

# Impact of COVID-19 on Hospitality Professionals : Study on Physio-Psychological-Social and Financial Effects

Sweety Jamgade<sup>1</sup>  
Neena Joshi<sup>2</sup>

## Abstract

A person's life is impacted by incidents, accidents, and any events which have their imprints, either physical, mental/psychological, social, or financial. Likewise, the outbreak of the COVID-19 crisis has enormously impacted most people worldwide. Hospitality is one of the worst-hit industries, with a slow recovery business rate. However, no research has been done to study the pandemic's effect and impact on hospitality professionals' lives. Hence, this research was undertaken to understand the extent of COVID-19's effect and impact on the hospitality professionals' personal lives, including physical, social, and financial aspects. Also, the study aimed to find the feelings that dwell in people either due to isolation, unemployment, or uncertainty. Emotions are related to behavioral responses. Therefore, the qualitative research approach with deductive reasoning was utilized to collect the primary data. Professionals from various service sectors were approached, and responses were analyzed through content and sentiment analysis. The codes and themes were condensed; cases were compared to find the situation's impacts based on varied employment factors. The findings focused on the sentimental issues of the hospitality working class. The discussions of the study would be helpful to government bodies and hospitality stakeholders in taking proactive measures to counter the unforeseen circumstances of uncertainty. Further studies can be conducted to investigate the deployment of motivational theories to boost the morale of professionals.

**Keywords :** COVID-19, impact, hospitality, professionals, uncertainty, worried, sentiment analysis, codes

**JEL Classification Codes :** I1, J6, M1, Z1

**Paper Submission Date :** May 30, 2021 ; **Paper sent back for Revision :** February 13, 2022 ; **Paper Acceptance Date :** April 25, 2022 ; **Paper Published Online :** November 15, 2022

According to Karlsson et al. (2014) and Qui et al. (2018), there have been huge negative impacts due to the epidemics and pandemics of Spanish flu, SARS, and H7N9 in Sweden, China, and other affected parts of the world. Likewise, the hospitality industry business is highly affected due to travel restrictions, owing to the outbreak of the COVID-19 pandemic in December 2019 in various parts of the world (JLL, 2020).

According to a report by AHLA (2020), 2020 was the worst year in the records for hotel occupancy, with a decline of more than 50% in revenue and 70% in hotel job loss or furlough. The other hospitality sectors are similarly affected due to the pandemic fear, travel restrictions, and economic shocks worldwide. The hourly workers in the travel and hospitality industry are facing devastating hardships (Nicola et al., 2020). Tens of thousands of Marriott employees are poised to be placed on leave. The company hopes to return the workers to its

<sup>1</sup> HoD - Management Studies, Hospitality, Faculty of Hospitality Management & Catering Technology (FHMCT), Ramaiah University of Applied Sciences, New BEL Road, MSR Nagar, Mathikere, Bangalore - 560 054. (Email : [sweety.fo.hc@msruas.ac.in](mailto:sweety.fo.hc@msruas.ac.in)) ; ORCID iD : <https://orcid.org/0000-0002-6109-8801>

<sup>2</sup> Associate Dean, Faculty of Hospitality Management & Catering Technology (FHMCT), Ramaiah University of Applied Sciences, New BEL Road, MSR Nagar, Mathikere, Bangalore - 560 054. (Email: [neenajoshi.fp.hc@msruas.ac.in](mailto:neenajoshi.fp.hc@msruas.ac.in)) ORCID iD : <https://orcid.org/0000-0003-0691-898X>

DOI : <https://doi.org/10.17010/pijom/2022/v15i11/172521>

payroll as soon as the pandemic subsides (Bomey, 2020). In addition, the tourism industry was hit when WHO declared COVID-19 as a pandemic on March 11, 2020, and all travel was halted (Aggarwal et al., 2020). The economic challenges have affected all stakeholders in the hospitality industry.

## **Gap and Need of the Study**

There are some studies conducted on the impact of the pandemic on people, patients, health workers, students, and teachers of higher education institutions (HEIs), who are facing major challenges (Arora & Srinivasan, 2020). However, it has been observed that there are no studies on the psychological, physical, social, and financial impact of COVID-19 on hospitality professionals. The devastation of this pandemic is tremendous and has affected most individuals, especially hospitality professionals, due to the halt in their business operations and future uncertainty. Thus this study was undertaken to find the physical, mental, social, and financial effects and impacts on hospitality professionals due to the emergence of COVID-19. This paper projects the literature synthesis of various studies and articles on the effects of pandemics and unemployment on people and the hospitality sector. Deductive reasoning is applied to the qualitative data of the selected respondents.

## **Review of Literature**

### ***Pandemics, Tourism, and Hospitality***

For ages, global tourism has been exposed to all types of crises (Gössling et al., 2021). Pandemics, terrorism, and recessions significantly impact the hospitality industry's economies. Tourists tend to postpone their travel due to the fear of health risks (Reisinger & Mavondo, 2005), lives, and low-income at disposal. Pandemics directly affect the travel and tourism industry (Lee et al., 2012), eventually affecting all the linked hospitality service sectors. The events in the first part of the twenty-first century of the pandemic, such as SARS, reflect the setbacks and slow tourism growth (Mason et al., 2005). SARS greatly impacted hotel performances (Johnson Tew et al., 2008). Based on observations and studies, several warnings have been stated that pandemics constitute a significant threat to society and tourism (Page & Yeoman, 2007; Scott & Gössling, 2015). Therefore, there is a considerable need to propose a mechanism to combat the disastrous effect of pandemics on the hospitality and tourism industry and its professionals.

### ***Impact of COVID-19 on the Hospitality and Tourism Industry***

According to UNWTO (2020) report, international tourist arrivals have deep-dived to 93% in June 2020, compared to 2019, showing the severe impact COVID-19 had on the sector. The first half of 2020 shows a 65% decrease in tourist arrivals, which translates to a loss of US\$ 460 billion in export revenues from international tourism. This loss is around five times as recorded in the 2009 global financial crisis. The HotStats (2020) track of region-wise profit and loss indicators showed an average of -50% to <-70% change in occupancy compared to September 2019. This indicates a massive loss to the hotel industry, impacting operations and jobs. India and China have suffered tremendous job losses, restricted exports, and low manufacturing during the COVID-19 period (Gupta, 2021).

### ***Impact of COVID-19 on Job-loss, Unemployment***

The job-loss, threat, and unemployment have been associated with elevated cholesterol levels among blue-collar

men and women, although discrepant findings have been reported (Ferrie et al., 1998). Many old studies state that being dislodged and uprooted has been identified with reduced self-confidence and a lack of aims and significance in life. It increases indications of depression and declining health, including impacts on family and social systems. These studies provide the path for the research problem that needs to be investigated at present, the pandemic's attack on the employment of hospitality professionals. Career paths are hugely impacted by sudden unemployment. The increasing recurrences of job losses among evolving workforce fragmentation during threatening economic times deserve consideration because of joblessness's phenomenal effect on health and life (Brand, 2015). The causal consequence of joblessness prompts decreased physical and mental well-being and increased self-destructive occurrences (Wanberg, 2012).

Joblessness produces antagonistic psychological indications, and the use of health services significantly increases when they are accessible. A few people might have the option to adapt better to the pressure of joblessness than others. Individuals with solid emotionally supportive networks and more prominent confidence appeared to have encountered lesser unemployment stress. Recognizing the individuals in the hospitality industry who are in grave danger of psychological and physical issues and discovering methods of keeping them from enduring the unfavorable impact of joblessness are significant zones for additional investigation, thus adding to the research problem. The uniqueness of COVID-19 and its potential adverse effects on employees' mental states demands scientific study (Hamouche, 2020).

