
Overall Mean	3.27	Always	3.18	Often

Legend:

Point	Mean Range	Interpretation
4	3.26 – 4.00	Always (excellent)
3	2.51 – 3.25	Often (very good)
2	1.76 – 2.50	Seldom (good)
1	1.00 – 1.75	Never (poor)

Table 2 shows the three different aspects when it comes to mental health. First, the emotional health, which the customers and employees have positive mental health emotionally by practicing physical strategies to brighten up their outlook, with the mean of 3.83 and 3.73. While they both often spend weekend with friends to feel supported, which falls down to average mental health, with the mean of 3.0 and 2.93.

The psychological well-being of the customers and employees are both on the same page in realizing how important and useful they are which shows positive mental health. In addition to the employee's psychological well-being, which falls into positive mental health, the employee takes the actions required to put the ideas into action. On the other hand, both customers and employees have average mental health because they don't feel quite at ease in their current situation.

The customers and employees always have regular contact with their families which falls into the positive side of the mental health criteria. The customers cope by always mingling using social media, with a mean of 3.50. Customers and employees think that they have no friends, and they usually isolate themselves, which categorizes them have sub-optimal mental health. The result shows that the level of mental health of the respondents shows that they have overall positive mental health.

Table 3 shows the level of service quality of hotels in Laoag City which informs that the customers observed that the service quality was excellent which shows that hotels are always tangible when it comes to maintaining attractive loungers and maintaining the cleanliness of the room. The employees are impressed with the excellent quality services of the hotel in maintaining an attractive lounge.

In the reliability section, customers answered that the staff was always able to answer the questions accurately and complete the task that falls into the excellent category. The housekeeping is always available at any time. The employees were excellent in housekeeping service, available anytime and staff always completed their tasks.

Table 3. Level of Service Quality of Hotels in Laoag City

	Customers		Employees	
	M	DI	M	DI
A. Tangible	$\bar{x}$ =3.59	Always	$\bar{x}$ =3.78	Always
1. Availability of hotel attendants when needed	3.47	Always	3.80	Always
2. Maintaining attractive lounge	3.63	Always	3.87	Always
3. Maintaining cleanliness of the room	3.63	Always	3.67	Always
B. Reliability	$\bar{x}$ =3.61	Always	$\bar{x}$ =3.91	Always
1. Housekeeping service is available any time	3.60	Always	3.93	Always
2. Staff able to answer questions accurately	3.63	Always	3.87	Always
3. Staff able complete any tasks	3.60	Always	3.93	Always
C. Responsiveness	$\bar{x}$ =3.60	Always	$\bar{x}$ =3.82	Always
1. Availability of employees to assist as soon as possible	3.60	Always	3.67	Always
2. Personnel availability to deliver service	3.60	Always	4.00	Always
3. Quick check-in and check-out process	3.60	Always	3.80	Always
D. Assurance	$\bar{x}$ =3.73	Always	$\bar{x}$ =3.82	Always
1. Being friendly to hotel attendants	3.73	Always	3.80	Always
2. The employees are respectful	3.80	Always	3.87	Always
3. Personnel who are well-informed to address customers' questions	3.67	Always	3.80	Always
E. Empathy	$\bar{x}$ =3.80	Always	$\bar{x}$ =3.84	Always
1. Staff listening closely to the client	3.73	Always	3.80	Always
2. Respecting the needs of customers	3.87	Always	3.93	Always
3. Identifying the hotel guest	3.80	Always	3.80	Always
Overall Mean	3.60	Always	3.84	Always

Legend:

Point	Mean Range	Interpretation
4	3.26 – 4.00	Always (excellent)
3	2.51 – 3.25	Often (very good)
2	1.76 – 2.50	Seldom (good)
1	1.00 – 1.75	Never (poor)

The customers show that the service quality of hotels under the responsiveness is excellent availability of employees to assist as soon as possible, personnel availability to deliver service, and the quick check-in and check-out process, with the mean of 3.60. The employees say that the service quality of hotels is excellent when the hotel personnel have the availability to deliver service, with a mean of 4.0.

The customers and employees show that the service quality of hotels under the assurance is excellent, which falls to the employees who are respectful, 3.80.

Both the customers and employees agree that they always respect the customers' needs, which is excellent.

