To What Extent Does Your Job Influence Your Overall Happiness?

Bachelor Thesis for Obtaining the Degree

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Affidavit

I hereby affirm that this bachelor thesis represents my own written work and that I have used no sources and aids other than those indicated. All passages quoted from publications or paraphrased from these sources are properly cited and attributed.

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Abstract

This thesis aims to analyze the influence of one's job on overall happiness. Based on existing literature on happiness, job satisfaction, and the stressful work life of employees in the hospitality industry, primary research was conducted with 48 employees of 19 hotels in Vienna. The final outcome of this thesis shows both positive and negative relationships between the job and happiness. Happiness is very subjective, yet the results reveal that negative experiences at work in particular influence the subjects' overall well-being. Most hotel employees feel stressed both at work and in their private life, as the working hours and high customer demands lead to high stress levels. This can be minimized by a healthy lifestyle including practicing physical activities, meditating, eating a healthy diet, sleeping, and having a satisfying and balanced social life. Yet, due to the long working hours, most employees prioritize their free-time and dedicate themselves more to social activities than to recreational ones which explains the existing stress levels in their private lives.

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1 Introduction

1.1 Background Information

A job is the work of a person with a monetary reward ("job", n.d.). The relationship between the job and happiness is a subjective matter, as both topics are influenced by various individual factors. Social scientists say, "happy people are the ones that regularly experience positive emotions" (Greenberg, 2011, p.179). The subject of overall happiness is a very comprehensive and broad topic that depends on individual characteristics and circumstances of one person and there are many ways to achieve happiness and well-being (Csikszentmihalyi & Csikszentmihalyi, 2006; Diener & Lucas, 2008; Lyubormisky, Schkade & Sheldon, 2005). According to Csikszentmihalyi and Csikszentmihalyi (2006), physical activity and spending time outdoors have positive impacts on the body and mind as they prevent mental illnesses, by allowing to change the perspectives on life situations. According to Dweck (2006) happiness can be dertermined by the right mindset, as one can have a positive growth mindset or negative fixed mindset towards life. Sleep is very important for well-being, as it influences both the mental and physical health, by allowing the body and mind to rejuvenate and relax (Robotham, Chakkalackal & Cyhlarova, 2011). In addition a healthy diet can positively influence well-being and prevent chronic diseases as well (World Health Organization, 2003). Furthermore, being involved in social activities and having a positive attitude about life in general are very beneficial and good conditions for one to feel happy. Lyubomirsky et al. (2005) highlight the motives, core values, and basic human needs, which Maslow (1954) illustrates in his well-known hierarchy of needs. Happiness is 50% set in our genes, 40% set by intentional activities, and 10% is determined by other circumstances such as job and income level (Lyubomirsky et al., 2005). Nevertheless, it is important to stress that life satisfaction and happiness can depend on the job satisfaction. A satisfied employee is also happier in his private life (Borkowska, n.d.). Amongst others, Maslow, includes the needs for safety, esteem, and self-actualization that are all connected to employment and one's job (DeNisi & Griffin, 2008). The achievement and satisfaction of these needs are crucial when examining happiness, as they have positive effects on well-being (Deci & Ryan, 2000).

Job satisfaction is defined as, "positive or negative attitudes held by individuals towards their jobs" (Greenberg, 2011, p.220). There are differences in individuals' attitudes towards their jobs and relationships between the work and private life, as some people see their job as a big part of their life and others complete their jobs because they must do so (Saari & Judge, 2004). A high amount of demands, the atmosphere and social issues among employees, the physical environment, or the working hours can be stressors experienced in the work place and can influence overall job and life satisfaction. "According to one survey, 90% of American workers report feeling stressed at least once a week, and 40% describe their jobs as very stressful most of the time (…) half of all American workers report that stress has adversely affected their health" (Greenberg, 2011, p.185). Due to the complexity of job satisfaction and happiness, this thesis analyzes the significance of the job on overall happiness by focusing on employees in the hospitality industry in particular. The hospitality industry is very fast-moving, stressful, and consists of service business organizations where work is very labor-intensive (Grow, 2013; Kandampully, 2007). Hotels often employ part-time and seasonal staff to overcome the challenges of fluctuating demands, with the consequence of high levels of labor turnover due to the stress and work pressure (Carbery, Garavan, O'Brien & McDonnell, 2003; Wood, 1994). Due to irregular and long working hours, employees suffer from fatigue, which often results in bad nutrition and poor physical activity. Another consequence is employees' rare participation in social activities (Grow, 2013). Employees in the hospitality industry feel stressed 40 – 62 % of days. Interpersonal issues and work overloads are the most frequent stressors experienced in the hospitality industry (Davis & O'Neill, 2010). Stress at work can have severe consequences on health and well-being (Chandola, 2010) which makes this a relevant research topic. These observations provide the main motivation for researching and discovering to what extent the job influences the overall happiness with a focus on employees in the hospitality industry. Due to the substantial amount of hours spent at a job, job satisfaction needs to be evaluated frequently by organizations to enhance the well-being of employees (Spector, 1997). Research on positive emotions and happiness is a worthwile topic, which involves "personal growth, change, learning, social coordination or physical health" (Frederickson & Cohn, 2008, p.791).

1.2 Research Objectives

Based on the preceding discussion, this thesis aims to investigate the impact of the job on overall happiness. There is limited reporting on the relationship between stress and happiness in the hospitality industry (Chia & Chu, 2015), hence, this thesis will focus on the influence of jobs in the hospitality industry on the happiness of employees. Thus, the research question of this thesis is:

To what extent does your job influence your overall happiness?

The topic will be tackled by conducting both secondary and primary research. In more detail, the first part of the thesis will be focused on secondary research that looks mainly into the topics of the overall factors that lead to happiness as well as job satisfaction, the expectations of employees, and the different types of stressors at work and their impact on their personal lives. The focus is on the hospitality industry, hence the industry and its employees will be discussed in the conclusion.

The second part of this thesis consists of primary research that is done by means of a survey conducted with employees in different job positions working in selected hotels in Vienna. A large number of hotels in Vienna were contacted and 19 hotels agreed to take part in this research. "Le Meridien", "Boutique Hotel Stadthalle", "Hotel Lamée", "Hotel Topazz", "Hotel Altstadt" "Hotel Sacher", "Hotel Sans Souci", "Hotel Mélia", "Ritz Carlton", "25 hours Hotel" "Intercontinental" "Austria Trend Hotels" "Hotel Harmonie", "Hotel Regina", "Hotel de France", "Radisson Blu", "Hotel Steigenberger", "Hotel Pertschy" and "The Guesthouse" in Vienna responded positively to the research request. The questions concerning job satisfaction/dissatisfaction, the stressors at work, as well as private recreational and social activities will be included. The results of the survey are a helpful tool to showcase the significance of the decision to work in the hospitality industry on the overall happiness and well-being. Thus, possible ideas concerning human resource engagement or the enhancement of individuals' work-life balance could be discovered, that the hotels and the individual could profit from.

2 Literature Review

The following chapter is directed towards the elaboration of relevant literature. There is a broad selection of literature in the fields of happiness, job satisfaction, expectations of employees, stressors at work, the hospitality industry, and its employees. The first section of literature used for this thesis is concentrated on what happiness is all about. After that, job satisfaction will be defined including the expectations of employees as well as the most common stressors experienced at work. Furthermore the hospitality industry will be discussed in detail and the work life and labor issues of employees in the hospitality industry will be illustrated.

2.1 Happiness

"Happiness is the whole meaning and purpose of life.

The whole aim and end of human existence."

Aristotle

(The Pursuit of Happiness, 2016, para.4)

The subject of happiness has always been a relevant topic, since already Confucius, Buddha, Socrates, Aristotle and many other philosophers in the course of history were engaged with the study of happiness ("happiness", n.d.). Happiness includes more recurring positive experiences than negative ones and generally involves a high level of satisfaction with life (Lyubomirsky et al., 2005). Social scientists say, "happy people are the ones that regularly experience positive emotions" (Greenberg, 2011, p.179). Lyubormisky et al. (2005) found that happy people are generally more social and appear more attractive to other people. All in all, the definition of happiness comes with a very subjective approach (Diener & Lucas, 2008; Lyubormisky et al., 2005). This leads to the fact that happiness is a very complex and broad topic that depends on the individual backgrounds, characteristics and values of a person (Dweck, 2006).

There are also many different ways to achieve happiness and well-being (Csikszentmihalyi & Csikszentmihalyi, 2006), as there are strong differences in people's backgrounds, experiences, influential factors, and ways of learning (Dweck, 2006). Due to the complexity of happiness, the most relevant factors that can influence happiness will be explained in the next section in more detail.

2.1.1 Influential Factors

Happiness is determined by the three factors: (1) genetic information, (2) intentional activities and (3) the circumstances one is living in. Happiness is 50% set in our genes with our characteristics and personality traits, 40% set by intentional activities, and 10% is determined by other circumstances, e.g. demographic factors, such as income level (Lyubormirsky et al., 2005). With regards to the 50% influence of heritable factors on happiness, different kinds of mindset of each individual and their ability to change negative emotions need to be considered (Dweck, 2006). There are two different kinds of mindsets - the fixed mindset and the growth mindset - that have an impact on the individual's reactions to life events. An individual with a fixed mindset is rather pessimistic, as they avoid challenges, give up easily, make no efforts, ignore useful negative feedback, and feel threatened by the success of others. On the other hand, the growth mindset causes people to be rather optimistic, embrace challenges, have stamina when facing challenges, see effort as a path to reaching goals, learn from criticism, and find lessons or inspiration in the success of others. Consequently, one can see that there are different character tendencies to react to life events (Dweck, 2006). In order to achieve happiness and contentment in life it is important one is aware of his own personality, including his strengths and weaknesses (Maslow, 1987). Referring to the 40% influence of intentional activities on happiness a regular practice of activities such as: physical exercise (Babyak, Blumenthal, Herman, Khatri, Doraiswamy, Moore, Craighead, Baldewicz & Krishnan, 2000), mindfulness training (Shapiro, Brown & Biegel, 2007), attentionally practicing gratitude (Emmons & McCollough, 2003), and random acts of kindness (Lyumbormisky et al., 2005) have positive impacts on mental and physical well-being. According to Csikszentmihalyi and Csikszentmihalyi (2006), physical activity or spending time outdoors have positive outcomes on the body and mind.