### ***Impact of COVID-19 on Physiology & Psychology***

Behavioral patterns related to health maintenance are defined as health behavior (Singh et al., 2021). The effect on health is the most disturbing and observable effect of COVID-19 (Hao et al., 2020). The impact of the pandemic on the mental health of patients and health workers included anxiety, insomnia, and fear, especially in females and psychological mediation became necessary. The closures of non-essential businesses during the COVID-19 lockdown led to sedentary behavior and limited physical activities. Home isolations, government restrictions on people's movement, and the closure of fitness and recreational centers have impacted the physical health of people (Barkley et al., 2020). The survey-based studies of Meyer et al. (2020) have indicated an increase in sedentary lifestyle post-COVID-19 among individuals who were actively involved in physical activity before it. Changing routine habits due to various precautionary restrictions have affected people's health and mental well-being. Especially the hospitality professionals, who perform physical activities in their regular jobs, have suffered a lot, indicating the need for this study.

The psychosomatic impact of quarantine is extensive, significant, and can be protracted. It is not suggested in any way that quarantine should not be an option; the psychological impact of not quarantining will allow the virus to spread and make things worse. However, depriving people of their freedom for the larger public good is often debatable and needs to be handled with caution. In addition, there can be protracted impacts that affect not just the people quarantined but also the healthcare system that administered the quarantine and the policymakers who authorized it (Brooks et al., 2020).

According to Godinic et al. (2020), mental prosperity might be a significant worldwide concern getting all the more academic consideration following the 2008 Great Recession and is more critical due to circumstances caused by the COVID-19 pandemic. As unemployment proliferates, people are confronted with well-being and monetary concerns. Not all individuals are influenced similarly, but a specific cross-section of society who does not have access to healthcare and social support may experience psychological maladjustments. This can happen because low income and loss of work make survival difficult. Investigations have correctly explored the after-effects of intolerance of vulnerability (IU). Still, few studies have been conducted where mental health, work vulnerability, and character conflicts are connected to financial breakdown. Thus, this gap created the base for the

research questions in the study. It is found that economic vulnerability has a positive connection with work vulnerability, personality conflicts, and a negative relationship with good mental health. Emotional well-being is the substance of general well-being. It is noteworthy that some nations are experiencing a similar financial emergency due to employee layoffs or are denied human resources because of psychological issues. An employee contributes their intellectual capital and vitality to increase productivity and efficiency. Thus, the overall well-being of employees is paramount in organizations (Kar & Tripathy, 2021).

Current economic forecasts recommend that market recovery in countries can take a long time. As a result, many recently unemployed will expect to suffer from prolonged chronic stressors, negatively affecting people's psychological distress (PD). Similarly, excessive monetary strain and an extra decline in one's self-worth are responsible for severe psychological consequences for people and families. Given all these factors, the present crisis posits a phenomenal public health concern, and urgent action is required (Achdut & Refaeli, 2020). The COVID-19 crisis has been delineated as “unprecedented, prolonged, and unpredictable” (Pūras et al., 2020), and therefore its impact on youth welfare must be thought-about as a priority (O'Reilly et al., 2021). Moreover, the pandemic affects the physical and psychological health, the economy, the general welfare of every individual, and the broader society across many domains (Javakhishvili et al., 2020).

### ***Impact of COVID -19 on Society***

The lockdown restrictions and social distancing measures in COVID-19 have seen an increase of 25% in domestic abuse, according to the report of Kelly and Morgan (2020). Household isolation and strict government regulations have caused anxiety and more usage of online gaming activities (Nicola et al., 2020). Sudden operational changes of working from home, self-isolation, and social distancing are causing unexpected mental health effects among workers in America (Braverman, 2020), leading to substance abuse and suicides (Higgins-Dunn, 2020). Social distancing is the recommended preventive measure during COVID-19, which has devastating implications for service employees and their well-being (Tuzovic & Kabadayi, 2021). The economic slump caused by the COVID-19 pandemic has had considerable repercussions for gender equality throughout the slump and the subsequent recovery. Compared to “regular” recessions, which have a harsher effect on men's employment than women's employment, the drop in job opportunities associated with social distancing measures contains a massive impact on sectors with high female employment shares. Women have been impacted unequally by society in all aspects of personal and professional experiences during the pandemic (Chakraborty & Altekar, 2021). Additionally, closures of colleges and childcare centers have escalated kid care desires that significantly impacted employed mothers (Alon et al., 2020). This finding added to the research problem.

Lack of social support is the key stressor impacting people's well-being (Chen, 2021). It was also found that the research studies based on the social impacts of the pandemic are limited and need attention. There is a requirement to raise awareness to understand this pandemic's after-effects (Kaushal & Srivastava, 2021). Traditional approach measures will most likely be unable to beat this emergency, as it has significantly changed the public's view of the risks involved in the travel industry (Qiu et al., 2020).

### ***Financial Impact of COVID-19***

Many jobs have been lost due to social distancing, mandatory quarantine, and travel restraints leading to a reduced workforce across all economic segments. The World Travel and Tourism Council has warned that 50 million jobs in the global travel and tourism sector may be at risk (Nicola et al., 2020). Employees are worried about health costs due to the financial stress that emerged out of salary cuts, layoffs, or furloughs. They are concerned about paying their loans, borrowings, and credits (Stevens, 2020). Many are worried about how the pandemic will

impact their retirement. According to the survey conducted by Edelman Financial Engines during one month of the COVID-19 crisis, around 47% of American workers feel “a lot” of financial stress and are worried about their retirement savings. Millennials have less financial well-being than Generation X and the Baby Boomers (Conley, 2020). According to a study published by Capital One and The Decision Lab, 58% of participants stated that “finances control our lives.” Financial stress results in fatigue, difficulty concentrating, sleep interference, and job performance (CapitalOne, 2020).

More incredible economic hardships are associated with financial situations, which are then associated with higher levels of psychological distress (Fiksenbaum et al., 2017). Financial insecurity is related to the worst mental health and depressive symptoms, particularly during the period of national or global crisis observed now during the COVID-19 pandemic (Wilson et al., 2020). People who have lost their jobs are at a higher level of financial vulnerability due to the economic impact of the pandemic (Mogaji, 2020). The lower-level management and operations staff in the hospitality sector are usually provided meager salaries, and many were unpaid during the crisis, thus adding to the need for the study. A comprehensive financial development plan, including area-by-area plans and a climate that empowers free venture, is likewise required to survive enterprising and viable business models (Nicola et al., 2020).

## **Research Methodology**

### ***Design of the Study***

The nature of the study was to find out the categorical impacts of the pandemic on hospitality professionals, which has behavioral implications; thus, a qualitative research approach was applied to collect the primary data.

### ***Sampling Technique***

The purposive sampling method was applied to select respondents working in various sectors of the hospitality industry, that is, from the various core departments of the hotels of all classes, catering units, travel and tourism sector, cloud kitchens, facility management, entertainment, hospitality consultancy, hospitality training, and development industry.

### ***Sample Unit and Size***

Samples were selected based on their job status, whether employed or unemployed, and the age groups containing millennials (minimum 22 years) and Baby Boomers (maximum 60 years). Twenty-five hospitality professionals were approached, of which 18 respondents gave their consent, resulting in a 72% response rate.

### ***Respondents' Demography and Period of the Study***

The respondents were 71% male and 29% female. Most of the respondents, that is, 11 respondents, were from various parts of India, and the rest were from the Asia Pacific region. One respondent was filtered due to his/her inhibition to respond in detail. This step was taken to avoid the response error. The interviews were conducted from July 2020 – February 2021.

### ***Research Questions***

Based on the selected literature synthesis, the questions for the structured interview were formulated with the



application of deductive reasoning out of Max Weber's social action theory. The structured questions are listed in Table 1.

### **Data Collection**

Due to the social distancing factor, telephonic recorded calls and emails were used as the tools for data collection. In addition, email interviews also yield in-depth information in qualitative research (Ratislavová & Ratislav, 2014).

