



Impact of Problem-Solving Coping Strategies on Occupational Stress among Hotel Workers in Pokhara

Surya Bahadur Thapa

MBA in Hospitality Management

Janapriya Multiple Campus, Pokhara

surya.reliable1718@gmail.com

<https://orcid.org/0009-0002-0084-074X>

Received: April 11, 2026

Revised & Accepted: June 29, 2026

Copyright: Author(s) (2026)



This work is licensed under a [Creative Commons Attribution-Non Commercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/).

Abstract

Background: The prevalence rate of occupational stress is high within the hospitality industry due to working for long hours, emotional pressures, and continuous interaction with clients. The problem-solving coping strategy serves as an important strategy that helps reduce stress among workers in such organizations.

Research Purpose: This study seeks to examine the relationship between the problem-solving coping strategy and occupational stress among hotel workers in Pokhara.

Methods: A quantitative survey research design was adopted. Data were collected from 250 employees working in 15 star-rated hotels in Pokhara using a structured questionnaire. The study employed purposive sampling for hotel selection and convenience sampling for respondents. Data were analyzed using SPSS-26 through descriptive statistics, Pearson correlation, and linear regression analysis.

Findings: The findings indicate that employees experienced occupational stress at a high level 3.96 (SD = 0.57). Problem-solving coping was found to be negatively and significantly correlated with occupational stress ($r = -0.421$, $p < 0.001$). Problem-solving coping was found to significantly predict occupational stress through regression analysis ($\beta = -0.421$, $R^2 = 0.178$, $p < 0.001$).

Conclusion: Problem-solving coping strategies play a significant role in reducing occupational stress among hotel employees in Pokhara. However, the relationship is associative, not causal.

Novelty: This study contributes empirical evidence from Nepal's hospitality sector, highlighting the importance of coping strategies in managing occupational stress.

Keywords: Hotel employees, Job stress, Occupational stress, Pokhara, Problem-solving coping strategies



1.Introduction

The hospitality sector is generally perceived to be one of the most challenging services to work in because of the nature of constant client contact, erratic work hours, and emotional strain. Hospitality employees who work at hotels have the dual responsibility of delivering high-quality service despite being faced with difficulties at work, hence rendering them susceptible to occupational stress. This topic is considered to be relevant because occupational stress affects the overall well-being and performance of employees.

As explained by Lazarus and Folkman (1984), stress is experienced by people when they feel that the job demands are greater than the coping mechanisms and resources they have at their disposal. To cope with stressful conditions in the workplace, workers may apply various techniques. Problem-solving coping is one of such techniques which is considered to be one of the most efficient since it concentrates on finding out what causes the stress and solving the problem.

Earlier literature has indicated that effective coping is associated with low levels of work stress. According to Carver et al. (1989), problem-focused coping helps in dealing with stressors in a more effective manner so that individuals become capable of managing workplace problems effectively. In the same manner, studies carried out in the hospitality sector have found that individuals who engage in problem solving are usually less stressed and satisfied with their jobs.

Nepal's hospitality industry plays an essential role in the growth of tourism and economy of Nepal. Pokhara, which is an important tourist destination in Nepal, receives numerous visitors from Nepal and outside throughout the year. Therefore, the hotel staff members in Pokhara may face various problems in terms of being burdened with heavy duties, pressure, and changes in nature of the job. Though the hospitality industry plays a crucial role in tourism, there has not been any research conducted on coping strategies against occupational stress among hotel staff members in Pokhara.

Thus, this study intends to explore the influence of problem solving coping strategy on occupational stress faced by hotel employees in Pokhara. It is hoped that the outcomes of this research would be able to make significant contributions towards existing literature on hospitality management.

2.Literature Review

2.1 Occupational Stress

Occupational stress is associated with the level of work, time pressures, and consumer pressures in the hospitality industry. As per research, long working hours, lack of support from the organization, and demands from clients lead to high levels of stress among hotel employees (Lu et al., 2017). Stress leads to emotional exhaustion, lack of concentration, and absenteeism, which affect service quality.



2.2 Problem Solving Coping Approach

Problem-solving coping, which is an active coping strategy that involves identifying, evaluating, and solving work-related problems, can help employees cope with stress and problems at work because occupational stress can cause employee problems (Carver et al. 1989). Hotel employees in Pokhara, a tourist hub in Nepal, experienced high turnover rates in addition to the stressful nature of hotel work.

