

Human dimension of the hospitality industry: Working conditions and psychological well-being among European servers: Working conditions and psychological well-being

Ariza-Montes A.

Hernández-Perlines F.

Han H.

Law R.

This study aims to analyse the human dimension of the European hospitality industry. The working conditions (e.g. employment, physical, psychosocial and organisational circumstances) of servers against a control group of employees from other service industries are scrutinised. The crucial factors that affect psychological well-being or discomfort are identified. Results confirm the precariousness attributed to servers, who represent one of the most relevant and visible professions in the hospitality industry. The working conditions of servers are unnecessarily more precarious than those in other service industries. However, such conditions differ in certain aspects. A logistic regression model is used to identify the working conditions that determine the psychological well-being and verify the difference from those in other service industries. © 2019 CAUTHE -

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European servers

Hospitality industry

Human dimension

Psychological well-being

Working conditions