### **Data Analysis and Software**

The recorded calls were transcribed with the help of the NVivo software. The content analysis generated nine themes for the study. The responses were coded according to the identified themes of impact on the physical, social, mental, financial, hospitality industry, cluster of feelings, grief due to friends or family's pain, self-worry, career options, and uncertainty. The respondents were titled "Cases 1–17" and were coded accordingly. The content analysis was done using the tests of sentiment analysis, comparisons of cases and codes, and hierarchy analysis of feelings. The Jaccard similarity coefficient was used to find the study's hypothesis. The Jaccard Index (Wikipedia, 2020) was utilized to measure the similarity of the identified effects on the samples.

Jaccard's similarity coefficient is the statistics used to find the similarity between selected nodes/sets, represented as :

$$J(A, B) = \frac{|A \cap B|}{|A \cup B|} = \frac{|A \cap B|}{|A| + |B| - |A \cap B|}$$

Source : Jaccard's Index, Wikipedia.

### **Hypotheses**

The null assumption was made that most hospitality professionals were not impacted by physio-psychological-social and financial effects in the hospitality industry during the COVID-19 lockdown. On the other hand, the alternate assumption was that all the physio-psychological-social and financial effects of the COVID-19 lockdown had impacted hospitality professionals. Hence, the following hypotheses are formulated :

↪ **H01** : The hospitality professionals were not impacted due to any physio-psychological-social and financial effects of COVID-19.

↪ **Ha1** : The hospitality professionals were impacted due to the physio-psychological-social and financial effects of COVID-19.

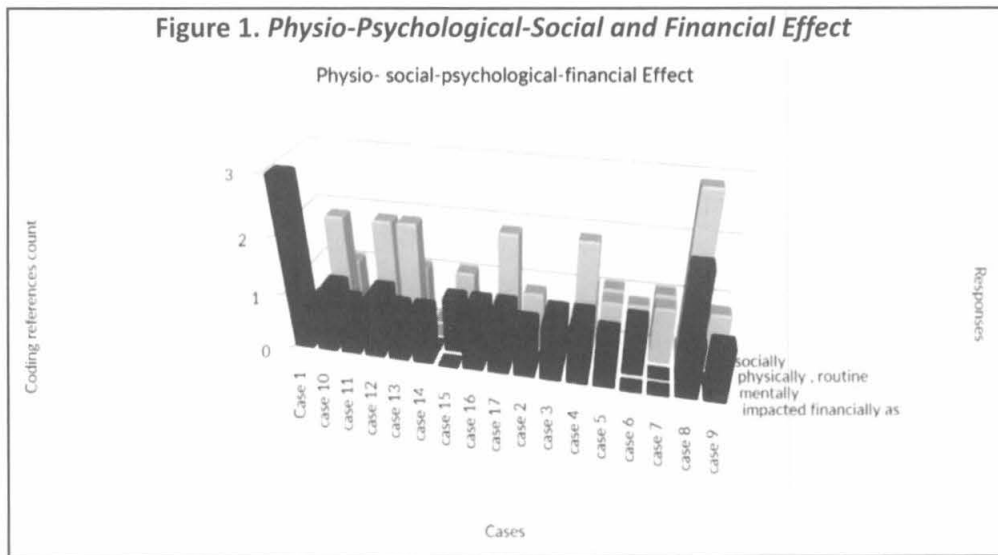
## **Analysis and Results**

### **Interview Questions**

The interview questions were formulated based on the deductive reasoning of social theories. After the detailed study of various behavioral theories in research papers, the following open-ended questions in Table 1 were formulated to invite respondents/cases to discuss their present state and mental struggle in detail.

**Table 1. Interview Questions**

Question No.	Question
1.	To what extent this COVID-19 pandemic has impacted you (mental health, physical health, social, financial, structural-routine, etc.) ? Please mention it in detail.
2.	Are you worried or in grief due to any isolation/unemployment? Please describe this state in detail.
3.	Are you worried due to the painful conditions of your near ones or the people around you? If yes, please mention it in detail.
4.	Have you ever been pushed to have severely negative or self-harming thoughts during the pandemic? Please mention it in detail.
5.	Have you observed any physical illness manifesting from your mental health?
6.	Do you feel self-underappreciated, fear, loss, maladaptive behaviors, regret, resilience, self-motivation, etc.?
7.	Please share your feelings and views in detail about the pandemic's impact on hospitality professionals' careers and well-being.



**Physio-Psychological-Social and Financial Effect**

As observed from Figure 1, hospitality professionals have indicated a high impact on their financial state and physical-routine habits due to the COVID-19 pandemic restrictions. A few responses of imbalance in mental well-being were mainly observed among the millennials. Social effects were moderate and early to put but could be the after-effects in the future.

**Sentiment Analysis**

The sentiment analysis of the coded responses was conducted on the identified themes, as shown in Figure 2. It was observed that all the themes had more negative sentiments. The negative impact was mainly on the physical, routine activity due to the hibernation of business activity, work-from-home restrictions, closure of gymnasiums, change of daily family chores, etc. There was no positive sentiment related to financial impacts due to their salary cuts, layoffs, or professionals being furloughed. Many were worried about their friends and relatives being in painful situations. On average, they have mixed feelings about the impact on the hospitality industry and other professionals' careers.

Figure 2. Sentiment Analysis

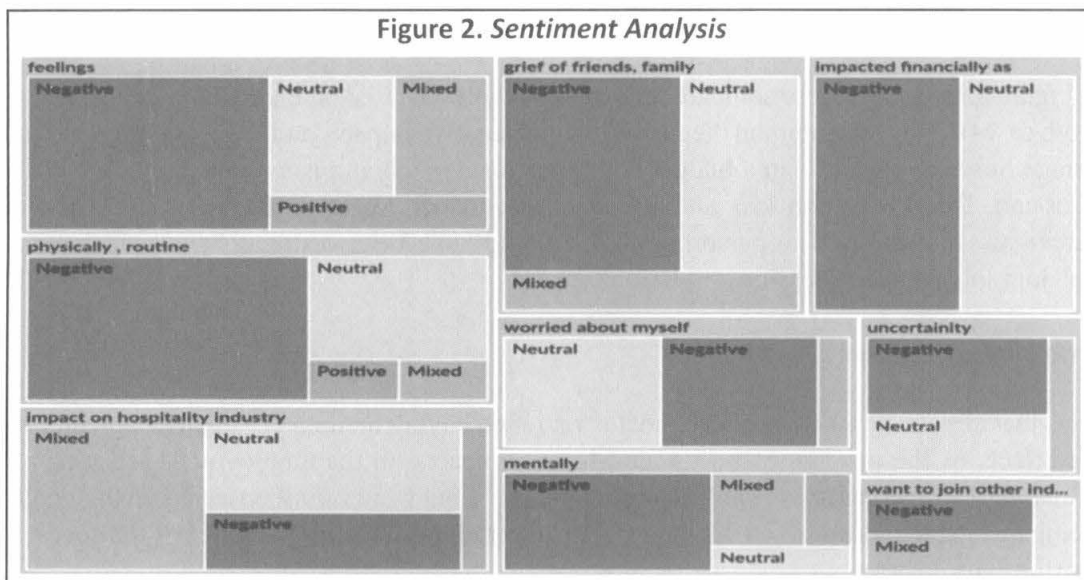
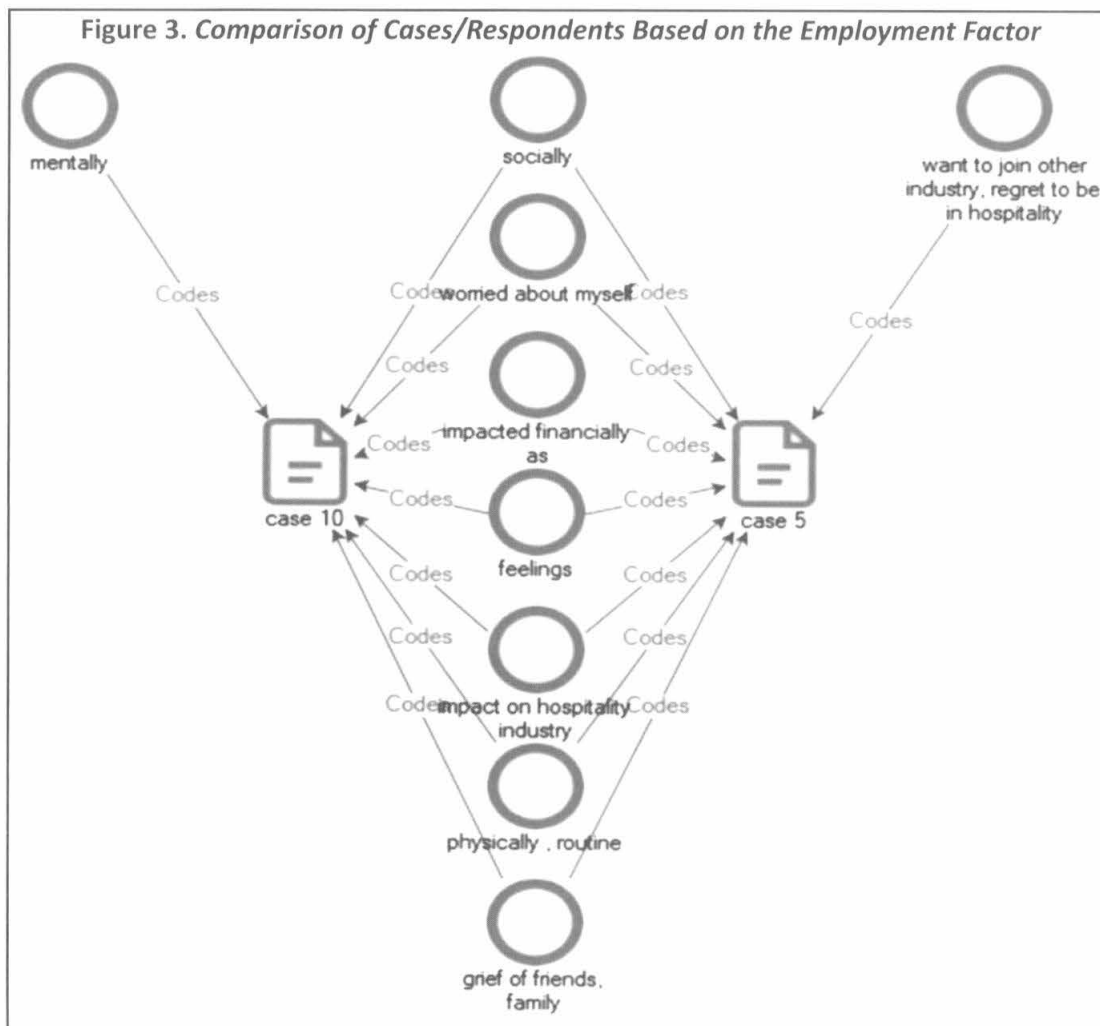


