

Research Trends on the Burnout of Human Service Workers: Focusing on Hotel Employees and Social Workers

¹ HyunJoo Kwon,

¹ Professor of Department of Hotel management, DaeKyeung University
misozang@tk.ac.kr

² JungHyun Kim,

² Professor of Department of Social Welfare, DaeKyeung University
holykim10092@tk.ac.kr

Abstract

This study aims to analyze research trends related to the exhaustion of hotel employees and social workers and present the tasks and directions of future exhaustion research for hotel employees and social workers. To this end, 423 candidates for registration and registration of the Korea Research Foundation from 2012 to 2022 and master's and doctoral dissertations (178 papers) were analyzed according to the research period, research topics, research subjects, and research methods. As a result, from 29 papers in 2012, 49 studies were published in 2013, and 53 studies in 2020, indicating that they are gradually rising.

Second, job burnout was the highest among hotel employees and social workers, followed by interpersonal relationships, practice, career, techno, safety accidents, and job burnout. Third, hotel employees and social workers were the highest among the subjects related to the exhaustion of hotel employees and social workers, followed by hotel employees and social workers. Fourth, quantitative research was conducted the most as a method for the exhaustion of hotel employees and social workers, and qualitative research was conducted a lot.

According to these research results the study suggests that it is necessary to rediscover the meaning of research on burnout of hotel employees and social workers, which directly affects hotel employees and social workers, and to find ways for hotel employees and social workers to feel less burnout.

Keywords: Human workers, hotel employees, social workers, burnout, research trends

1. INTRODUCTION

As society developed, the importance of services was emphasized. Accordingly, the demand and interest in the qualitative operation of service providers are also increasing. In institutions where human services are provided, workers, such as hotel employees and social workers, account for a large proportion. This is because it plays a crucial role in promoting the functions of hotel employees and social workers.

Manuscript received: April 17, 2023/ revised: April 30, 2023/ accepted: May 5, 2023

Corresponding Author: holykim10092@tk.ac.kr

Tel: +82-53-850-1272, Fax: +82-53-850-1450

Associate Professor, Department of Hotel management, DaeKyeung University

Copyright©2023 by The International Promotion Agency of Culture Technology. This is an Open Access article distributed under the terms of the Creative Commons Attribution Non-Commercial License (<http://creativecommons.org/licenses/by-nc/4.0>)

Therefore, the role and quality of hotel employees and social workers are always emphasized because it determines the quality of service between hotel employees and social welfare, who always have clarifiers.

Recently, however, news about unkindness to hotel employees, social workers, and child abuse with disabilities has been reported. The institution says hotel employees and social workers will try to create a mentally comfortable workplace for clients. However, previous studies suggest that social workers exposed to long-term burnout correlate with job burnout and child abuse.

Hotel employees react sensitively to clients' needs and consider the evaluation their main task after preparing and operating in various areas, such as interaction and behavior, to solve problems. However, in the field, they are being exhausted by performing various roles such as event-related and office-related.

In this reality, it is necessary to note that most hotel workers' exhaustion is not adequately resolved and that maintaining a negative emotional state can cause dissatisfaction, increase the turnover rate, and make it difficult to provide high-quality services.

Therefore, it is necessary to identify risk factors in detail and find ways to reduce burnout through research on burnout of hotel employees and social workers (Kim, 2019).

Moreover, it can be predicted that hotel employees and social workers will be exhausted due to the recent COVID-19 situation. Therefore, concerning exhaustion research, research that examines the period explicitly, exhaustion subject, research subject, and research method is expected to be meaningful.

Among the representative burnouts that affect the mental health of hotel employees and social workers, job burnout accounts for the most significant proportion. The job burnout of hotel employees and social workers can be referred to as a state of physical, mental, and social dissonance experienced by an individual in performing his/her duties and personal characteristics.

It has many negative consequences for the psychological state of individual hotel employees and social workers. It is also difficult to form relationships with others, including interactions with hotel employees and social workers. In a study by (Kim, 2019), lack of time and time mobility, hotel employees, social worker-client ratio, and group size was the most significant exhaustion factors, and as a result of exhaustion, physical reactions, negative psychology, and adverse behavioral reactions can also affect the quality of service.

In this way, the job burnout of hotel employees and social workers significantly influences clients. Previous studies on the job burnout of hotel employees and social workers have been conducted on the self-resilience and job burnout of hotel employees and social workers, research on these sensitivity of hotel employees and social workers, and various studies on how to cope with job burnout and burnout.

Another representative burnout is interpersonal. Finally, personal relationship exhaustion refers to a negative relationship in which members of an organization experience various forms of conflict and misunderstanding in their interactions with each member to achieve a given task and the organization's purpose. Previous studies have supported several studies, including job burnout and satisfaction of clients, hotel employees, and social workers, job burnout, interpersonal ability, and social support on happiness.