They prevent mental illnesses because they modify one's perspective on problems, which makes one feel better. Furthermore, sleep has a crucial impact on mental and physical health. Sleep is said to be the best meditation, as during sleep one can process and rejuvenate the most, and allow the body and mind to relax (Robotham, Chakkalackal & Cyhlarova, 2011). In addition, a healthy diet can positively influence well-being and prevent chronic diseases. A combination of physical activity and a healthy diet influence overall health the most (World Health Organization, 2003). Furthermore, social activities, loyal relationships, and communication with friends are very beneficial (Csikszentmihalyi & Csikszentmihalyi, 2006). Vaillaint (2012) underlines, by referring to the 75-year old *Harvard Grant Study*, that relationships and love are necessary for an individual's overall happiness as shared experiences have a positive impact on oneself. The remaining 10% of influence on overall happiness caused by life circumstances can be explained by the hedonic adaptation, which is the tendency of people to quickly adapt to their current life situation (Diener, Lucas & Scollon, 2006). Both positive and negative experiences will not have a large impact on happiness and well-being as people tend to get used to their surroundings instantly. People react to positive or negative experiences only in the short-term, whereas in the long-term they do not have any effects. Looking at all influential factors, it is important to consider that there is always a subjective approach to the well-being of an individual (Diener et al., 2006).

In several countries, a correlation between happiness and the life circumstance of income level is found, although it is unclear if happiness occurs due to a higher income or if happiness is the key driver in order to earn more money and be more successful (Greenberg, 2011), which will be discussed in the following sections in more detail. Older people can be more optimistic than younger people due to more life experience and the ability to make decisions with more wisdom (Sheldon & Kasser, 2001). Rather than constantly looking for new options or ways to achieve happiness, it is more helpful to accept one's own personality and heritable happiness level, as well as finding satisfaction in activities (Lyumbormisky et al., 2005).
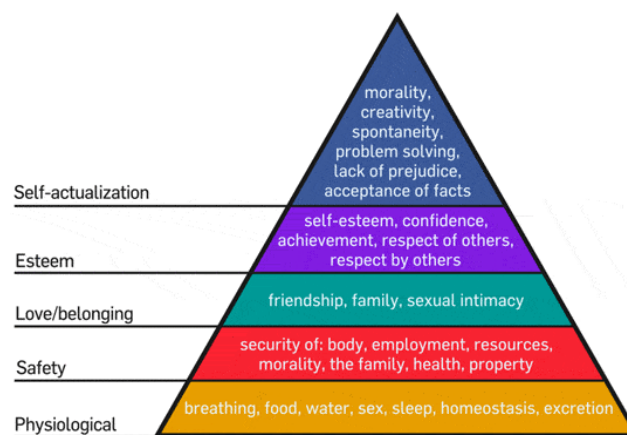
All in all, having a positive attitude about circumstances and goals in life are good conditions for happiness (Csikszentmihalyi & Csikszentmihalyi, 2006). Based on the aforementioned details, happiness is mainly determined by genetic information and also depends on the performance of intentional activities such as physical exercise, mindfulness training, or being engaged in social activities. It is proven, that happiness has a large impact on a wide variety of cognitive, social, and biological processes in our body (Frederickson & Cohn, 2008), which makes this a relevant topic to discuss. Furthermore the fulfillment of human needs has an impact on the overall happiness which will be discussed in the following section.

2.1.2 Human Needs

When looking into the topic of happiness, the human needs need to be considered as both their satisfaction and dissatisfaction have an impact on the quality of life and happiness of a person (Maslow 1954; Sirgy, 1995; Constanza et al., 2006). The quality of life and happiness is a subjective approach that expresses how satisfied people are with their lives and to what extent their human needs are met (Constanza et al., 2006). A need is defined as an individual's desire that needs to be satisfied in order to be content ("need", n.d.). The satisfaction of basic physiological, as well as psychological, needs influences personal growth, performance, and happiness. If one is aware of his needs, he will be able to best use his human potential (Deci & Ryan, 2000). According to Constanza et al. (2006, p.271), humans have exactly four types of capital that have the ability to satisfy their basic needs, such as reproduction, security, creativity, or freedom. (1) "The social capital", in terms of engaging in relationships; (2) "the human capital", the knowledge from our brain; (3) "the built capital", the material provision or housing; and (4) "the natural capital", the natural resources provided from our environment.

Furthermore, Maslow illustrates human needs with a different approach. He chooses five different needs, see Figure 1, starting from the basic physiological needs at the bottom of the pyramid, to more compound needs, to self-actualization needs at the top of the pyramid that need to be satisfied to feel good (DeNisi & Griffin, 2008).

Figure 1: An Interpretation of Maslow's Hierarchy of Needs

Self-actualization: morality, creativity, spontaneity, problem solving, lack of prejudice, acceptance of facts

Esteem: self-esteem, confidence, achievement, respect of others, respect by others

Love/belonging: friendship, family, sexual intimacy

Safety: security of: body, employment, resources, morality, the family, health, property

Physiological: breathing, food, water, sex, sleep, homeostasis, excretion

Source: The Pursuit of Happiness (n.d., para. 14)

The "basic needs" are physiological needs, such as the need for breathing, food, sex, or sleep. "Safety needs" are on the next level and involve living in a secure and healthy environment, having a family and property, and being employed. "Love and belonging needs" explain the social needs for deep connections and loyal relationships with family and friends. These are followed by "esteem needs" including self-esteem, achievement, respect from others, and a positive attitude towards oneself. On the top of the pyramid, are "self-actualization needs" which are connected to morality and creativity. The "esteem and self-actualization needs" especially include the achievement of life goals using one's own potential (DeNisi & Griffin, 2008). The achievement of life goals is crucial when defining happiness. Especially crucial is the achievement of intrinsic life goals that are performed out of one's own motivation and have positive effects on well-being (Deci & Ryan, 2000).

On the contrary, if human needs are not satisfied, this can have severe costs for health and well-being. It can lead to mental burdens, such as anxiety or depression. Reponses to the lack of needs would result in compensatory behaviors. This means that one will find a substitute, taking a material possesion for example, to achieve a "collateral satisfaction" for the individual (Deci & Ryan, 2000, p.249). Each person has different needs and different levels of expectations. Hence, it is a subjective matter if the fulfillment of these needs can make one happy (Constanza et al., 2006). Human needs are an essential topic when discussing happiness, as both their satisfaction and dissatisfaction have an impact on the quality of life and happiness of a person (Constanza et al., 2006). When looking at safety- or self-actualization needs, jobs come into place. A job does not only include the security to live, but also satisfies esteem and self-actualization needs. From this perspective, the topic of job satisfaction becomes of utmost importance, which will be discussed in the next section of this thesis.

2.2 Job Satisfaction

A job is the work of a person with a monetary reward ("job", n.d.). It is an activity oriented towards a target and to a certain extent it is an involuntary action due to the need and responsibility for security in life (Ponocny & Ponocny-Seliger, 2017). Job satisfaction is defined "as positive and negative attitudes towards a job" (Greenberg, 2011, p.220). It is the positive or negative emotional state resulting from one's job experiences (Locke, 1976). Due to the substantial amount of hours spent at a job, job satisfaction needs to be evaluated frequently by the management of firms for enhancing the well-being of the employees (Spector, 1997). Especially following the recession in 2008-2009, awareness and concerns about job satisfaction have increased due to the increase of job insecurity, social stressors, and high task demands at work (Chandola, 2010), which will be discussed later in this chapter.

It is apparent that a satisfied employee is also happier in his life (Borkowska, n.d.). Employees who are satisfied with their jobs are more productive and perform better. They mostly stick with their jobs and do not look for other options, which makes organizations with happy employees more successful than those with less happy employees, making job satisfaction a huge driver for job performance (Greenberg, 2011; Spector 1997). "If you know you're playing to your strengths, in an environment you can thrive and feel your work is rewarding, that really is happiness at work" (Burke, 2015, para.3). When job satisfaction is high, employees perform out of intrinsic motivation - the motivation to work with a sense of self-determination and have a positive attitude towards the job (DeNisi & Griffin, 2008). Some people see their job as a big part of their life and others complete their job because they must do so. This is supported by the three existing relationships one can have between their job and their private life:

(1) "the spillover": the job "spills over" into their private life

(2) "the segmentation": their job and personal life experiences are separate

(3) "the compensation": the person needs to compensate for their job dissatisfaction by searching for happiness and life satisfaction in their private life

(Saari & Judge, 2004, p.398).

The employees' attitudes play an important role in their job satisfaction. Reasons for differing attitudes are individual and different mentalities and cultural influences, as well as the work situation, that influences job satisfaction (Saari & Judge, 2004). In order to achieve job satisfaction, one major influence is individual emotions, as positive as well as negative emotions from the individual can have an impact on their attitude (Borkowska, n.d.). Greenberg (2011) mentions that happier people will get a higher level of responsibility at work, both in content and variety, and will thus have more success. A positive mindset of the CEO will influence the employee's attitude . People are more satisfied in their jobs when they are happy and in good health (Booth & Van Ours, 2007).

Achor (2010) presents in his Tedx talk "The Happy Secret To Better Work" the concept that happiness and positive emotions are the stimulators to be better at work. He mentions many advantages to happiness, such as more secure jobs, better productivity, more resilience, less burnout, and less labor turnover. An individual's attitude has a major influence on job satisfaction, nevertheless there are further external factors that need to be provided by the employer. According to Burke (2015), the four key drivers for job satisfaction are:

(1) feeling supported and recognized for work

(2) straight guidelines

(3) freedom to organize yourself

(4) a good work-life balance.

In addition there is a difference between whether the individual works full-time or part-time. Part-time work offers great flexibility between working hours and private time, especially for women with young children. Nevertheless, part-time work can be unsatisfactory in terms of limited job advancement and low prestige. It thus, can have a negative impact on job and life satisfaction (Booth & van Ours, 2007). Furthermore, job demands and social support in the workplace influence job satisfaction the most (De Jonge, Dorman, Janssen, Dollard, Landeweerd & Nijhuis, 2010). A very positive tool used by companies to achieve job satisfaction is job enrichment - giving people more importance, meaning and autonomy (Tesone, 2005). It is important that one can make use of his skills of his own initiative (Borkowska, n.d.). Jobs with a higher amount of creativity seem to be more satisfying than jobs that require more rational skills (Greenberg, 2011). According to Bailey and Madden (2016), doing meaningful work is most important for the individual as well as for the company. The experience of finding meaning in work is very rewarding, as this fills the gap between job satisfaction and personal life satisfaction - the spillover relationship between the job and personal life, as explained by Saari and Judge (2004). Companies offering meaningful work for the individual tend to keep their employees and attract new and motivated people (Bailey & Madden, 2016).

Based on the analysis of the literature, job satisfaction is influenced by several factors. The individual's attitudes and personality traits as well as the emotions towards the job are important, as a positive attitude will influence job performance and satisfaction. Furthermore, job satisfaction is influenced by external circumstances, whether the employee finds meaning in his work, feels supported, works full-time or part-time or has a good work-life balance. Job satisfaction arises when the tasks and values in the job fit the individual's expectations (Greenberg, 2011). The employee's expectations and the organizations' responsibilities, as well as the stressors at work that can influence job satisfaction, will be further explained in more detail in the following sections.