Figure 3. Comparison of Cases/Respondents Based on the Employment Factor



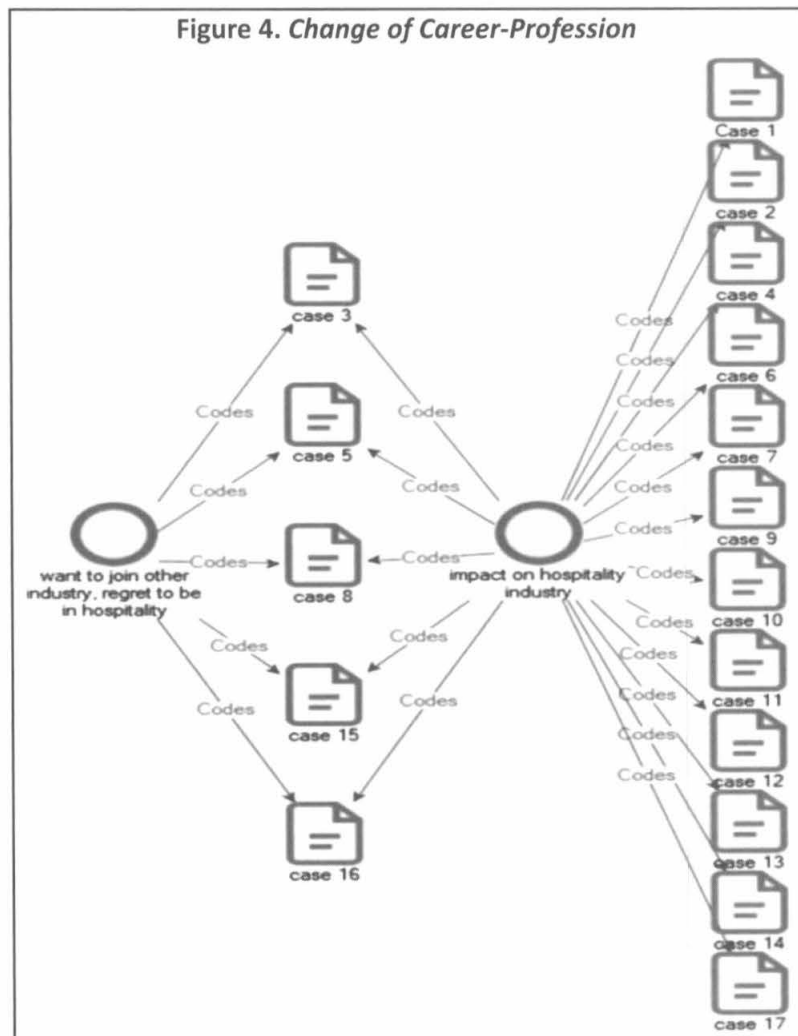


## Employment Factor

As observed in Figure 3, two cases were compared for content analysis based on their employment status. It was observed that both cases shared the common themes of having negative impacts and feelings. But case 5 (i.e., the Food and Beverage Service Executive in a budget hotel) has lost his job and is extremely discontent with the hospitality profession. Due to the job loss and future unemployment, case 5 has been stimulated to have professional career dissatisfaction. The person says, “It would have been better if I had opted for another profession or will join some other profession if I get a chance.”

## Career, Profession in Hospitality

Figure 3 indicates that almost 29% of cases/respondents regretted having their career in the hospitality industry due to the after-effects of the pandemic and its hard-hitting impacts on the employment and well-being of hospitality professionals. These cases were able to secure their jobs but were very worried about their colleagues losing jobs or being furloughed, as observed in Figure 4. The uncertainty and no aid provided by the government to the industry were the main deterrents.



## Financial Impact

The code comparison test was run to find the financial impact on the feelings of cases/respondents. As reflected in Figure 5, all the cases were impacted financially, but the most impacted were the millennials. Around 29% were affected due to their salary cuts and job loss at the start of their careers.

## Millennial & Baby Boomer Sentiment Comparison

The respondents/cases were selectively chosen based on age, occupation, employment status, and location factors. It was found from the below comparison of cases, as shown in Figure 6, that case 8—Millennial (22 years old)—and case 12—Baby Boomer (60 years)—have an emotional disparity. The baby boomers have positive, self-motivation sentiments; whereas, the millennials have mostly negative and self-harming sentiments. Both have common professional losses, but feelings are vastly different due to financial insecurities and perspectives.

