

Work environment and well-being of different occupational groups in hospitality:

Job Demand?Control?Support model

Ariza-Montes A.

Arjona-Fuentes J.M.

Han H.

Law R.

The Job Demand?Control and Job Demand?Control?Support (JDCS) models are theoretical approaches that are commonly used to understand the relationship among work characteristics, health, and well-being. In the European context, minimal studies on the main effects and multiplicative model in relation to individual well-being have been conducted. To fill this significant research gap, the present study analyzed the relationship among job demands, job control, social support, and the well-being of certain occupational groups in the European hospitality sector. The JDCS model is critical for the future of the hospitality industry due to its significant role in employees? well-being, strain, and conflict. Different logistic regression models were employed to test the proposed hypotheses. Findings of the data collected from approximately 2000 hospitality employees (a heterogeneous sample in a homogeneous occupational field given the need to use additional homogeneous samples for improved analysis) in Europe confirm the strain (only among managers) and iso-strain hypotheses of the JDCS model across three occupational groups. © 2018

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Hospitality sector

Job control

Job demands

Social support

Well-being