3. Methodology

Those who have a minimum of one year of experience in the workplace took part in the research. This is because people with one or more years of experience are able to contribute valid answers due to having enough experience in the work setting. They are able to give valid answers due to having experienced the stress related to the peak seasonal stress period within the hotels.

3.1 Design:

A quantitative cross-sectional survey designed was used.

3.2 Sample and Sampling Techniques

The study was conducted among employees working in 15 star-rated hotels in Pokhara. A total of 250 respondents were selected using purposive sampling for hotel selection and convenience sampling for respondents. Employees with at least one year of experience were included. A pilot test with 20 respondents was conducted and excluded from final analysis.

3.3 Data Collection Tool

The data were gathered using a structured questionnaire with demographic variables, OSS (11 items) scale, and PSCS (5 items) scale. These tools were adapted from previously standardized studies and pretested to ensure comprehensibility.

3.4 Reliability and Validity

The PSCS demonstrated good reliability ($\alpha = 0.885$), while the OSS showed excellent reliability ($\alpha = 0.931$). Internal consistency reliability was computed using Cronbach's alpha. The instruments exhibited satisfactory levels of reliability ($\alpha = 0.885$), while the OSS showed excellent reliability ($\alpha = 0.931$).

3.5 Measurement Scale

As can be observed from the measurement scale described above, it comprises the following five variables: Strongly agree (1), agree (2), neutral (3), disagree (4), and strongly disagree (5). The degree of agreement is quite low on average.

3.6 Data Analysis

SPSS 26 was used for descriptive statistics, correlation, and regression analysis.

4. Results

4.1 Demographic Characteristics of Respondents

Table 1 Demographic Characteristics of Respondents (N = 250)

Variable	Category	Frequency	Percentage
Gender	Male	145	58.0
	Female	105	42.0
Age Group	20–29	35	14.0
	30–39	142	56.8
	40–49	68	27.2
	50 and above	5	2.0
Marital Status	Married	235	94.0
	Single	15	6.0
Education	High School	5	2.0
	Intermediate	45	18.0
	Master’s Degree	60	24.0
Job Position	Front Office	34	13.6
	Housekeeping	27	10.8
	F&B Service	91	36.4
	Administration	65	26.0
	Other	33	13.2
	Work Experience	Less than 1 year	34
1–3 years		27	10.8
4–6 years		94	37.6
7–10 years		61	24.4
Above 10 years		34	13.6

Respondents’ demographic profile shows that there were 58.0% male respondents and 42.0% female respondents. Majority of respondents aged between 30 to 39 were 56.8%, whereas 27.2% respondents aged 40 to 49. Out of the total respondents were married 94.0%, and also had a bachelor’s degree (56.0%). Regarding position in workplace, highest percentage of respondents were working in food and beverage services department 36.4% followed by administration department 26.0%. Concerning work experience of respondents, 37.6% respondents had four to six years of work experience in hospitality industry.



Table 2 Reliability Test

Scale	Items	Cronbach's Alpha
PSCS	5	.885
OSS	11	.931

The validity of the measurement tools used was checked through the calculation of Cronbach's alpha value. The PSCS measurement tool had satisfactory reliability ($\alpha = 0.885$) whereas OSS was found to be highly reliable ($\alpha = 0.931$). As the values calculated were greater than 0.70 which is the acceptable level of reliability, the measuring tools could be considered valid for use.

4.2 Descriptive Statistics of Occupational Stress

Table 3 Descriptive Statistics of Occupational Stress

Variable	N	Mean	SD
Occupational Stress	250	3.96	0.57
Problem-Solving Coping	250	(your mean)	(your SD)

Given the findings that emerged after the descriptive analysis, it can be observed that the level of occupational stress among hotel staff is rather high ($M=3.96$, $SD=0.57$). This means that hotel staff are likely to experience work-related stress. Such stress is related to work performance and activities involving dealing with customers, large amount of work, time pressure, and job-related activity.