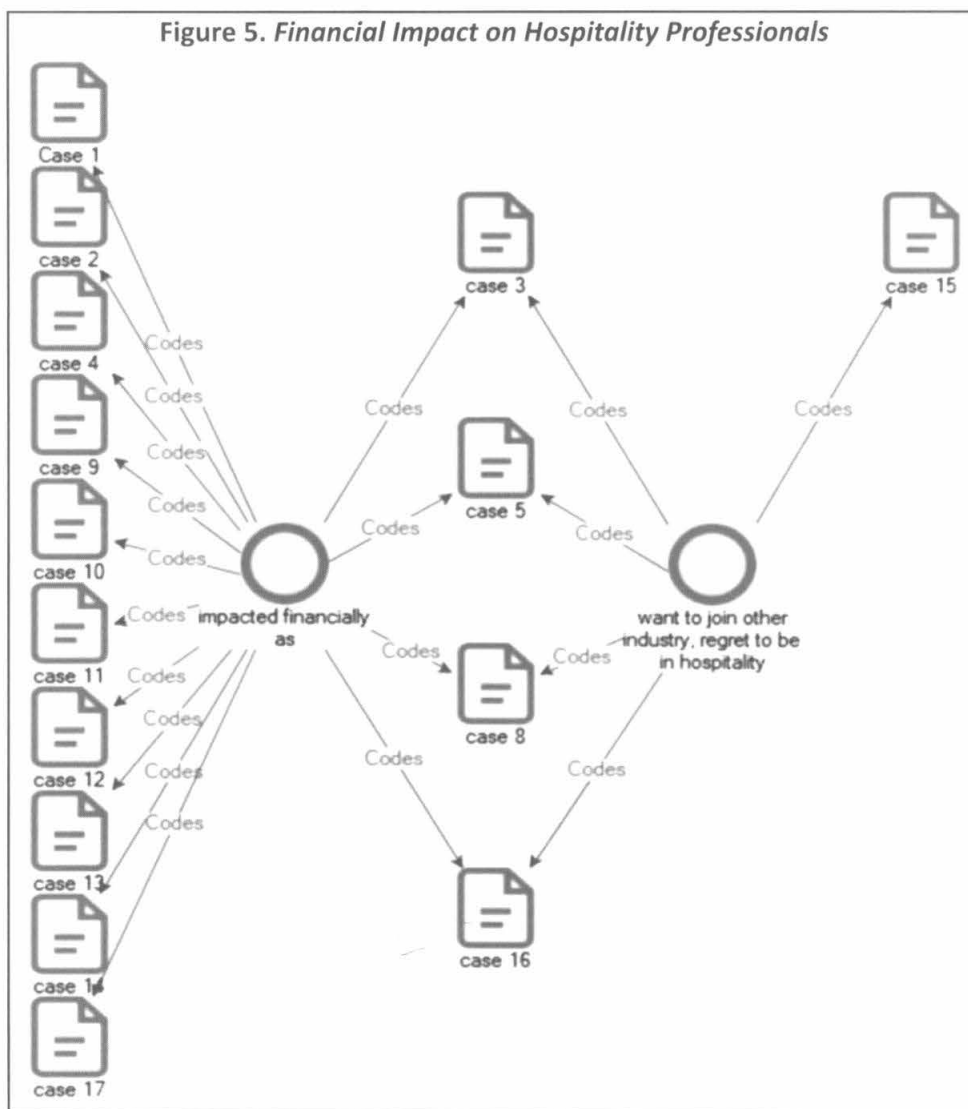
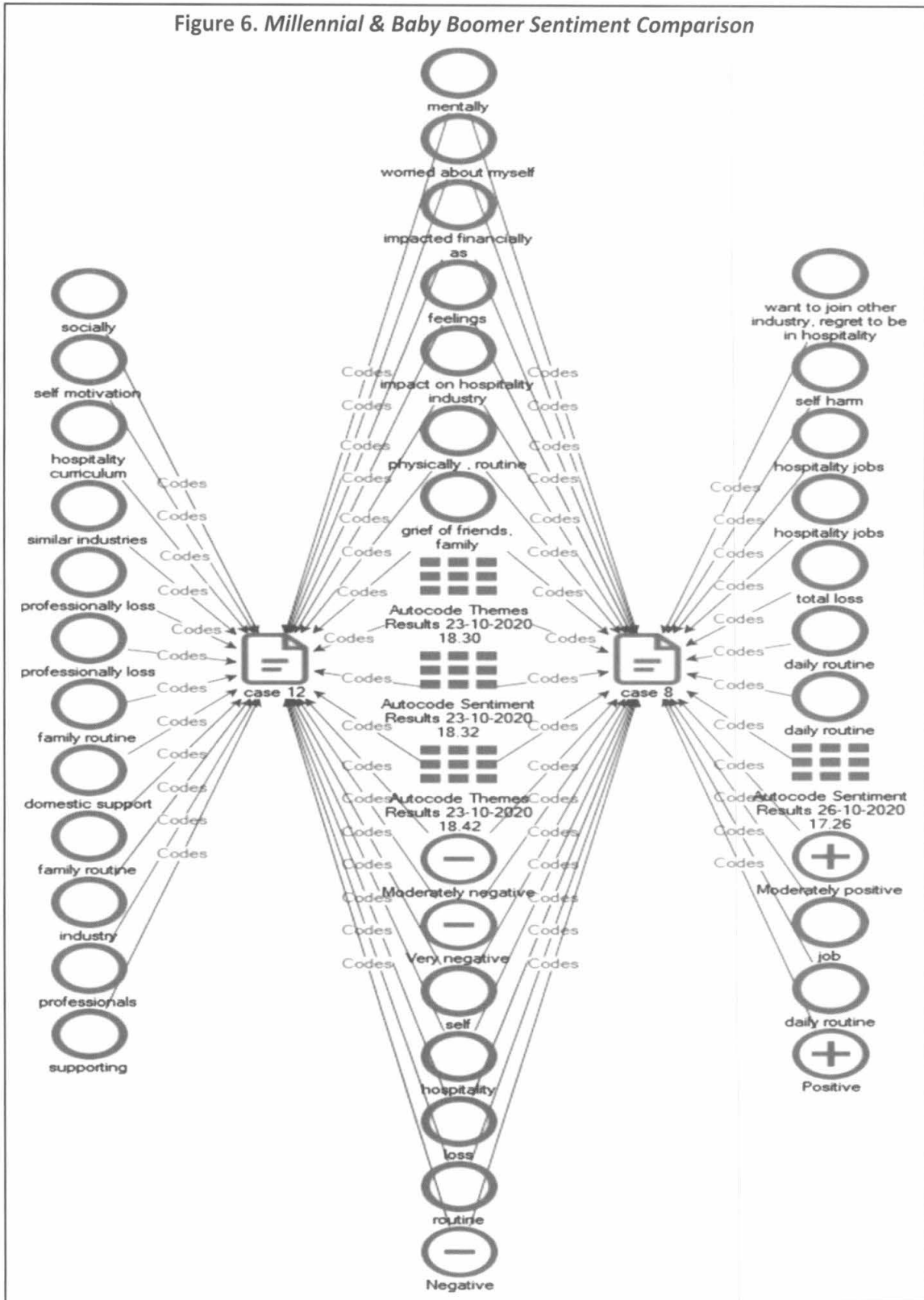


Figure 6. Millennial & Baby Boomer Sentiment Comparison



## Hypotheses Testing : Similarity Analysis of Physio- Psychological-Social and Financial Effect

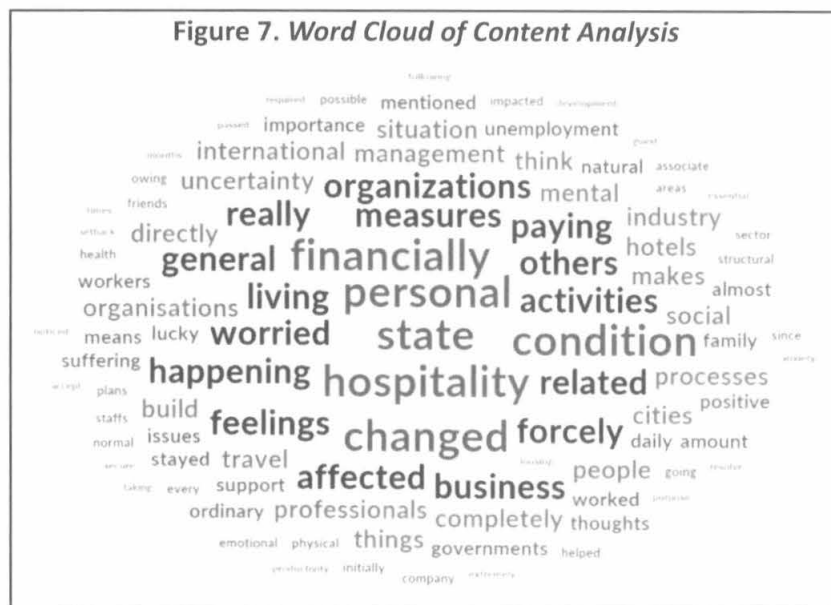
It is hypothesized that the physio-psychological-social and financial effects of COVID-19 do not impact hospitality professionals. The Jaccard similarity coefficient was calculated to determine and compare the physio-psychological-social and financial effects. Table 2 indicates an overlapping effect among the identified sets. Each compared set has a similarity of 0.3 – 0.5, which is  $> 0$  and is acceptable. This result indicates that each set has overlapping effects on hospitality professionals. Thus, the alternate hypothesis is considered, that is, the hospitality professionals were impacted due to the physio-psychological-social and financial effects of COVID-19.