2.2.1 Expectations of Employees

Ideas about jobs have changed over the last few decades and the expectations have increased, which makes it more difficult for enterprises to satisfy their employees (Greenberg, 2011). The relationship between the employee and employer can be explained as "something of value that is exchanged for something else of value" (Tesone, 2005, p.13). As previously discussed, the employee's attitudes towards the job influence job satisfaction, as each individual comes from different backgrounds and has different expectations (Saari & Judge, 2004). In order to be satisfied with the job, there are some expectations that the employee has of the employer that need to be fulfilled (Tesone, 2005). The expectations arise from the needs of the employee which are:

(1) "survival needs", that shall be satisfied in terms of payment for life security

(2) "social needs" must be satisfied in terms of interpersonal relationships

(3) "ego needs" for the self-esteem, achievements or autonomy in the job

(4) "self-actualization needs" for finding meaning and using its own potential

(Sirgy, 1995, p.41).

According to the employee job satisfaction research by Oraman, Unikitan and Selen (2011, pp.416-419), the factors of "payment, good working conditions, possibility of promotion, authority, and responsibility" are most important to the employee. The most important points are the feeling of respect and being appreciated by the employer. Employees want to feel valued in what they are doing and perform appropriate and meaningful tasks. The fairness and understanding of the employer are important in cases of bad health or other personal issues. Last but not least, a fair payment shall be provided (Tesone, 2005).

One can see that not only financial compensation, but also psychological payment is important for better performance of the employee (Tesone, 2005). Companies have mandatory employee benefits such as "workers compensation, unemployment compensation or social security" (Tesone, 2005, p.141). Voluntary benefits include "health insurance, life insurance, paid holidays, paid sick and personal times, education assistance or child care" (Tesone, 2005, p.141). Furthermore, safety programs or illness prevention programs can be offered as well as wellness programs that include gyms or fitness centers in the enterprise, or the opportunity to participate in other activities that enhance mental and emotional health (Tesone, 2005). Employees have several needs and expectations of their jobs that should be fulfilled in order to achieve job satisfaction. These expectations might not always be fulfilled, as stressors at work can occur that will be discussed further in the next section.

2.2.2 Stressors at Work

"According to one survey, 90% of American workers report feeling stressed at least once a week, and 40% describe their jobs as very stressful most of the time (…) half of all American workers report that stress has adversely affected their health."

(Greenberg, 2011, p.185)

Stress is defined as a response to a stimulus that upsets the physical and mental balance. It causes hormones like adrenaline and cortisol to be produced in our bodies ("stress", n.d.).

Acute stressors make people feel rather excited and be more attentive, whereas chronic stressors have long-term effects on the body and mind and are more critical ("stress", n.d.).

The several types of stressors are defined accordingly:

(1) "Acute stressors: Stressors that bring some form of sudden change that threatens us either physically or psychologically, requiring people to make unwanted adjustments."

(2) "Episodic stressor: The result of experiencing several acute stressors in a short period of time."

(3) "Chronic stressor: The most extreme type of stressor, constant and unreleting in nature, and having a long-term effect on the body, mind and spirit."

(Greenberg, 2011, p. 186).

Stress is perceived very subjectively as it is based on the individual's own characteristics and values (Cohen, Kamarck & Mermelstein, 1983). It is proven that stress decreases the level of happiness (Nelson & Schiffrin, 2008). Stress at work affects the mental, as well as the physiological health as it can cause depression and anxiety disorders or cardiovascular problems (Chandola, 2010). According to Greenberg (2011, p.188), "physiological strain reactions can be quite severe. Some experts estimate that stress plays a role in anywhere from 50-70% of all forms of physical illness", which underlines the connection between the body and mind.

Stressors at work can vary as each individual has different levels abilities how to deal with demands of a job (Blaug, Kenyon & Lekhi, 2007). According to the model of work-related stress potential threats for employees could arise from the following factors: "culture, demands, control, role, change, relationships, and support" (Blaug et al., 2007, p.19). Social stressors at work especially arise due to the emotion that is always involved in interpersonal relations (Fisher & Mansted, 2008) and can lead to depressive symptoms such as anxiety, less self-esteem, or other psychological complaints (Dorman & Zapf, 2002).

Further stressors arise from the conditions of the physical environment where employees are working that can affect health and well-being. If the employee feels comfortable in the work place this will also influence the attitude at work (DeNisi & Griffin, 2008; Hughes, 2009). A quiet workspace is important as noise can lead to hearing damage and increase stress levels. Furthermore, ventilation is important as frequently breathing in fresh air is beneficial and helps against fatigue. In addition, pleasant lighting assists in creating a comfortable work place (Hughes, 2009). Working hours are another crucial factor that can increase stress levels. Employees working more than 40 hours are less involved in social activities, although they are a very beneficial to achieve happiness, and can have further impacts on health and happiness (Burke, 2015). Not only the amount of hours, but also work shifts have impacts on health, as humans live in circadian rhythms, which is the ability of the body to know when to eat and sleep. Thus, employees working night shifts might be affected by the different rhythm, which makes it harder for them to find balance (DeNisi & Griffin, 2008).

Stress has negative impacts on both the individual and the whole business (Greenberg, 2011). The aforementioned stressors at work are high task demands, social stressors among employees, the physical environment, and the amount of working hours, which can have severe consequences on the health and well-being of an individual. It not only influences job satisfaction, but also life satisfaction through which a relationship between the job and happiness can be drawn. The focus of this thesis is on employees in the hospitality industry. Hence, the hospitality industry will be explained in the next section of this thesis.
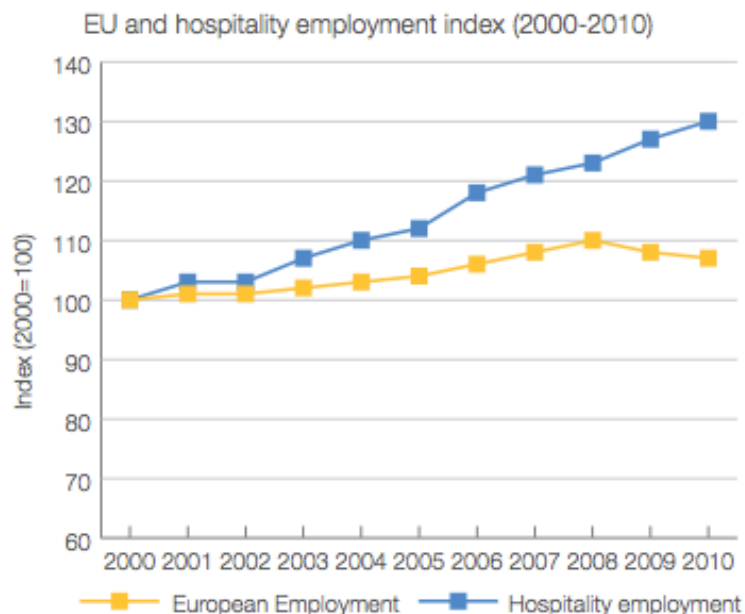
2.3 Hospitality Industry

The hospitality industry is a major part of the tourism industry that is constantly growing and is a key driver for socio-economic progress (Hotrec, n.d.). It involves a commercial experience providing a service, normally for accomodation and food, with the exchange of a payment (Page, 2009). According to Hotrec (n.d.), the "umbrella association of hotels, restaurants and cafés in Europe", the industry includes 1.7 million companies with about 10 million employees, which makes up 4.4% of total employment in Europe. The hospitality industry is represented worldwide by diverse options (Slattery, 2002). It does not only include hotels, restaurants and cafés, but also more options, such as cruise chips (Reynolds, 2012).

According to a report by Ernst & Young, The Brewers of Europe and Hotrec (2013), the hospitality sector is a main component of the European economy. The industry supports job creation and economic growth. It employs many young people starting their careers and supports them with training and advancement options and also giving former employees the opportunity to return. In addition, the hospitality industry is the biggest employer of migrant labor in Europe. In Europe, 10.2 million people are employed in the hospitality industry and contribute around 126 billion euros in taxes to the government. The industry offers jobs for unskilled as well as highly qualified people. The total employment figure in Austria for the hospitality industry includes about 430,000 jobs, which is 11% of total employment in Austria. This is relatively high compared to the figure in other European countries (Ernst & Young, The Brewers of Europe & Hotrec, 2013).

As shown in Figure 2, there is a growing trend toward employment in the hospitality industry in Europe. There is an increase of 29% more people employed in 2010 than in 2000 which has resulted in 2.5 million additional employees (Ernst & Young, The Brewers of Europe & Hotrec, 2013).

Figure 2: The growing trend of hospitality employment in Europe

Source: Ernst & Young, The Brewers of Europe & Hotrec (2013, p.11)

The hospitality industry is constantly growing and provides a main income source for Europe (UNWTO, n.d.). It is a large industry, employing a lot of people, but in contrast it is also dependent on a strong economy and the demands of tourists (Reynolds, 2012). According to the UNWTO (n.d), the number of international arrivals worldwide have risen by 4% in 2015. There were about 538 million tourists in 2015, an increase of 21 million people. In Europe, the average occupancy increased by 1.7 %. The largest increase took place in Eastern Europe with an increase of 3.2%. Southern Europe had a 2.2% increase and Northern and Western Europe both increased by 1.4%. Focusing only on the hospitality industry Austria, it has seen a 7% increase in arrivals (UNWTO, 2015).

The hospitality industry, as illustrated in Figure 2, is a very fast-growing industry with high labor intensity, which makes the industry so relevant. Mostly the industry consists of service businesses (Kandampully, 2007). A service is defined as an intangible act by a service provider to the customer ("service", n.d.). A service is intangible, meaning it is not a physical product, but an action or performance offered to another (Kotler & Armstrong, 1996). It comes with variability, as it is provided by one individual to the other, thus the experience will always differentiate for each customer (Zeithaml, Bitner & Gremler, 2006). The most important characteristic of a service is the inseparability, which is the interaction between the customer and service employee (Zeithaml et al., 2006). Employees are the most important factor in the hospitality industry. They master the challenges of the service provision and create value for the customer. A good communication and team work between the different departments and the employees makes the enterprise successful (Kandampully, 2007).

It is important to "take care of the employees so they'll take care of the costumers" (Mariott, as cited in Kandampully, 2007, p.102). Employees in hospitality enterprises are defined as "internal customers that have first priority" because the philosophy of the organization first needs to be delivered from the managers to the employees so that they serve hotel customers successfully (Kandampully, 2007, p.97). About 50% of employees are younger than 35 years old with women representing 55% of employees and men 45% (Hotrec, n.d.). The motivation of employees to work is usually an internal process, but external circumstances are also crucial and effect the employee when considering job satisfaction (Simons & Enz, 1995). It is important that the organization decides on fair policies and procedures for the employee (Mariott, as cited in Kandampully, 2007). There are several factors that impact the quality of the work life of employees in the hotel industry: job enrichment; support of work-life balance; more flexible working hours; support of family life; provision of wellness programs including nap rooms and massage therapy; free food and offering personal enrichment such as physical activity and provision of medical support (Soni & Rawal, 2014).