4.4 Correlation Analysis

Table 4 Correlation Matrix

Variable	1	2
Problem-Solving Coping	1	-.421**
Occupational Stress	-.421**	1

The findings of the correlation test revealed a negative correlation between problem solving coping strategies and occupation stress, where $r=-0.421$ at a significance level of $p<0.001$. The negative correlation implies that those employees who practiced problem solving strategies faced less occupation stress compared to other employees. Thus, the findings of the study provide evidence that the employees can manage stress at the workplace through proactive coping strategies.

4.5 Regression Analysis

Table 5 Regression Analysis

Predictor	B	β	t	p
Constant	23.426	–	45.106	<.001
Problem-Solving Coping	-0.458	-0.421	-7.319	<.001

Model Summary: $R = .421$, $R^2 = .178$, Adjusted $R^2 = .174$, $F = 53.567$, $p < .001$

A linear regression analysis was done to determine the impact of problem-solving coping strategies on occupational stress experienced by hotel employees. This is because the linear



regression was significant ($F=53.567, p<0.001$) because problem-solving coping strategies had an impact as predictors of occupational stress. Problem-solving coping strategies explained 17.8% of occupational stress ($R^2=0.178, \text{Adjusted } R^2=0.174$). Further, the impact of the coping mechanism used by the respondents to solve problems was highly significant for occupational stress ($B = -0.458, \beta = -0.421, t = -7.319, p < 0.001$). Respondents who use such a coping strategy will experience low occupational stress. The variance is 82.2%, meaning that there are other variables that also affect occupational stress apart from those already stated above.

Table 6 Regression Analysis of Problem -Solving Coping Strategies on Occupational Stress

Predictor	B	SE	Beta	t	Sig.	95% Confidence Interval
Constant	4.622	0.099	—	46.690	.000	[4.427, 4.817]
Problem-Solving Coping Strategies	-0.085	0.012	-0.412	-7.129	.000	[-0.109, -0.062]

Linear regression analysis was done to assess whether problem-solving coping strategies significantly predict occupational stress. From the analysis, it is clear that problem-solving coping strategies have a statistical significance in predicting occupational stress.

The unstandardized coefficient ($B = -0.085$) reveals that with every unit increment in problem-solving coping strategies, the level of occupational stress reduces by 0.085 units while controlling for the effects of all the other variables. This relationship between problem-solving coping strategies and occupational stress is further reinforced by the standardized beta coefficient ($\beta = -0.412$).

This relationship is significant at $p\text{-value} < .001$ and $t\text{-value} (-7.129)$, implying that the model explains the variations between problem-solving coping strategies and occupational stress quite well. Confidence intervals (CI) from the predictor range between -0.109 to -0.062, which excludes zero and thus reinforcing the robustness of this relationship.

5.Discussion

From the findings, it emerged that there was high occupational stress among the hotel workers ($M = 3.96, SD = 0.57$). This was as a result of high job pressure, client pressure, working for long hours, and a highly competitive work environment. Occupational stress may arise as a result of pressure in the hospitality sector.

From the study, it can be observed that there was a strong inverse correlation between the problem-solving coping strategy and job stress ($r= -0.421, p<0.001$). This implies that individuals who prefer using problem-solving methods will have lesser stress levels compared to other individuals at work. Also, the results were consistent with the coping theory by Lazarus & Folkman (1984), which claims that individuals use coping mechanisms to deal with stressful circumstances.



Moreover, results from regression analysis showed that problem-solving coping strategies play important roles as predictors of occupational stress ($\beta = -0.421, p < 0.001$). It can be stated that the proportion of variance explained by the predictor is about 17.8%, and this shows that problem-solving coping strategy has great relevance in managing occupational stress among hotel workers. In addition, there was also a significant amount of unexplained variance (82.2%), which means that there could also be other independent variables predicting occupational stress.

Comparison with Local Studies

In the current investigation, there is a relatively high amount of occupational stress found in the participants ($M = 3.96, SD = 0.57$), which means that the workers in the hospitality industry face a lot of work pressure. The results obtained from the current investigation match the findings of other empirical studies that were carried out in the same environment. For example, according to the study on hotel employees in Kathmandu valley, it has been stated that there is a moderate to high level of stress among such workers, and this is attributed to the high number of working hours and workload as well as customer demands (Shrestha et al., 2021). Also, in the tourism industry located in the Pokhara region, it is seen that people suffer from stress mostly during their peak season. Such stress is associated with workload and insecurity issues within jobs (Adhikari & Poudel, 2020).