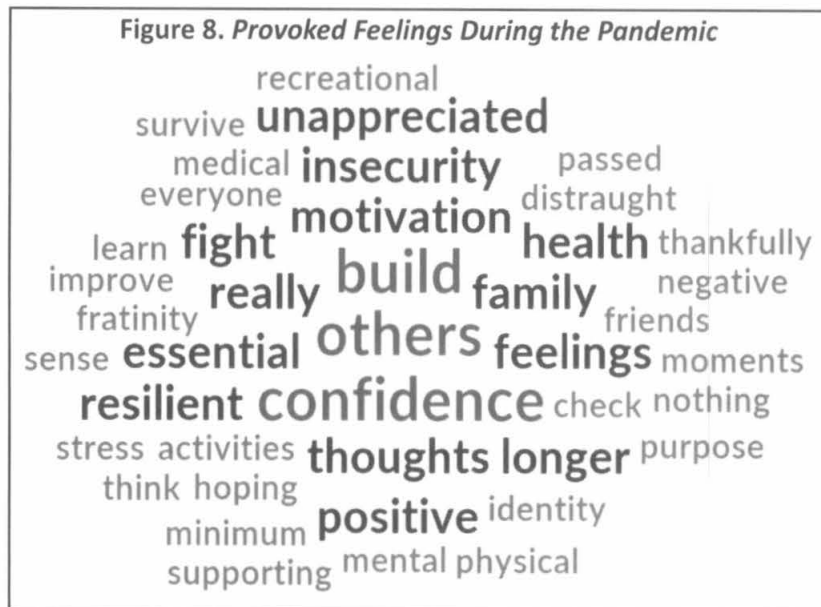
### Content Analysis

Figure 7 highlights the most used words by hospitality professionals. It is noted that they mostly uttered their personal state/condition, change in routine, physical activity, and hospitality business and financial impacts during the interview. Respondents are mainly worried about the affected industry. Due to uncertainty, they rely considerably on the government and organizations for some support and relief.

**Table 2. Jaccard's Similarity Coefficient**

Code A	Code B	Jaccard's Coefficient
Codes\\physically, routine	Codes\\impacted financially as	0.5625
Codes\\socially	Codes\\physically , routine	0.5
Codes\\mentally	Codes\\impacted financially as	0.4375
Codes\\physically, routine	Codes\\mentally	0.428571
Codes\\socially	Codes\\mentally	0.333333
Codes\\socially	Codes\\impacted financially as	0.3125





### ***Provoked Feelings During the Pandemic***

The query of word cloud to find the respondents provoked feelings due to the pandemic was run in NVivo software and is represented in Figure 8. It is indicative from Figure 8 that most hospitality professionals between the ages of 40–60 years are focussing on building the confidence of their young peers who have lost jobs and are struggling hard. As a result, millennials are insecure and feel unappreciated.

### **Managerial Implications**

Organizational activities, culture, and practices (Panackal & Venkataramani, 2021) increase employees' interest and security. Engaging in work promotes psychological well-being; thus, work assurance is one of the principal factors that give permanence or constancy. When the vulnerability rises, all feelings of apparent control decrease, and the requirement for self-attainment and assurance is undermined. Not just monetary loss but employment vulnerability prompts diminished mental health. Understanding these circumstances, more efficient strategies can be employed to prevent the increase of mental illnesses and lower the extremity of economic consequences. Gainful employment gives individuals significant social connections, responsibility, commitment, trust, and a feeling of having a place in society. Perhaps the greatest danger to psychological well-being stems not from the loss of monetary gain but from social hardship and reduction in self-assurance. A more top to bottom understanding of the mental elements of emergency and perils helps to devise plans, government assistance approaches, and social insurance activities for people to encourage adapting to calamitous situations. Motivational training and positive-thinking programs must be initiated by the organization for the well-being of its employees. Health camps to promote physical well-being must be a part of employee welfare programs.

### **Conclusion**

When organizations develop a culture of employees' well-being, support, and concern, it creates a sense of unity and attachment among the employees (Biswas & Chakraborty, 2019). So, for any industry and society to be

productive and prosperous, it becomes a prerequisite to take care of its people's health and mental well-being. To ensure the well-being of employees, work-life balance, productivity, and performance, organizations need to invest in employees through better human resource management practices (Rashmi et al., 2021). Stress and illness impact people's productivity, consumption, travel, and well-being. The above hypothesis test result is indicative that the physiological, psychological, social, and financial effects of COVID-19 have immensely impacted hospitality professionals. As all four elements of physio-psychological-social and financial are interrelated components of human well-being, any degradation of these elements has a causal effect on the well-being of a human. Psychological consequences are not based on financial loss alone; disturbance of routine physical work through business hibernation or unemployment also severely affects the social lives of professionals. COVID-19 has killed people and impacted jobs and resources. The psychological impact is from the loss or grief of loved ones, and unemployment has impacted hospitality professionals' concerns about their family security and social life.

Baby boomers are worried about their health due to their age, inevitable control of their physical activities, and the family's security. Millennials are highly impacted due to their job insecurity and scarcity of financial resources at the start of their career. In addition, the uncertainty of the revival of the hospitality business is making them short-tempered and filling them with negative feelings about the hospitality profession and employment in the industry.

The study makes inferences about the financial elements and the security losses due to the socioeconomic factors of stress with the expression "worried," which is utilized in various settings. Worldwide, it is estimated that mental illness, including stress-related ailments, will be the second largest cause of disability claims. The incapacity brought about by stress is just as severe as by work environment mishaps or other normal ailments, for example, hypertension, diabetes, and arthritis. It is found that millennials have feelings of being unappreciated and survival insecurity. They are worried about the medical bills and some negative thoughts about their loss of identity. On the other hand, they are thankful to their supportive family and are hoping to come out of this pandemic distraughtness soon.

The study has found that work and home stress mentioned in Figure 8 have similar effects leading to anxiety and depression with a few different factors. It goes deeper than just being a job hazard that impacts productivity, business, and reputations leading to substance abuse and loss of dignified life. Anxiety disorders and depression can affect an individual and society, impacting productivity. As stress is the most widely recognized hidden condition prompting anxiety and depression, there is a pressing requirement for prevention, acceptance, early mediation, and treatment of stress and related mental and clinical disorders. If isolation is vital during the pandemic, at that point, the outcomes recommend that specialists should take action to guarantee this experience is acceptable for the people. This can be accomplished by revealing to the public the reasons for the same, clarifying how long it will continue, giving suggestions on engaging themselves while in isolation, guaranteeing essential supplies are accessible, and fortifying the feeling of being secure among individuals.

## **Limitations of the Study and Scope for Future Research**

This study can be stated as an early study on the impact of COVID-19 on hospitality professionals. However, the research points to people employed before the pandemic who have to deal with the consequences of unemployment. Thus, drawing similarities or predicting the same kind of psychological impact on the psyche of all hospitality professionals may not be entirely correct. The study has shed light on many aspects of the impact of the pandemic for further research, particularly physical and psychological aspects and socioeconomic effects of tourism and hospitality workforce should be mostly on the millennials. It has opened our eyes to problems existing on the ground with no solution. A focused survey or study of homogenous groups within the hospitality sector may



bring out conclusive results with solutions. Further studies can be conducted to investigate the deployment of motivational theories to boost professionals' morale.