According to Nadiri and Tanova (2010), human resources are important in the service sector. Increasing employees' job satisfaction leads to benefits within the organization and also better performance of the hotel as there exists a strong relationship between job satisfaction and job performance. Grow (2013) argues that although the hospitality industry allows the employee a lot of variety in job choice and working areas, the high demands can cause mental stress. The stressful work environment has consequences on the well-being of hotel employees (Scherer, as cited in Chia & Chu, 2016), which results in many "working wounded people in the hospitality industry suffering from burnout" (Lederer, Okumus & Van Niekerk, 2016, p.2). The stress in the hospitality industry is caused by the increase in costs by the hotels to satisfy the standards of the guests. This leads to a labor shortage, thus, high task demands for the individual. This is particularly mentioned as a problem by the International Society of Hospitality Consultants (Wang & Wang, 2009).

According to Davis and O'Neill (2010), employees working in the hotel industry feel stressed 40 – 62 % of days. Due to irregular and long working hours, employees suffer from fatigue, which often results in bad nutrition and poor physical activity (Grow, 2013). Another consequence is infrequent participation in social activities. Hotels often employ part-time and seasonal staff to overcome the challenges of the fluctuating demand, which has the consequences of high levels of labor turnover due to the stress and work pressure (Wood, 1994). A major challenge for employees working in the hospitality industry is that the customers are very demanding, which often occurs at times that are very challenging and can cause stress, anxiety or damage to the self-confidence of the employee (Grow, 2013). In a service-oriented industry, the employee is always required to act friendly, kind and open as the main focus is on the customer and his needs (Kandampully, 2007). In more stressful times this can lead to emotional labor, the emotional control and creation of a different emotion to the outside, than feeling inside (Hochschild, 2003). This dissonance between the different emotions displayed to the outside and the feeling on the inside requires lots of energy and emotional control, which leads to mental pressure and stress (Hochschild, 2003). Interpersonal issues or work overloads are particularly challenging in the hospitality industry (Davis & O'Neill, 2010).

In summary, the most crucial labor issues in the hospitality industry are:

(1) high volatility in demand

(2) part-time or seasonal staff employment

(3) a shortage of skilled labor

(4) less specialization

(5) lower quality of labor

(6) low wages and few opportunities for personal development

(7) high expectations and needs by the customer

(8) high turn-over rate

(Wood, 1994, pp.49-50).

The hospitality industry is a significant part of the European economy, very fast growing, employs 10.2 million people, including young employees attaining their first job, returning employees and also a lot of people with migrant backgrounds (Ernst & Young, The Brewers of Europe & Hotrec, 2013). Nevertheless it is also known for its high turn-over rates by employees (Carbery et al., 2003). This is caused by the significant stressors at work in the hospitality industry, especially those due to interpersonal issues or work overloads because of the volatile demand (Davis & O'Neill, 2010). Employees working in the hotel industry feel stressed 40 – 62 % of days. As shown in the preceding discussion, stress at work can have severe consequences on health and decreases the levels of happiness (Chandola, 2010; Nelson & Schiffrin, 2008). It is known that social stressors at work can lead to depressive symptoms such as anxiety, less self-esteem or other psychological complaints (Dorman & Zapf, 2002). Happiness is 50% set in our genes, 40% determined by intentional activities that can satisfy individual human needs and 10% dependent on other circumstances (Lyubormisky et al., 2005). The feeling of happiness requires a mental balance that can be achieved by physical and mindful activities as well as being involved in social activities. According to the literature, employees in the hospitality often experience stress at work, providing the main motivation for targeting employees working in the hospitality industry in the empirical part of this thesis in order to get deeper insight into the impact of their jobs on their personal well-beings.

3 Methods

The following chapter concentrates on the primary research part of this thesis. First of all, the definition and important elements of a survey are clarified, in which the advantages and disadvantages of conducting surveys are explained. The aim of conducting this survey is to reveal more insight into the individual attitudes of employees in the hotel industry toward their jobs and happiness in life. This will clarify the main subject of this thesis, the influence of jobs on overall happiness. This is further explained in the development of the survey, in which each question is explained accordingly. The third part of this chapter explains additional details concerning the data collection process.

3.1 Survey

Most empirical research by social scientists is done by quantitative data analysis, which is a technique for the assessment and evaluation of quantitative measurements (Chambliss & Schutt, 2012). It is especially helpful for "market research, attitude surveys, or health- and crime statistics (Bryman & Cramer, 1997, p.2)." A survey is a collection of information, figures or opinions in order to get more insight into certain topics ("survey", n.d.). A survey includes various unmanipulated variables that can reveal political views, behaviors, or demographics (Weismayer, 2017). The purpose of a survey is to discover relationships, explanations, or connections between variables by collecting and analyzing data. In order to conduct a survey, a theory and hypothesis need to be found and data by random selected respondents needs to be collected (Bryman & Cramer, 1997). Dependent variables are the main topics of interest and the independent variables may reveal new explanations for the research (Weismayer, 2017). Surveys are part of descriptive research design that can describe the relationship between variables (Chambliss & Schutt, 2012). The descriptive research design includes questionnaires in which data about people, objects or issues is collected.

"A questionnaire is a formal framework consisting of a set of questions and scales designed to generate primary raw data" (Hair, Wolfinbarger-Celsi, Oritunau & Bush, 2012, p.188). It is a good and reliable source for collecting information. There are various forms of a survey, whether it is done by pen and pencil, telephone, online or by asking people on the street (Weismayer, 2017). With the development of technology and the internet, the possibility of web surveys was developed (Hair et al., 2012).

There are several steps in designing a survey:

(1) "Confirm research objectives
(2) Select appropriate data collection method
(3) Develop questions and scaling
(4) Determine layout and evaluate questionnaire
(5) Obtain initial client approval
(6) Pretest, revise, and finalize questionnaire
(7) Implement survey"

(Weismayer, 2017, p.3).

The general structure of a survey usually begins with a cover letter, an introduction including instructions for the researcher, followed by the questions (Hair et al., 2012). The purpose of the cover letter is to motivate participation and increase the response rate it also provides contact as well as study information. The cover letter introduces the survey, gives information about the researcher, reveals the reasons for conducting the survey, provides a promise about anonymity and confidentiality, informs the participant about the length of the survey and an estimated completion time for the survey, and last but not least stresses the importance of taking the survey and motivates the participant. In case compensation is offered, this needs to mentioned. The completion date and details about returning the survey need to be explained. At the end the participant should be thanked for taking the survey (Weismayer, 2017).

The population needs to be identified and characterized and the selection process needs to be explained. The selection of the sample must be clear, as well as the units and variables included in the survey (Creswell, 2014). Afterwards the questions can be formed and decided upon. There are different ways to put questions in the survey. There are unstructured, open-ended questions in which the respondent can use their own words. The disadvantage of this method is the need to put in more effort and thinking to complete these questions, thus, they are often skipped by the respondent. On the other hand, there are structured, close-ended questions that are easier to respond to and are used more frequently. They are thus, easier to use for the respondent and easier to analyze for the researcher (Hair et al., 2012).

Therefore, it is recommended to use close-ended questions because the survey will be more specific (Converse & Presser, 1986). When choosing close-ended questions it is important to use well formulated and relevant questions as well as decide on the right choice of scale (Hair et al., 2012), e.g. "multiple choice questions", "rank order scale questions" or "rating scale questions" (Weismayer, 2017, p.18). The use of the scale gives a better understanding of an opinion and allows one to indicate the various emotions of each individual towards an issue (Converse & Presser, 1986). The scale indicators that are most frequently used are labelled as "strongly agree, agree, disagree and strongly disagree" (Converse & Presser, 1986, p.37).

In general, the questions need to be kept short and simple, clear and easily understood. The wording of the questions needs to be appropriate, especially when asking about sensitive and overly intimate topics (Hair et al., 2012; Converse & Presser, 1986). Changing the wording can have a big impact, and could influence the response. One should skip patterns and avoid long sentences, so it is recommended to ask several questions about one topic in order to get more detailed information (Converse & Presser, 1986). The respondent should be able to answer all questions. It is recommended to use easily understood phrases, ask one specific question at a time, ask relevant questions and do not include negatives and or biased questions (Weismayer, 2017).

There should be a certain order to the questions - from more general to more specific questions and from easier to more difficult questions. A closed format with only relevant questions to the research question is recommended to begin with. Further questions about personal and demographic information should be put later on in the survey (Weismayer, 2017). The reason for the correct order of questions is the context, as some questions might influence the others by recalling an experience or topic and influence the response of an individual (Converse & Presser, 1986).

There are several advantages to conducting surveys. One advantage is the large number of representatives, if a lot of people can be included in the sample population, it will also lead to a higher significance in the results. Another benefit is that the production of a survey does not usually include any costs and also in the event that a participant demands compensation, it is usually rather small (Sincero, 2012). Due to today's technology, it is also very practical to design online surveys and send them out to the participants via e-mail as well as analyze them via online survey software (Sincero, 2012; Wyse 2012). The design of a survey is not highly time intensive (Wyse, 2012). The survey is delivered in a standardized form, which excludes the bias of the researcher. Furthermore, the results will mostly be precise, as all questions will allow specific responses. Nevertheless, there are also limitations in the use of surveys. The specification of questions can also be seen as unflexible. Another disadvantage would be that a survey does not allow more detailed information in the questions in comparison to a face-to-face interview in which even more personal and interesting information might be revealed. As most questions come in a standardized form this might lead to misunderstandings or some questions could even be seen as inappropriate for the individual (Sincero, 2012).

Hence, to summarize, there are certain stages to be aware of when creating a survey. A survey includes an introduction, relevant questions, and a small acknowledgement for the participants at the end. The format of questions and a clear choice of words are important when designing the questionnaire. In this thesis, a survey is an appropriate tool due to the convenient use of an online survey that is easy to produce with the use of the survey software and can be distributed to a broad and unlimited sample population via e-mail. A survey is the best method to receive precise and specific responses from a large number of participants. This will enhance the significance of the information revealed about the thesis' topic of the relationship between jobs and overall happiness.

In this thesis, the sample population are employees working in the selected hotels in Vienna "Le Meridien", "Boutique Hotel Stadthalle", "Hotel Lamée", "Hotel Topazz", "Hotel Altstadt" "Hotel Sacher", "Hotel Sans Souci", "Hotel Mélia", "Ritz Carlton", "25 hours Hotel" "Intercontinental" "Austria Trend Hotels" "Hotel Harmonie", "Hotel Regina", "Hotel de France", "Radisson Blu", "Hotel Steigenberger", "Hotel Pertschy" and "The Guesthouse" which were contacted in and have agreed to take part in this research. The process of selecting the hotels will be further explained in the next section of the thesis.