Table 4. Relationship between the Hotels Employees' Level of Mental Health and Level of Service Quality

Level of Service Quality		Levels of Mental Health		
		Emotional Health	Psychological well-being	Social Well-being
Tangible	Pearson Correlation Sig. (2-tailed) N	-.174 .535 15	-.073 .797 15	-.133 .637 15
Reliability	Pearson Correlation Sig. (2-tailed) N	-.114 .685 15	-.110 .695 15	-.129 .647 15
Responsiveness	Pearson Correlation Sig. (2-tailed) N	-.170 .546 15	-.082 .773 15	-.136 .628 15
Assurance	Pearson Correlation Sig. (2-tailed) N	-.116 .681 15	-.110 .696 15	-.129 .646 15
Empathy	Pearson Correlation Sig. (2-tailed) N	-.135 .632 15	-.106 .708 15	-.136 .630 15

**. Correlation is significant at the 0.01 level (2-tailed)
*. Correlation is significant at the 0.05 level (2-tailed)

As can be gleaned from the table, the relationship between the customer's level of mental health and level of service exhibited correlations between the sub-variables such as tangible, reliability, responsiveness, assurance and empathy.
This implies that it's a normalized measurement of covariance with the result always between 1 and 1. Value can only represent a direct correlation of factors, such as the degree of service quality.

CONCLUSION

The research discussed the level of mental health both customers and employees experienced or may still be experiencing due to the pandemic and the levels of service quality of hotels and restaurants. The employees and customers rated and showed a great comparison.
Some customers visit different hotels and restaurants that are having mental issues. The survey results conducted by the researchers prove that out of 30 customers, 10 are identified to have

average to sub-optimal mental health based on tables 2 and 3. The emotional health category says that customer has an average to a sub-optimal mental health issue in spending the weekend with friends to feel supported and reading books to broaden knowledge. It shows limited access to books and gathering protocols during the pandemic. Customers felt anxious, which make it hard to open up or cope up. The employees and customers had the same factor in their emotional health.

The psychological well-being of the customers showed average mental health when it comes to feeling quite to ease about their current situation and about their personal life, which clearly does not make them happy, satisfied or delighted. While employees of different hotels expressed having average mental health regarding psychological well-being, the researchers found out that they felt quite an at ease in their current situation, the impression that they could handle or cope with any major challenges or changes in their life and personal life satisfaction.

The social well-being of the customers and employees both showed the result of an average mental issue, and both parties had the same problem, which is having no friends and isolating themselves.

This study contradicts the Journal of Occupational Health Psychology (Sliter, M.,2010)'s study that customer incivility has become an increasingly prevalent and important workplace stressor. Unfortunately, relatively little research has examined the effects of customer incivility; of the research that does exist, virtually all of it has focused solely on employee mental health outcomes. The present study was designed to replicate previous research linking customer incivility to the emotional exhaustion dimension of burnout and to expand on previous research by examining the effects of customer incivility on customer service quality. Data from 120 bank tellers revealed that customer incivility was positively related to emotional exhaustion and negatively related to customer service performance.

This study is opposite the Journal of Hospitality Marketing & Management Jongsik Yu, Junghyun Park Sunghyup Sean Hyun (2021). The impact of epidemic issues on occupational stress, employee well-being, self-rated mental health, and organizational citizenship behavior as seen by hotel personnel was explored. They discovered and confirmed four traits using qualitative and quantitative methodologies. The structural equation analysis demonstrated that the links between the theorized variables had significant effects.

Recommendations

1. Hoteliers and managers must urgently implement mental health assistance programs, such as offering online counseling and psychological support services, positivity training, encouraging staff to maintain contact with their personal support networks, and developing a preparedness model in order to make positive mental health among their employees.
2. For future researchers, we recommend doing further studies on the mental health issues of the hotel employees and coping mechanisms and finally realized that they are important and useful, had the impression to simply handle or cope with any major challenges or changes in their lives.
3. Both costumer and employees are finally in positive mental health by practicing physical exercise to brighten their outlook. Therapeutic treatment is recommended for hotel personnel and clients suffering from self-isolation. Participating in public activities can also help to alleviate self-isolation

4. Socialize with social media to make friends. It takes time to develop a family that supports and boosts one another. But, most importantly, they must look for themselves in order to establish a positive family bond.
5. Both customers and employees need enjoyment and a stroll. As well as spending weekend with friends to feel supported. Read books to broaden your knowledge.

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