## Authors' Contribution

Dr. Sweety Jamgade conceived the idea and developed a qualitative approach to undertake the investigative study. First, Neena Joshi extracted the research papers with high repute, filtered them based on keywords, and generated concepts and codes relevant to the study design. Then, Dr. Sweety Jamgade verified the analytical methods, conducted the interviews, and transcribed the data. Finally, the numerical computations were done by Dr. Sweety Jamgade using the NVivo software, and she wrote the manuscript in consultation with both authors.

## Conflict of Interest

The authors declare no competing interests and involvement of any organization or entity with any kind of financial or non-financial interest in the subject matter discussed in this manuscript.

## Funding Acknowledgement

The authors declare that the study was conducted in an individual capacity without any funding for the research and publication of this article.

## References

- Achdut, N., & Refaeli, T. (2020). Unemployment and psychological distress among young people during the COVID-19 pandemic: Psychological resources and risk factors. *International Journal of Environmental Research and Public Health*, 17(19), 7163. <https://doi.org/10.3390/ijerph17197163>
- Aggarwal, P., Singh, M., Kumar, K., & Bansal, A. (2020). Socio-medical and hospitality impacts of SARS-Cov-2 in the Indian context. *International Journal of Advanced Science and Technology*, 29(11), 2163–2173.
- AHLA. (2020). *COVID-19's impact on the hotel industry*. <https://www.ahla.com/covid-19s-impact-hotel-industry>
- Alon, T., Doepke, M., Olmstead-Rumsey, J., & Tertilt, M. (2020). *The impact of COVID-19 on gender equality* (Working Paper No. 26947). National Bureau of Economic Research. [https://www.nber.org/system/files/working\\_papers/w26947/w26947.pdf](https://www.nber.org/system/files/working_papers/w26947/w26947.pdf)
- Arora, A. K., & Srinivasan, R. (2020). Impact of pandemic COVID-19 on the teaching-learning process: A study of higher education teachers. *Prabandhan: Indian Journal of Management*, 13(4), 43–56. <https://doi.org/10.17010/pijom/2020/v13i4/151825>
- Barkley, J. E., Lepp, A., Glickman, E., Farnell, G., Beiting, J., Wiet, R., & Dowdell, B. (2020). The acute effects of the COVID-19 pandemic on physical activity and sedentary behavior in university students and employees. *International Journal of Exercise Science*, 13(5), 1326–1339.
- Biswas, W., & Chakraborty, D. (2019). Impact of organizational values, compassion, and well-being on industrial disputes: An empirical study. *Prabandhan: Indian Journal of Management*, 12(1), 36–51. <https://doi.org/10.17010/pijom/2019/v12i1/141427>

- Bomey, N. (2020, March 17). Marriott to furlough tens of thousands of workers as coronavirus batters hotel industry. *USA Today*. <https://www.usatoday.com/story/money/2020/03/17/marriott-furloughs-layoffs-coronavirus-covid-19/5068070002/>
- Brand, J. E. (2015). The far-reaching impact of job loss and unemployment. *Annual Review of Sociology*, 41, 359–375. <https://doi.org/10.1146/annurev-soc-071913-043237>
- Braverman, B. (2020, April 06). The coronavirus is taking a huge toll on workers' mental health across America. *CNBC*. <https://www.cnbc.com/2020/04/06/coronavirus-is-taking-a-toll-on-workers-mental-health-across-america.html>
- Brooks, S. K., Webster, R. K., Smith, L. E., Woodland, L., Wessely, S., Greenberg, N., & Rubin, G. J. (2020). The psychological impact of quarantine and how to reduce it: Rapid review of the evidence. *The Lancet*, 395(10277), 912–920. [https://doi.org/10.1016/S0140-6736\(20\)30460-8](https://doi.org/10.1016/S0140-6736(20)30460-8)
- CapitalOne. (2020, January 28). *Big-picture thinking leads to the right money mindset*. <https://www.capitalone.com/about/newsroom/mind-over-money-survey/>
- Chakraborty, D., & Altekar, S. (2021). Work from home (WFH), COVID-19, and its impact on women. *Prabandhan: Indian Journal of Management*, 14(9), 22–29. <https://doi.org/10.17010/pijom/2021/v14i9/166294>
- Chen, C.-C. (2021). Psychological tolls of COVID-19 on industry employees. *Annals of Tourism Research*, 89, 103080. <https://doi.org/10.1016/j.annals.2020.103080>
- Conley, A. (2020, June 16). Financial stress escalating among U.S. workers during Covid-19 pandemic; employers are key to the solution: Edelman financial engines. *Business Wire*. <https://www.businesswire.com/news/home/20200616005169/en/Financial-Stress-Escalating-U.S.-Workers-Covid-19-Pandemic>
- Ferrie, J. E., Shipley, M. J., Marmot, M. G., Stansfeld, S. A., & Smith, G. D. (1998). An uncertain future: The health effects of threats to employment security in white-collar men and women. *American Journal of Public Health*, 88(7), 1030–1036. <https://doi.org/10.2105/ajph.88.7.1030>
- Fiksenbaum, L., Marjanovic, Z., Greenglass, E., & Garcia-Santos, F. (2017). Impact of economic hardship and financial threat on suicide ideation and confusion. *The Journal of Psychology*, 151(5), 477–495. <https://doi.org/10.1080/00223980.2017.1335686>
- Godinic, D., Obrenovic, B., & Khudaykulov, A. (2020). Effects of economic uncertainty on mental health in the COVID-19 pandemic context: Social identity disturbance, job uncertainty and psychological well-being model. *International Journal of Innovation and Economic Development*, 6(1), 61–74. <http://dx.doi.org/10.18775/ijied.1849-7551-7020.2015.61.2005>
- Gössling, S., Scott, D., & Hall, C. M. (2021). Pandemics, tourism and global change: A rapid assessment of COVID-19. *Journal of Sustainable Tourism*, 29(1), 1–20. <https://doi.org/10.1080/09669582.2020.1758708>
- Gupta, M. (2021). “Atmanirbhar Bharat,” “Dual Circulation”: Shared internal woes post COVID-19 open not dissimilar economic paths for India and China. *Prabandhan: Indian Journal of Management*, 14(2), 26–39. <https://doi.org/10.17010/pijom/2021/v14i2/157691>
- Hamouche, S. (2020). COVID-19 and employees' mental health: Stressors, moderators and agenda for organizational actions. *Emerald Open Research*, 2(15). <https://doi.org/10.35241/emeraldopenres.13550.1>