3.2 Development of Survey

For this thesis a survey was chosen as the data collection method in order to reveal information about the hotel employees' attitudes towards their jobs and their personal well-beings. The online survey, see Appendix A, was created with the online survey provider "kwiksurveys" which provides a free and unlimited convenient production of online surveys that can be directly distributed to the sample population via e-mail. The survey provider "kwiksurveys" offers broad options for creating a questionnaire. The scaling options in order to find the extent of the individual's emotions or attitudes towards a certain subject are especially practical. Furthermore, the survey creator allows the researcher to have direct insights into the results, which are automatically analyzed and practically shown in graphs.

The survey is fully designed in English and divided into several parts. In the introduction, the participants are briefed about the topic and the purpose of the research. They are reassured that all collected information will be treated anonymously and confidentially. The questionnaire is divided into three parts: questions about their job, well-being, and demographic information about the person. The survey is constructed from more general to more specific and personal demographic questions. Both questions about their job and well-being are close-ended. The job section includes 14 statements that are to be answered with the scaling of "strongly disagree, disagree, neutral, agree, strongly agree". This is followed by 5 multiple-choice questions about further job-related matters. The second part about well-being has the same format, including 11 statements that are responded with the scaling of "never, rarely, sometimes, very often, always", followed by 1 multiple choice question. The third part reveals the demographic information about the person, including open-ended questions about gender, age, their job position and the hotel the employee is working in.

The questions about their job are purposely chosen to receive information about the general topic of job satisfaction. The positive or negative attitudes towards the job result from one's experiences at work (Locker, 1976). In this matter, statements are chosen that will reveal information about whether the employee finds meaning in their job, is satisfied with the compensation or experiences, challenges, and stressors at work. Meaningful work is important for the individual, as well for the company (Bailey & Madden, 2016), so the statements "I am passionate about my job" and "I feel recognized for my work" are included. Employees working in the hotel industry feel stressed 40-62% of days (Davis & O'Neill, 2010). There are many "working wounded people in the hospitality industry suffering from burnout" (Lederer et al., 2016, p.2). The stress in the hospitality industry can be caused particularly by the increase in costs by hotels to satisfy the standards of guests, which leads to a labor shortage, thus, high task demands for the individual (Wang & Wang, 2009).

Stress at work affects the mental as well as the physiological health, as it can cause depression and anxiety disorders or cardiovascular problems (Chandola, 2010). It is proven that stress decreases the level of happiness (Nelson & Schiffrin, 2008). The most common threats for employees arise from factors such as too high or too low task demands and social stressors (Blaug et al, 2007). Interpersonal issues or work overloads especially are the most frequent stressors (Davis & O'Neill, 2010). This leads to the statements "I have a good relationship with my boss", "I have a good relationship with my cowokers", "The demands are too high", "The demands are too low", "My job is stressful" and "I find jobs in the hotel industry very stressful". These statements are responded to by the employee using the ratings from the previously mentioned scale. Further stressors at work can be experienced in the physical environment at work. If the employee feels comfortable in the workplace this will influence their attitude at work (DeNisi & Griffin, 2008; Hughes, 2008), thus the phrase "My work environment is friendly" is included. Stress can be also experienced in working too many hours. Employees working more than 40 hours are less involved in other beneficial acitivies in their private lives (Burke, 2015). The work shifts also have impacts on health, as humans live in circadian rhythm and night shifts might disturb this rhythm, making it harder to find balance (DeNisi & Griffin, 2008). For this topic, multiple choice questions about working hours, night shifts and work on the weekend are included.

In a service-oriented industry, the employee is always required to act friendly and the main focus is on the customer and his needs (Kandampully, 2007). This can lead to the experience of emotional labor, which requires a lot of energy and creates an inner emotional dissonance between what is felt inside and expressed on the outside (Hochschild, 2003). The employees are asked about this situation by rating the statement "The customers are very demanding". According to employees' expectations, people look for a caring attitude and fair compensation. This refers not only to financial compensation, but also to psychological payments that are important for better employee performance. There are mandatory and voluntary benefits that can be offered by a company such as workers compensation or the provision of wellness programs that include fitness centers at the workplace or the organization of activites that enhance mental and emotional health (Tesone, 2005).

Hence, the statements of "My employer organizes social activies", "My job offers me a lot of freedom and flexibility", "My job gives me extra benefits, e.g. recreational activities (fitness)" and "I am satisfied with my income" are included in the survey. At the end of the job-focused part of the survey, the question of how long the employee has worked in the hotel industry is included, as the industry is known for having many young people who are at the starting point of their careers (Ernst & Young, The Brewers of Europe & Hotrec, 2013). Furthermore the hospitality industry is known for its high turn-over rates by employees (Carbery et al., 2003) so the last question asked, is whether the individual would change the hospitality industry.

The second part of the survey includes questions about well-being. Happiness and well-being are determined 50% by genetics, 40% by performing intentional activities and 10% by other circumstances such as income or demographic factors (Lyubomisky et al., 2005). Physical activity and spending time outdoors (Babyak et al., 2000; Csikszentmihalyi & Csikszentmihalyi, 2006) are very beneficial for the well-being, so the phrases "I practice physical activity" and "I spend time outdoors" are included in the survey that can be rated by the employee by the earlier mentioned scale of "never, rarely, sometimes, very often, and always". Social activities and loyal relationships with others are important to feel happy (Csikszentmihalyi & Csikszentmihalyi, 2006). According to Vaillaint (2012), shared experiences are really important. This is further evident in Maslow's human needs for love and belonging (DeNisi & Griffin, 2008). In this matter, the following phrase "I meet my friends and family" is stated in the survey. Furthermore sleep has a crucial impact on the mental and physical health (Robotham et al., 2011) and a healthy diet can positively influence the well-being and prevent chronic diseases (World Health Organization, 2003). The practice of meditation and taking time for gratitude have positive effects on the well-being (Shapiro et al., 2007; Emmons & McCollogh, 2003). In this manner, other health concerning questions about a healthy diet, the hours of sleep, the practice of meditation and whether the person feels relaxed are covered. Certain dissatisfactions of human needs can lead to mental disorders such as anxiety or depression (Deci & Ryan, 2000).

Chronic stressors have severe and long-term consequences on the body and mind (Greenberg, 2011). The phrases; "I have experience in suffering from any kind of mental illness" and "I feel stressed" are added accordingly. The broad topic of this thesis focuses on the work-life balance of employees, whether their jobs influence their overall happiness. There are different relationships one can have between a job and private life, so there is the possibility that a job and private life are strictly seperated or interweave with each other. In some cases the job is so stressful, that one must also compensate in its private life (Saari & Judge, 2004). This will be revealed by the statements; "I often feel my job takes over my private life" and "I have good work-life balance" and helps to understand the overall perception of the hotel employee's work-life balance.

The third part of the survey involves open-ended questions about the demographic information of the employee. About 50% of employees are below 35 years old and women represent 55% of employees and men 45% (Hotrec, n.d.), so questions concerning the age and gender are provided. To conclude the survey, the employee is asked about their job position and the name of the hotel where they work. Hence, to summarize, this survey was created by taking the research of the literature about the topics of happiness, job satisfaction, expectations of employees, stressors at work and the labor issues in the hospitality industry into consideration. The survey is used to discover more information about the work-life balance of hotel employees in Vienna. It will help to understand the employees' job satisfaction as well as revealing more information about activities and attitudes in their private life and well-being, in order to discover information about the research topic of the influence of the job on overall happiness.

3.2 Data Collection Process

In the following section, the process of collecting data for this research is explained. First of all, a large number of hotels in Vienna were generally researched on the internet, while looking for diverse options from 3-star to 5-star luxury hotels. They were all contacted via e-mail in February 2017 asking for approval for employees to take part in the research.

The hotels were informed about the topic of the thesis and the purpose of the online survey launching in April 2017. From a large number of hotels no response was received. Yet, the human resource departments of the following hotels "Le Meridien", "Boutique Hotel Stadthalle", "Hotel Lamée", "Hotel Topazz" and "Hotel Altstadt" agreed to take part in the research. In addition, contacts of Modul University alumni were provided for the research, thus leading to further participants from the hotels "Hotel Sacher", "Hotel Sans Souci", "Hotel Mélia", "Ritz Carlton", "25 Hours Hotel", "Intercontinental" and "Austria Trend Hotels" in Vienna. For additional help, the online survey was presented in the researcher's Facebook profile asking acquaintances if they were currently employed in a hotel in Vienna or knew any other person that worked in a hotel in Vienna, inquiring for help to fill out the survey. Furthermore, to enhance the sample size, the researcher personally visited "Hotel Harmonie", "Hotel Regina", "Hotel de France", "Radisson Blu", "Hotel Steigenberger", "Hotel Pertschy" and "The Guesthouse" in Vienna to present the topic of the thesis and online survey to the receptionists after which they received the link of the online survey via e-mail.

The survey provider "kwiksurveys" has several options to launch the survey. Amongst other options, it is possible to receive a direct link to the online survey and send it on to the participants. On Wednesday, 26th April 2017, this link was copied and pasted in an e-mail to the human resource departments of the selected hotels with the request of disseminating it amongst their employees. They were briefly informed about the topic and purpose one more time and the deadline of Friday, 5th May 2017 was also announced. This allowed the employees 10 days to fill out the survey. On 2nd May 2017 it was apparent that there was a lack of data collected, thus on 3rd May Modul University alumini were contacted personally via e-mail and the inquiry was posted online on the researcher's Facebook profile looking for hotel employees in Vienna. Yet, there was not enough data provided, so on 6th May 2017 the researcher visited several hotels in person, asking for the hotel employees' support and the link was sent out directly per e-mail. Taking the additional procedures to enhance the sample size into consideration, the original deadline was postponed to Wednesay, 10th May 2017. The final 48 individual responses of the individuals were immediately visible online in the results section of "kwiksurveys" which will be further discussed in the next chapter.

4 Results

The following chapter will showcase the results of the primary research, the online survey conducted on hotel employees in Vienna. The findings will be systematically explained, similar to the original structure of the online survey in Appendix A. The survey is separated into three different parts, starting with questions about the job, followed by questions about the well-being of the individuals, and at the end questions about the demographic background are included. Firstly, the demographic information about the participants will be revealed, after which the most significant and relevant information that was found about the jobs and well-being of the hotel employees will be explained. At the end of this chapter recommendations will be mentioned for further research in the future about the topic of this thesis - to what extent the job influences overall happiness.

4.1 Demographic Findings

There were 48 participants who took the online survey. Due to confidentiality there is some demographic information lacking. The selected hotels are large organizations as well as smaller ones in which the individual could be easier identified. Hence, some employees did not fill out their personal information. 47 of the participants indicate their gender, including 33 women and 14 men, which involve exactly 70% women and 30% men responding to the questions. The results are very diverse, including different age segments and a broad variety of job positions in the hotels. The youngest participant is 19 years and the oldest 58 years old. However, it is apparent that most people are between 21 and 37 years old, which leads to a rather young sample population working in the hotels in Vienna. This can be referred back to the statistic that 50% of employees are below 35 years old and women are more represented than men (Hotrec, n.d.). 42 participants of the sample mention their current job position in the hotel, including 15 employees at the front office, 5 employees in sales and marketing, 4 employees in the food and beverage segment, 3 general managers, 3 assistant jobs to management, 3 human resources positions, 3 employees of the accounting department, 2 trainees, 1 purchasing manager, 1 group and event manager, 1 guest service supervisor and 1 kitchen staff member.