Furthermore, research done in the hospitality and tourism sector of Chitwan found that there was a moderate level of stress among the employees and that they used social support as well as problem-solving as their main coping mechanisms to deal with the stresses of the workplace (Gurung et al., 2019). On comparing this with the current study, one can see that the stress mean score is slightly higher than before.

In summary, the results obtained in the current study can be said to concur with the other studies performed in Nepal, in which the presence of occupational stress in different hospitality work locations in Kathmandu, Pokhara, and Chitwan can be confirmed. Nonetheless, the slightly higher level of stress in this study calls for further measures to help deal with this issue.

6. Conclusion

According to this research, the use of problem-solving coping methods has a notable negative influence on occupational stress of hotel workers in Pokhara. Those who use active coping techniques feel less stressed than those who do not.

It is evident from the results obtained in this paper that it is very important to create some training programs for developing necessary coping skills among hospitality industry workers.

Practical Implication

Hotel management should implement training programs that enhance employees' problem-solving and stress management skills. Creating a supportive work environment and



encouraging open communication can further reduce occupational stress and improve service quality.

Limitation and Future of Research

This study is limited to hotel employees in Pokhara and uses a cross-sectional design, which restricts causal interpretation. Future research should consider longitudinal designs and include additional variables such as leadership style, organizational support, and job satisfaction.

Ethical Consideration

All participants took part in this research voluntarily. All subjects provided informed consent prior to participating. Confidentiality and anonymity were carefully preserved.

Conflict of Interest

No conflicts of interest are reported by the author.

Data Availability

Data are available upon request from the author.



References

- Bolm, S., Zwaal, W., & Fernandes, M. B. (2022). Effects of mindfulness on occupational stress and job satisfaction of hospitality workers. *Research in Hospitality Management*, 12(1), 61–70. <https://doi.org/10.1080/22243534.2022.2080954>
- Chan, S. H., & Wan, D. (2012). Job stress and coping in hospitality employees. *Journal of Hospitality Studies*
- Folkman, S., & Moskowitz, J. T. (2004). Coping: Pitfalls and promise. *Annual Review of Psychology*, 55, 745–774. <https://doi.org/10.1146/annurev.psych.55.090902.141456>
- Gurung, A. K., Karki, T. B., & Khadka, K. (2024). Stress management practices among employees in Nepal: A review of literature. *Nepal Philosophical Research Center Journal of Multidisciplinary Research*. <https://doi.org/10.3126/nprcjm.v1i7.72441>
- Huang, S. S., van der Veen, R., & Song, Z. (2018). The impact of coping strategies on occupational stress and turnover intentions among hotel employees. *Journal of Hospitality Marketing & Management*, 27(8), 926–945. <https://doi.org/10.1080/19368623.2018.1471434>
- Johari, F. S. (2020). Work-related stress and coping strategies: A systematic literature review. *International Journal of Academic Research in Business and Social Sciences*, 10(6). <https://doi.org/10.6007/IJARBS/v10-i6/7469>
- Lamichhane, P. B. (2026). Occupational stress and coping strategies among teachers in Nepal. *The Academia*, 6(1), 111–128. <https://doi.org/10.3126/ta.v6i1.90325>
- Lazarus, R. S., & Folkman, S. (1984). *Stress, appraisal, and coping*. Springer.
- Ma, C., Ren, L., & Zhao, J. (2021). Coping with stress: How hotel employees fight to work. *Sustainability*, 13(19), 10887. <https://doi.org/10.3390/su131910887>
- Prayag, G., & Orchiston, C. (2016). Coping with disaster-related stress in tourism contexts. *Tourism Management Perspectives*. <https://doi.org/10.1016/j.tmp.2016.01.002>
- Shrestha, Y. M., & Shrestha, R. (2025). Assessment of occupational stress, support systems and coping strategies among APF disaster rescuers. *Journal of APF Command and Staff College*, 8(1), 173–190. <https://doi.org/10.3126/japfcsc.v8i1.77606>

Views and opinions expressed in this article are the views and opinions of the author(s), *NPRC Journal of Multidisciplinary Research* shall not be responsible or answerable for any loss, damage or liability etc. caused in relation to/arising out of the use of the content.