- Hao, F., Xiao, Q., & Chon, K. (2020). COVID-19 and China's hotel industry: Impacts, a disaster management framework, and post-pandemic agenda. *International Journal of Hospitality Management*, 90, 102636. <https://doi.org/10.1016/j.ijhm.2020.102636>
- Higgins-Dunn, N. (2020). Coronavirus crisis creates 'perfect storm' for suicide risk as job losses soar and people are isolated at home. *CNBC*. <https://www.cnn.com/2020/05/12/coronavirus-crisis-creates-perfect-storm-for-suicide-risk-as-job-losses-soar-and-people-remain-isolated-at-home.html>
- HotStats. (2020). *COVID-19 hotel industry impact*. <https://www.hotstats.com/covid-19-hotel-industry-impact>
- Jaccard Index. (2022, May 10). In *Wikipedia*. [https://en.wikipedia.org/wiki/Jaccard\\_index](https://en.wikipedia.org/wiki/Jaccard_index)
- Javakhishvili, J. D., Ardino, V., Bragesjö, M., Kazlauskas, E., Olff, M., & Schäfer, I. (2020). Trauma-informed responses in addressing public mental health consequences of the COVID-19 pandemic: Position paper of the European society for traumatic stress studies (ESTSS). *European Journal of Psychotraumatology*, 11(1), Article 1780782. <https://doi.org/10.1080/20008198.2020.1780782>
- JLL. (2020, July 01). *Impact of COVID-19 on the Indian hospitality industry*. <https://www.jll.co.in/en/trends-and-insights/research/hotel-operators-survey>
- Johnson Tew, P., Lu, Z., Tolomiczenko, G., & Gellatly, J. (2008). SARS: Lessons in strategic planning for hoteliers and destination marketers. *International Journal of Contemporary Hospitality Management*, 20(3), 332–346. <https://doi.org/10.1108/09596110810866145>
- Kar, B., & Tripathy, A. (2021). Variation in conflict behaviours at departments and levels of management. *Prabandhan: Indian Journal of Management*, 14(1), 25–43. <https://doi.org/10.17010/pijom/2021/v14i1/157062>
- Karlsson, M., Nilsson, T., & Pichler, S. (2014). The impact of the 1918 Spanish flu epidemic on economic performance in Sweden: An investigation into the consequences of an extraordinary mortality shock. *Journal of Health Economics*, 36, 1–19. <https://doi.org/10.1016/j.jhealeco.2014.03.005>
- Kaushal, V., & Srivastava, S. (2021). Hospitality and tourism industry amid COVID-19 pandemic: Perspectives on challenges and learnings from India. *International Journal of Hospitality Management*, 92, 102707. <https://doi.org/10.1016/j.ijhm.2020.102707>
- Kelly, J., & Morgan, T. (2020, April 6). Coronavirus: Domestic abuse calls up 25% since lockdown, charity says. *BBC News*. <https://www.bbc.com/news/uk-52157620>
- Lee, C.-K., Song, H.-J., Bendle, L. J., Kim, M.-J., & Han, H. (2012). The impact of non-pharmaceutical interventions for 2009 H1N1 influenza on travel intentions: A model of goal-directed behavior. *Tourism Management*, 33(1), 89–99. <https://doi.org/10.1016/j.tourman.2011.02.006>
- Mason, P., Grabowski, P., & Du, W. (2005). Severe acute respiratory syndrome, tourism and the media. *International Journal of Tourism Research*, 7(1), 11–21. <https://doi.org/10.1002/jtr.519>
- Meyer, J., McDowell, C., Lansing, J., Brower, C., Smith, L., Tully, M., & Herring, M. (2020). Changes in physical activity and sedentary behaviour due to the COVID-19 outbreak and associations with mental health in 3,052 US adults. *Cambridge Open Engage*. <https://doi.org/10.33774/coe-2020-h0b8g>
- Mogaji, E. (2020). Financial vulnerability during a pandemic: Insights for coronavirus disease (COVID-19). *SSRN Electronic Journal*. <http://dx.doi.org/10.2139/ssrn.3564702>

- Nicola, M., Alsafi, Z., Sohrabi, C., Kerwan, A., Al-Jabir, A., Iosifidis, C., Agha, M., & Agha, R. (2020). The socio-economic implications of the coronavirus pandemic (COVID-19) : A review. *International Journal of Surgery*, 78, 185–193. <https://doi.org/10.1016/j.ijsu.2020.04.018>
- O'Reilly, A., Tibbs, M., Booth, A., Doyle, E., McKeague, B., & Moore, J. (2021). A rapid review investigating the potential impact of a pandemic on the mental health of young people aged 12–25 years. *Irish Journal of Psychological Medicine*, 38(3), 192–207. <https://doi.org/10.1017/ipm.2020.106>
- Page, S., & Yeoman, I. (2007). How VisitScotland prepared for a flu pandemic: Lessons for businesses. *Journal of Business Continuity & Emergency Planning*, 1(2), 167–182.
- Panackal, N., & Venkataramani, B. (2021). A study of the enablers of social capital in an organisation: A total interpretative structural modelling and MICMAC approach. *Prabandhan: Indian Journal of Management*, 14(4), 22–38. <https://doi.org/10.17010/pijom/2021/v14i4/158725>
- Pūras, D., de Mesquita, J. B., Cabal, L., Maleche, A., & Meier, B. M. (2020). The right to health must guide responses to COVID-19. *The Lancet*, 395(10241), 1888–1890. [https://doi.org/10.1016/S0140-6736\(20\)31255-1](https://doi.org/10.1016/S0140-6736(20)31255-1)
- Qiu, R. T., Park, J., Li, S., & Song, H. (2020). Social costs of tourism during the COVID-19 pandemic. *Annals of Tourism Research*, 84, 102994. <https://doi.org/10.1016/j.annals.2020.102994>
- Qui, W., Chu, C., Mao, A., & Wu, J. (2018). The impacts on health, society, and economy of SARS and H7N9 outbreaks in China: A case comparison study. *Journal of Environmental and Public Health*, 2018, Article 2710185. <https://doi.org/10.1155/2018/2710185>
- Rashmi, K., Kataria, A., & Singh, R. (2021). Work-life balance: A review and future research agenda. *Prabandhan: Indian Journal of Management*, 14(2), 8–25. <https://doi.org/10.17010/pijom/2021/v14i2/157690>
- Ratislavová, K., & Ratislav, J. (2014). Asynchronous email interview as a qualitative research method in the humanities. *Human Affairs*, 24(4), 452–460. <https://doi.org/10.2478/s13374-014-0240-y>
- Reisinger, Y., & Mavondo, F. (2005). Travel anxiety and intentions to travel internationally: Implications of travel risk perception. *Journal of Travel Research*, 43(3), 212–25. <https://doi.org/10.1177/0047287504272017>
- Scott, D., & Gössling, S. (2015). What could the next 40 years hold for global tourism? *Tourism Recreation Research*, 40(3), 269–285.
- Singh, S., Kapoor, P., Srivastava, S., & Prakash, A. (2021). Impact of media on the health consciousness of the millennial generation. *Prabandhan: Indian Journal of Management*, 14(12), 35–53. <https://doi.org/10.17010/pijom/2021/v14i12/167459>
- Stevens, L. (2020, June 24). Financial impact of COVID-19 on employees. *Best Money Moves*. <https://bestmoneymoves.com/blog/2020/06/24/financial-impact-of-covid-19-on-employees/>
- Tuzovic, S., & Kabadayi, S. (2021). The influence of social distancing on employee well-being: A conceptual framework and research agenda. *Journal of Service Management*, 32(2), 145–160. <https://doi.org/10.1108/JOSM-05-2020-0140>
- UNWTO. (2020, September 15). *International tourist numbers down 65% in first half of 2020, UNWTO reports*. <https://www.unwto.org/news/international-tourist-numbers-down-65-in-first-half-of-2020-unwto-reports>
- UNWTO. (n.d.). *Tourism and Covid-19*. <https://www.unwto.org/tourism-covid-19-coronavirus>

- Wanberg, C. R. (2012). The individual experience of unemployment. *Annual Review of Psychology*, 63(1), 369–396. <https://doi.org/10.1146/annurev-psych-120710-100500>
- Wilson, J. M., Lee, J., Fitzgerald, H. N., Oosterhoff, B., Sevi, B., & Shook, N. J. (2020). Job insecurity and financial concern during the COVID-19 pandemic are associated with worse mental health. *Journal of Occupational and Environmental Medicine*, 62(9), 686–691. <https://doi.org/10.1097/JOM.0000000000001962>

### About the Authors

**Dr. Sweety Jamgade (Associate Professor and HoD - Management Studies, Hospitality in FHMCT, Ramaiah University of Applied Sciences, Bangalore) is a doctorate in tourism & hospitality management. She treasures 19+ years of overall experience in academics and industry and is interested in tourism and hospitality research. She is passionate about ecotourism and has presented and published research papers in seminars and conferences. She has a great zeal for guiding students and is also a travel review writer and blogger (<https://allaboutecotourism.blogspot.com/>).**

**Neena Joshi was the former Associate Dean of FHMCT, Ramaiah University of Applied Sciences, Bangalore. An MBA graduate, she treasures 25+ years of academic & industry experience. She is a veteran in academics and food & beverage production. She has great enthusiasm for training students and mentoring faculty.**