All in all, there are 48 respondents from 19 hotels in Vienna. "Le Meridien" has 6 participants and "Hotel Sacher", "Hotel Lamée" and "Hotel Topazz" have 5 participants taking the survey. The rest of the hotels only have 1 or 2 respondent each. More details about the job responses will be explained in more detail in the next section of this thesis.

4.2 Job Findings

In the job-related section of the online survey, there were 14 statements that were rated from "strongly disagree" to "strongly agree" and 5 multiple-choice questions that were included. Four questions are missing one response, although the rest of the survey was filled out by the total amount of 48 participants. This is shown in the table below, see Figure 3, in which the frequencies of results for each question are illustrated. Looking at the results and the frequencies of responses, some interesting findings are discovered.

Figure 3: Total responses to the job-related questions

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses
⬤ I am passionate about my job	1 (2%)	2 (4%)	2 (4%)	18 (38%)	**24 (51%)**	47
⬤ I feel recognized for my work	1 (2%)	5 (10%)	6 (13%)	**23 (48%)**	13 (27%)	48
⬤ I have a good relationship with my boss	2 (4%)	2 (4%)	5 (10%)	15 (31%)	**24 (50%)**	48
⬤ I have a good relationship with my coworkers	1 (2%)	0 (0%)	3 (6%)	19 (40%)	**25 (52%)**	48
⬤ The work environment is friendly	1 (2%)	3 (6%)	8 (17%)	16 (34%)	**19 (40%)**	47
⬤ The costumers are very demanding	1 (2%)	1 (2%)	11 (23%)	**23 (48%)**	12 (25%)	48
⬤ The demands are too high	4 (9%)	14 (30%)	**19 (40%)**	6 (13%)	4 (9%)	47
⬤ The demands are too low	14 (29%)	**17 (35%)**	17 (35%)	0 (0%)	0 (0%)	48
⬤ My job is stressful	1 (2%)	3 (6%)	8 (17%)	**26 (54%)**	10 (21%)	48
⬤ I find jobs in the hotel industry very stressful	1 (2%)	7 (15%)	6 (13%)	**21 (44%)**	13 (27%)	48
⬤ My employer organizes social activities	8 (17%)	10 (21%)	4 (8%)	**14 (29%)**	12 (25%)	48
⬤ My job offers me a lot of freedom and flexibility	5 (10%)	10 (21%)	11 (23%)	**14 (29%)**	8 (17%)	48
⬤ My job gives me extra benefits , e.g. recreational activities (fitness)	13 (27%)	**14 (29%)**	4 (8%)	10 (21%)	7 (15%)	48
⬤ I am satisfied with my income	9 (19%)	**14 (29%)**	14 (29%)	9 (19%)	2 (4%)	48

First of all, it is found that 42 people strongly agree or agree that they are passionate about their job and 36 do feel recognized for their work. Employees want to feel appreciated and recognized for their work (Tesone, 2005). Meaningful work is important for the individual as well as for the company. The experience of finding meaning in their work is very rewarding and will attract and keep motivating the employees in a company (Bailey & Madden, 2016). This satisfies one of the relevant needs, mentioned by Maslow, the "self-actualization need", for finding meaning at work and using their own potential (DeNisi & Griffin, 2008).

Social stressors at work especially can lead to depressive symptoms such as anxiety, less self-esteem or other complaints (Dorman & Zapf, 2002). Interpersonal issues or work overloads due to the fluctuating demands are the most frequent stressors the hospitality industry (Davis & O'Neill, 2010). Nevertheless, the observation of stressful relationships at work with a boss or cowokers is disproved, as 39 employees strongly agree or agree that they have a good relationship with their boss and 44 strongly agree or agree that they have a good relationship with their coworkers. A further stressor can be the work environment the employees are working in. 35 employees strongly agree or agree that they work in a friendly work environment, which shows the positive effect on their comfort and well-being. If the employee feels comfortable in the work place, this will have a positive outcome on their attitude at work (DeNisi & Griffin, 2008; Hughes, 2009). A major challenge for hotel employees is that the customers are very demanding (Grow, 2013). In a service-oriented and very labor-intensive industry, the employee is always required to be friendly. The most important task in a hotel is to satisfy the customers' needs, which can often lead to stressful experiences at work (Kandampully, 2007). This is shown in the response of 35 employees who strongly agree or agree that customers are very demanding, see Figure 4.

Figure 4: Response rate to "The customers are very demanding" (question part 6)
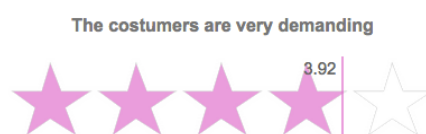
Nevertheless, there is not a critical opinion on whether demands are too high or too low, so most employees are rather neutral about task demands in the hotels. Hotel employees feel stressed 40-62% of days (Davis & O'Neill, 2010), which is evidenced by the 36 responses agreeing that their job is stressful and 34 employees admitting that jobs in the hotel industry are very stressful, see Figure 5 and 6.

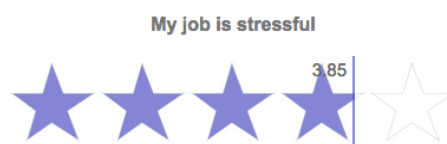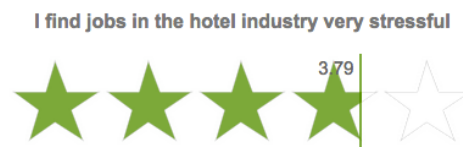Figure 5: Reponse rate to "My job is stressful" (question part 1)

My job is stressful

★★★★ 3.85 ☆

Figure 6: Response rate to "I find jobs in the hotel industry very stressful" (question part 1)

I find jobs in the hotel industry very stressful

★★★★ 3.79 ☆

To the questions, whether the employer organizes social activities, there is no specific opinion, as employees responded very diversely. The freedom and flexibility of organizing oneself is especially mentioned as one of the key drivers for job satisfaction (Burke, 2015). The responses to the question whether the job offers enough freedom and flexibility again do not show any specific outcome.

A further significant discovery is made about the attitude towards the compensation received by employees. Not only the financial compensation, but also a psychological payment is important for better performance of employees. Wellness programs such as the support and use of fitness centers are highly appreciated by the employees (Tesone, 2005). However, 27 people strongly disagree or disagree that their jobs give them a lot of extra benefits, such as organizing and supporting recreational activities. Most employees want to get paid fairly and also want to profit from extra benefits provided from the organization (Tesone, 2005). Nearly 50% of the sample population, 23 participants strongly disagree or disagree to be satisfied with their income.

One of the most significant stressors experienced by hotel employees are the working hours and shifts. 14 hotel employees work 40 hours and 28 people even work more than 40 hours per week, see Figure 7. Employees working more than 40 hours are less involved in social or recreational activities, which can have a negative impact on the individuals' health and happiness (Burke, 2015).

Figure 7: Response to employees' working hours (question no.2)

● less than 40 hours	● 40 hours	● more than 40 hours	Responses
6 (13%)	14 (29%)	28 (58%)	48
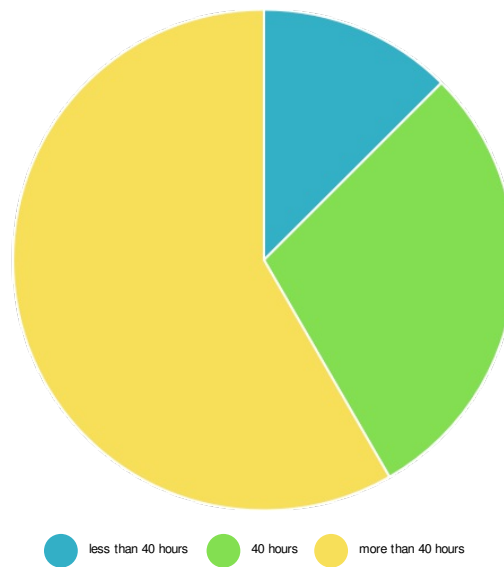
Not only the amount of hours, but also the working shifts have an impact on the employees' well-being, as humans live in circadian rhythms and night shifts might lead to difficulties finding a balance (DeNisi & Griffin, 2008). 34 employees state that they do not work in night shifts, see Figure 8, so the observation of an impact of working shifts on the well-being is excluded. Furthermore, it is apparent that 34 people often or sometimes work during weekends, see Figure 9. This might also lead to less time dedicated to social and recreational activities.

Figure 8: Response rate to "Do you work night shifts?" (question no. 3)

Responses	● Yes	● No	● Sometimes
47	4 (9%)	**34 (72%)**	9 (19%)

Figure 9: Response rate to "Do you work on weekends? (question no.4)

Responses	● Yes	● No	● Sometimes
48	**22 (46%)**	14 (29%)	12 (25%)

40 out of the 48 people have been working more than 3 years in the hotel industry, see Figure 10. The hospitality industry is known for its high turn-over rates by employees (Carbery et al., 2003; Wood, 1994). Nevertheless this is disproved by the responses, see Figure 11, 14 people agreeing, 14 people disagreeing and the rest of employees responding they were not sure if they would change their job and the hospitality industry. All in all, this shows rather an uncertainity, whether employees are thinking about leaving their jobs.

Figure 10: Response to "How many years have you been working in the hotel industry? (question no.5)

Responses	● 1 year	● 2 years	● 3 years or more
48	6 (13%)	2 (4%)	**40 (83%)**

Figure 11: Reponse to "If you would have another choice, would you change your industry?" (question no.6)

Responses	● Yes	● No	● Not sure
48	14 (29%)	14 (29%)	**20 (42%)**

Based on the primary research from conducting an online survey on hotel employees in Vienna, it has been proven that hotel employees feel stressed most of the time and generally agree that jobs in the hospitality industry are stressful. They state that most stressors are experienced from the high amount of working hours per week and trying to satisfy customers' high demands. However, they do not show any specific opinion about work overloads, or whether they have either too high or too low task demands. Most employees are not satisfied with their income and benefits provided by their employer. Yet, a high percentage of hotel employees find meaning and passion in their work and also feel comfortable engaging in their work environment with their boss and co-workers.

According to the literature found in the secondary research and the findings of the primary research, a connection between a job and happiness can be made. Job satisfaction arises when the tasks and values in a job meet the expectations of the individual (Greenberg, 2011). A satisfied employee is also happier in his private life (Borkowska, n.d.). The stressors of working hours and high customer demands as well as dissatisfaction with compensation have negative impacts on job satisfaction, and thus will also have a further influence on happiness and well-being in private life. Conversely, satisfaction with the working environment as well as good relationships with one's boss and co-workers can positively influence one's happiness. More details about employees' private lives and their well-being will be revealed in the next section of the thesis to explain the influence of the hotel employees' jobs on their happiness.

4.3 Well-being Findings

The well-being related part of the survey includes 11 statements that are rated from "never" to "always" and one multiple-choice question. Each question has been answered by the total number of 48 participants. The frequency of responses is illustrated in the table below, see Figure 12.

Figure 12: Response rate to well-being related questions

|	Never	Rarely	Sometimes	Very often	Always	Responses
● I practice physical activity	2 (4%)	11 (23%)	**22 (46%)**	9 (19%)	4 (8%)	48
● I spend time outdoors	1 (2%)	2 (4%)	15 (31%)	**23 (48%)**	7 (15%)	48
● I eat healthy	0 (0%)	2 (4%)	**20 (42%)**	20 (42%)	6 (13%)	48
● I meet my friends and family	0 (0%)	4 (8%)	11 (23%)	**24 (50%)**	9 (19%)	48
● I take time out just for myself	0 (0%)	12 (25%)	**17 (35%)**	12 (25%)	7 (15%)	48
● I practice meditation	**31 (65%)**	8 (17%)	5 (10%)	3 (6%)	1 (2%)	48
● I feel relaxed	2 (4%)	13 (27%)	**22 (46%)**	11 (23%)	0 (0%)	48
● I have experience in suffering from any kind of mental illness	**28 (58%)**	5 (10%)	10 (21%)	2 (4%)	3 (6%)	48
● I feel stressed	0 (0%)	8 (17%)	**28 (58%)**	11 (23%)	1 (2%)	48
● I often feel my job takes over my private life	2 (4%)	**19 (40%)**	12 (25%)	11 (23%)	4 (8%)	48
● I have a good work-life balance	2 (4%)	9 (19%)	**20 (42%)**	14 (29%)	3 (6%)	48

There are several factors influencing an individual's well-being and happiness. Happiness is 50% set by our genetic information, 40% is based on intentional activities performed in daily life, and 10% is determined by other life circumstances, such as demographic factors or income level (Lyubormirsky et al., 2005).

First of all, it is apparent that 33 of the employees only sometimes or rarely practice physical activity. Although happiness is a subjective matter (Diener et al., 2006), the frequent practice of physical exercise (Babyak et al., 2000) as well as mindfulness training (Shapiro et al., 2007) have positive outcomes on the body and mind. Generally physical activity and eating healthy are very beneficial for one's health (World Health Organization, 2003). 38 participants sometimes or very often spend time outdoors. Spending outdoors has a crucial impact on well-being, as it can prevent mental illnesses by changing the perspective on problems which makes one feel better (Csizkszentmihalyi & Csizkszentmihalyi, 2006). Looking at further findings, 40 people point out that they sometimes or very often eat healthily which is important for health and well-being. A healthy diet can positively influence well-being and prevent chronic diseases (World Health Organization, 2003). Furthermore, social activities, loyal relationships, and communication with friends and family are very beneficial (Csizkszentmihalyi & Csizkszentmihalyi, 2006). 50% of the sample population meets their friends and family very often, which is a good approach for their health. According to Maslow, love and belonging is important for every individual and satisfies the human need (DeNisi & Griffin, 2008). 60% of the sample population, 29 employees, sometimes or very often take out time just for themselves and 33 employees state they feel relaxed sometimes or very often which which is a good approach for their well-being and happiness.

However, only 4 people have experience practicing meditation, which is a critical minority of the sample population. It is proven that mindfulness training enhances the power of a positive mindset. Dweck (2006) mentions the capability of each individual to change a negative mindset. The person with a fixed mindset will always perceive his surroundings in a more negative way, and be rather pessimistic, whereas a person with a growth mindset will see more positive opportunities in life and be optimistic. Too much work and a lack of intentional activities can cause stress and can have severe costs for health and well-being. 50-70% of physical illness and pain is caused by psychological burdens (Greenberg, 2011), which underlines the connection between the body and mind and the power to influence oneself in a positive way.

The influence of stress at work can influence the well-being. Stress is a subjective matter as every person has his individual own abilities (Cohen et al., 1983). Yet, 81% of the sample population states they feel stressed sometimes or very often, which is a significant number of people, see Figure 13. Chronic stressors can have long-term effects on the body and mind as it is proven that stress decreases the level of happiness (Nelson & Schiffrin, 2008). Stress can cause depression and anxiety disorders or cardiovascular problems (Chandola, 2010). Yet, only 5 of the hotel employees state they have experience in suffering from any kind of mental illness.

Figure 13: Response rate to "I feel stressed" (question part 7)

I feel stressed

★★★ 3.1 ☆☆
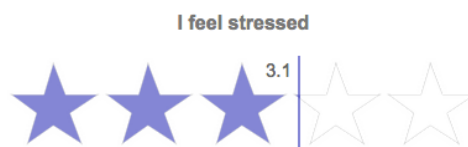
The overall work-life balance can be illustrated by the relationship between a job and private life (Saari & Judge, 2004). All in all there are diverse attitudes about work-life balance. Most of the hotel employees have mixed opinions, about whether their jobs take over their private lives, as there is no outstanding conclusion. 15 of the employees agree that their job takes over their private life, 12 state sometimes and 21 say that this would happen rarely or never. All in all, 17 hotel employees state they have a good work-life balance, 20 hotel employees say sometimes, 11 say that they rarely feel they have a good balance between their and jobs and their private lives.

The final question in the well-being part about the hours of sleep, see Figure 14, showed that most employees sleep 7 hours per night, which is a reasonable number of hours. Due to the importance of sleep and effects it has on both our immune system and mental and physical health (Robotham et al., 2011), the small amount of 4 employees sleeping less than 6 hours might experience a negative influence on their well-being.

Figure 14: Response to "How many hours do you sleep at night? (question no. 8)

Responses	● less than 6 hours	● 6 hours	● 7 hours	● 8 hours or more
48	4 (8%)	13 (27%)	**26 (54%)**	5 (10%)

To summarize the most relevant facts found in the results, hotel employees sometimes or very often feel stressed in their private lives. It is proven that stress decreases the levels of happiness (Nelson & Schiffrin, 2008), although happiness has a wide range of positive impacts on many important "cognitive, social and biological processes in the body" (Frederickson & Cohn, 2008, p.791). It is apparent that most employees take time for social interactions with their friends and family, spend time outdoors, eat healthy and get enough sleep, which have positive impacts on their well-being. There is only a small population with experience suffering from some kind of mental illness, which disproves the observation of many "working wounded employees in the hospitality industry" (Lederer et al., 2016, p.2). Yet, it was discovered that the employees do not dedicate a lot of time to physical activity or mindfulness training in their free time, which could decrease the stress levels both experienced at work and in their private lives. All in all, hotel employees do not show a specific opinion about their work-life balance as the responses and opinions are very broad and diverse. In summary, the most important findings of the 48 participants taking part in the primary research are illustrated below and will be discussed in more detail in the next chapter of this thesis.

Demographic results

- the sample population includes 70% women and 30% men

- mostly a young age range - between 21 and 37 years old

- responses from 19 hotels in Vienna and 12 different job positions

Job results

- 42 out of 48 employees are passionate about their job

- 36 out of 48 employees feel recognized for their job

- 39 out of 48 employees have a good relationship with their boss

- 44 out of 48 employees have a good relationship with their coworkers

- 35 out of 48 employees work in a friendly work environment

- 35 out of 48 employees say that customers are very demanding

- 36 out of 48 emyployees find their job is stressful

- 34 out of 48 employees find that jobs in hotels are very stressful

- 23 out of 48 employees are not satisfied with their income

- 27 out of 48 employees disagree they receive a lot of extra benefits

- 28 out of 48 employees work more than 40 hours per week

- 34 out of 48 employees often or sometimes work on weekends

Well-being results

- 33 out of 48 employees only sometimes or rarely practice physical activity

- 38 out of 48 employees sometimes or very often spend time outdoors

- 40 out of 48 employees sometimes or very often eat healthy

- 24 out of 48 employees meet their friends and family very often

- 4 out of 48 employees practice meditation

- 5 out of 48 employees have suffered from mental illness

- 39 out of 48 employees sometimes very often feel stressed

- 33 out of 48 employees sometimes or very often feel relaxed

- 26 out of 48 employees sleep 7 hours at night

5 Conclusion & Recommendations

The following chapter of the thesis focuses on the discussion of the results of the primary research and an elaboration on the relationship between the primary research results and the existing literature found in the secondary research. Furthermore, the limitations and the recommended implications for future research in this field are mentioned.

The main goal of this thesis was to understand to what extent the job influences overall happiness. The focus lies on the hospitality industry, in which the 19 hotels in Vienna - "Le Meridien", "Boutique Hotel Stadthalle", "Hotel Lamée", "Hotel Topazz", "Hotel Altstadt" "Hotel Sacher", "Hotel Sans Souci", "Hotel Mélia", "Ritz Carlton", "25 hours Hotel" "Intercontinental" "Austria Trend Hotels" "Hotel Harmonie", "Hotel Regina", "Hotel de France", "Radisson Blu", "Hotel Steigenberger", "Hotel Pertschy" and "The Guesthouse" agreed to take part in the research. All in all, 48 hotel employees took the survey for the primary research. In the broad selection of literature found in the seconday research, the most important influential and beneficial factors of happiness are: physical activity (Babyak et al., 2000), spending time outdoors and being involved in social activities (Csikszentmihalyi & Csikszentmihalyi 2006), meditating (Shapiro et al., 2007), having a positive mindset (Dweck, 2006), eating healthy (World Health Organization, 2003), and getting enough sleep (Robotham et al., 2011). According to Maslow, the satisfaction of the human needs positively impact well-being. In the literature it is obvious that happiness depends 50% on heritable factors, 40% on the performance of intentional activities and only 10% on other life circumstances (Lyubomisrky et al., 2005). Yet, due to the differences of each individual's characteristics and values both happiness (Diener et al., 2006) and stress (Cohen et al., 1983) are a subjective matter. Looking at the job satisfaction several expectations of the employee need to be fulfilled. A fair compensation, feeling respected, a friendly environment, good relationships with one's boss and cowokers, as well as finding meaning and passion are the most crucial requirements (Tesone, 2005).

With the focus on employees in the hospitality industry, it is found that the industry is very service-oriented and labor-intensive that causes a lot of stress (Grow, 2013). The high rates of labor turnover and many employees suffering from burnout are not an unusual case. Chronic stress has severe consequences on well-being and decreases the levels of happiness (Greenberg, 2011; Nelson & Schiffrin, 2008), although it has such crucial impact on a lot of "cognitive and biological processes in the body and mind" (Frederickson & Cohn, 2008, p.791). Based on the secondary research, each question for the online survey in the primary research was designed and responded to by the total of 48 employees working in several hotels in Vienna. Looking at the findings regarding the job of hotel employees and their well-being, several conclusions can be made by referring to the literature found. Hence, taking both primary and secondary research into consideration the research question to what extent the job influences the overall happiness can be solved.

There are critical findings in the primary research that indicate the relationship between the job and happiness overall. Looking at the research question to what extent the job influences the overall happiness, the 48 hotel employees in Vienna demonstrate a clear influence of the job on their happiness. In the results there are obvious majorities in responses that indicate a positive as well as negative connection between the job and the overall happiness. The combination of both positive and negative findings is evident in the broad and diverse opinions about the work-life balance overall and whether the job takes over the employee's private life. All in all there is only a small response rate of hotel employees suffering from any kind of mental illnesses and they don't show a specific opinion, whether to leave the hospitality industry, which disproves the observation of many people dealing with burnout and high labor turnover in hotels.

The positive job-related findings are that most hotel employees work more than 3 years in the hospitality industry, are passionate about their job and feel recognized for what they are doing. According to Maslow, the satisfaction of human needs is crucial when looking into happiness (DeNisi & Griffin, 2008). This leads to the discovery that safety needs are satisfied as each of the 48 employees earn money and can finance their lives. The self-actulization needs are satisfied as well, as 42 out of 48 employees are passionate about their job and 36 employees feel recognized for what they are doing. Interpersonal issues are one of the most frequent stressors at work in the hospitality industry (Davis & O'Neill, 2010). Nevertheless, this observation is disproven by 39 employees who agree they have a good relationship with their boss, and 44 employees who agree they have a good relationship with their coworkers. The good relationship to the boss and coworkers satisfies the "social need" at work (Sirgy, 1995, p.41). It is very important for employees to have good working conditions and to feel respected and being appreciated by the employer (Tesone, 2005). Furthermore most employees feel comfortable in a friendly work environment, which positively influences their attitude at work and has positive effects on their health and well-being overall (DeNisi & Griffin, 2008; Hughes, 2008). The positive experiences at work will lead to be satisfied with the job and will also have a positive impact on the individual's well-being.

Furthermore the social needs of employees in the private life are satisfied, as 50 % of the sample population meets their friends and family very often in their free time. Most of the employees dedicate their freetime to social activities and spending time outdoors, generally eat healthy and get a reasonable amount of sleep. To summarize the positive influence of the job on overall happiness, the passion and recognition for their work and good social relationships at work are a huge drive for their job satisfaction which influence their well-being. In addition a healthy diet, sleep, spending outdoors and being engaged in social activities have good impacts on their health. The positive influence of the job on the overall happiness is shown in 69% of employees that state sometimes or very often feeling relaxed.

On the contrary there are some critical negative influences of the job on the overall happiness. 75% of hotel employees feel stressed at work 71% agree that jobs in the hotel industry are very stressful. This stress is caused by the most frequent stressors: the working hours and high customer demands. 28 employees work more than 40 hours per week and 34 employees often or sometimes work on weekends, which leads to less time involved in leisure activities that would be beneficial for their well-being. 35 employees say that customers are very demanding which can lead to emotional labor, so the employee has the stressful experience of a dissonance between the emotions felt inside and those expressed on the outside (Hochschild, 2003). The experienced stress at work due to high amount of working hours and high costumer demands and the lack of free time influence the stress levels in the private life and negatively impacts overall happiness. This is evidenced by 81% employees, who are sometimes or very often experience feeling stressed in their private lives. In addition nearly 50% of the employees mention a dissatisfaction with their income. Happiness is only 10% determined by other circumstances, such as the income level. Nevertheless, due to the subjectivity of happinesss the extent of the influence of the income level on the individual's well-being might vary. Although there is a subjectivity of stress and happiness, it is proven that several factors can enhance the well-being. 33 employees only sometimes or rarely take time for physical activity and only 4 people practice meditation in their freetime, although both activities are proven to decrease the stress levels.

In summary, the research question to what extent the job influences the overall happiness is clarified. There is both a positive and negative influence of the job on the overall happiness. The negative experiences at work have a larger extent of influence on the well-being than the positive experiences, which is proven by the higher amount of people feeling stressed (81%) than feeling relaxed (68%). The higher stress rate is influenced by the 75% of hotel employees feeling stressed at work, caused by the working hours and high costumer demands. Considering the high amount of working hours, it is found that hotel employees prioritize their free time and prefer to be engaged in social activities and spending time outdoors than dedicating time for sports or mindfulness training.

Both a social life and spending time outdoors have beneficial outcomes on the well-being. Yet, there are still existing remarkable stress rates that could be decreased by more recreational activity or dedicating more time to relax the mind. Based on the large number of employees stating their job does not provide enough extra benefits, such as recreational activities, more enhancement of health and fitness programs by the employers are suggested that allow the hotel employees to further decrease stress levels in dedicating more time for their health and well-being to live a happier life.

For this research, there is a lack of data, as the response rate of only 48 participants does not allow to generalize such broad and complex topic of the job influence on the overall happiness of employees in the hospitality industry. The small sample size is reasoned by the lack of time for data collection. Hence, more time is recommended for collecting data and achieving a larger sample size. There is only a small response rate from each individual hotel, so more engagement for receiving more reponses from the each hotel is suggested. There might a language barrier of the hotel employees in Vienna, as the online survey was conducted in English and some participants might have not been fluent in this language. Taking this issue into consideration, a misunderstanding and a false response could have been caused. It is recommended to offer the survey in English and in the according mother tongue. In the case of expanding the sample to other countries the language of the country should be provided as well. This would require the researcher to either speak and understand different languages or use translations for support. For the decision of the sample population a large number of random hotels have been contacted in the beginning. The final selection of the hotels in Vienna has been based on the agreement of the organizations to take part in this research. There was no specific strategy in choosing different types of hotels with different star ratings, sizes or locations. This is recommended in future research to have more variety of responses of hotel employees' work-life balance and a direct comparison between different hotels. Due to the various job positions occurring in the sample, only broad conclusions can be made about the job satisfaction and well-being. This limitation could be improved by specifying on one certain job field in the hotel to aim more specific results.

The subject of overall happiness is very subjective as people differ in characteristics and backgrounds (Dweck, 2006; Diener et al., 2008). Every person has different expectations and abilities how to cope with stress (Cohen et. al, 1983) that could arise from his job or his life. This leads to the suggestion that questions can be more personal to identify one's personality and drawing more precise relationships between the job and overall happiness. Looking at the topic of the job and happiness, there could be a direct comparison between an employed and unemployed person to discover the significance that a job has on the life and the overall well-being.

All in all, due to the lack of time, there is only a limited sample population by 48 hotel employees in Vienna holding different job positions in a hotel. Due to the subjectivity of happiness and well-being and the limited sample population, a generalization and conclusion for all employees in the hospitality industry cannot be drawn. In order to discover more precise results, it is recommended to broaden the population involving more countries, number of hotels and specific job positions. Yet, the findings of the primary research and the existing literature found in the secondary research clarify the research question to what extent the job influences the overall happiness. Both the positive and negative experiences at work influence one's well-being. Positive experiences at work will have positive impacts on the well-being. Yet, it is shown that the negative experiences at work have a higher extent of influence on overall happiness than the positive ones. This is evident by the high percentage of 75% stress at work, due to working hours and high costumer demands, which influence the hotel employees feeling more stressed (81%) than feeling relaxed (69%) in their private lives.

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Appendices

Appendix A: Online Survey

Welcome!

Dear Sir / Madam,

My name is Annika Lange and I am currently writing my bachelor thesis at MODUL University Vienna.

I invite you to participate in a survey regarding **your job choice and your happiness overall** designed for this study.
Your input is highly appreciated and will enhance the understanding about the influence of the job on the happiness and well-being!

This survey consists of a number of short questions, which will take you less than ten minutes in total.
It is of importance you answer all questions honestly!

I sincerely promise that all collected information will be treated **anonymously and confidentially**. Please kindly note that all collected data will be used for the **research purpose only.**

Please contact me if you have any question regarding this survey.
Thank you very much for your assistance!

Yours sincerely,

Annika Lange

Bachelor Student
BSc in International Management
MODUL University Vienna
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To What Extent Does Your Job Influence Your Happiness?

Questions about your job

1 The following questions will ask you about **your job**. Please indicate in the following scale whether you **strongly disagree, disagree, neutral, agree** or **strongly agree** with the statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am passionate about my job	☐	☐	☐	☐	☐
I feel recognized for my work	☐	☐	☐	☐	☐
I have a good relationship with my boss	☐	☐	☐	☐	☐
I have a good relationship with my coworkers	☐	☐	☐	☐	☐
The work environment is friendly	☐	☐	☐	☐	☐
The costumers are very demanding	☐	☐	☐	☐	☐
The demands are too high	☐	☐	☐	☐	☐
The demands are too low	☐	☐	☐	☐	☐
My job is stressful	☐	☐	☐	☐	☐
I find jobs in the hotel industry very stressful	☐	☐	☐	☐	☐
My employer organizes social activities	☐	☐	☐	☐	☐
My job offers me a lot of freedom and flexibility	☐	☐	☐	☐	☐
My job gives me extra benefits , e.g. recreational activities (fitness)	☐	☐	☐	☐	☐
I am satisfied with my income	☐	☐	☐	☐	☐

2 How many hours do you work per week ?

☐ less than 40 hours ☐ 40 hours ☐ more than 40 hours

3 Do you work night shifts ?

☐ Yes ☐ No ☐ Sometimes

4 Do you work on weekends ?

☐ Yes ☐ No ☐ Sometimes

5 How many years have you been working in the hotel industry ?

☐ 1 year ☐ 2 years ☐ 3 years or more

6 If you would have another choice, would you change your industry ?

☐ Yes ☐ No ☐ Not sure

Questions about your well-being

7 The following questions will ask you about **your well-being.** Please indicate in the following scale whether you **never, rarely, sometimes, very often** or **always** experience the situations.

	Never	Rarely	Sometimes	Very often	Always
I practice physical activity	☐	☐	☐	☐	☐
I spend time outdoors	☐	☐	☐	☐	☐
I eat healthy	☐	☐	☐	☐	☐
I meet my friends and family	☐	☐	☐	☐	☐
I take time out just for myself	☐	☐	☐	☐	☐
I practice meditation	☐	☐	☐	☐	☐
I feel relaxed	☐	☐	☐	☐	☐
I have experience in suffering from any kind of mental illness	☐	☐	☐	☐	☐
I feel stressed	☐	☐	☐	☐	☐
I often feel my job takes over my private life	☐	☐	☐	☐	☐
I have a good work-life balance	☐	☐	☐	☐	☐

8 How many hours do you sleep at night ?

☐ less than 6 hours ☐ 6 hours ☐ 7 hours
☐ 8 hours or more

Questions about you

9 Please indicate your gender

☐ Male ☐ Female

10 Please indicate your age

11 What is your job position ?

12 In which hotel do you work ?

Thank you for your time! All the best for you!