Accordingly, this study aims to analyze research trends on the exhaustion of hotel employees and social workers based on the domestic thesis and academic journals published between 2012 and 2022. Analyzing research trends on the exhaustion of hotel employees and social workers is expected to provide important significance in future research directions by summarizing research results and trends from the past and the present. According to this research purpose, the following research questions were set.

Research Question 1. What is the trend of research on the exhaustion of hotel employees and social workers by period?

Research Question 2. What are the trends by subject in the research on exhaustion of hotel employees and social workers?

Research Question 3. What are the trends by subject in the research on exhaustion of hotel employees and social workers?

Research Question 4. What are the trends by the research method on exhaustion of hotel employees and social workers?

2. RESEARCH METHOD

1. Analysis target

This study targeted master's and doctoral dissertations and related papers published in academic journals for ten years from 2012 to 2022. Academic Research Information Service (RISS) was used for the analysis, and primarily 'human service provider,' 'hotel employee,' 'social worker, and 'waste' were used. The papers were collected through search keywords such as etc.

In the process of collection, if the thesis of the same author and the thesis of the academic journal were included, the thesis of the academic journal was selected as the analysis target. A total of 507 papers were collected in the first round. However, if the contents of the searched paper data were studies on stress unrelated to teachers, they were excluded from the analysis.

Through this process, 84 duplicate papers published in thesis papers and academic journals were excluded from the 507 first searched papers that could not examine details, such as oral presentation papers and poster papers. Finally, 423 papers, including 178 master's and doctorate thesis papers and 245 academic journal papers, were analyzed.

2. Analysis criteria and analysis method

1) Trend of research on burnout of hotel employees and social workers by period

A total of 423 studies related to burnout were conducted over the ten years, from 2012 to 2022. Looking at the exhaustion data of hotel employees and social workers, including thesis and academic journals, 52 papers (Master: 38; Doctor: 14) were studied from 2010 to 2016, and 126 papers (Master: 88; Doctor: 38) were studied from 2017 to 2022.

Therefore, this study analyzes the exhaustion of hotel employees and social workers with 11 years of research, including thesis and academic journals, from 2012 to 2022.

2) Trends by the subject of research on related burnout of hotel employees and social workers

If you look at the previous studies, you can look at the research trends on burnout for hotel employees and social workers. Previously published papers mainly focused on the exhaustion of hotel employees and social workers. However, in this study, the types of exhaustion published in the thesis and academic journals were analyzed when classifying research topics on the exhaustion experienced by hotel employees and social workers.

As a result, the burnout of hotel employees and social workers were classified into the job (work, role) stress, interpersonal stress, safety accident stress, career stress, and employment stress.

When looking at previous studies, exhaustion topics related to hotel employees and social workers were first searched and selected. In addition, the contents were examined by classifying exhaustion topics.

Based on the last papers examined, the study was examined by combining roles and exhaustion containing content similar to exhaustion. In addition, hotel employees and social workers classified them into stress from interpersonal relationships, through intelligent devices, client safety, career stress related to the future, and employment stress.

3) Trends by the subject of exhaustion study of hotel employees and social workers

The subjects of the study were papers related to hotel employees and social workers, and studies on burnout were conducted by classifying them into "hotel employees and social workers," respectively. This study found and analyzed all related burnouts for each hotel employee and social worker.

Related papers were targeted. Academic Research Information Service (RISS) was used for the analysis, and papers were primarily collected through search keywords such as "hotel employees, social workers" and "waste."

In the process of collection, if the thesis of the same author and the thesis of the academic journal were included, the thesis of the academic journal was selected as the analysis target. A total of 723 papers were collected in the first round.

However, if the contents of the searched paper data were studies on burnout unrelated to teachers, they were excluded from the analysis. Through this process, 84 duplicate papers published in thesis papers and academic journals were excluded from the 507 first searched papers that could not examine details, such as oral presentation papers and poster papers. Finally, 423 papers, including 178 master's and doctorate thesis papers and 245 academic journal papers, were analyzed.

4. ANALYSIS CRITERIA AND ANALYSIS METHOD

1) Trend of exhaustion study of hotel employees and social workers by period

Seventy-four stress-related studies were conducted over the ten years, from 2010 to 2021. If you look at the stress data of early childhood teachers, including thesis and academic journals, from 2010 to 2015

There were 37 papers (Master: 26 articles, Doctor: 11) studied from 2016 to 2021. Therefore, in this study, from 2010 to 2020, the thesis and With 11 years of research, including academic journals, I would like to analyze the exhaustion of hotel employees and social workers.

2) Trend of exhaustion study of hotel employees and social workers by subject

Looking at the prior studies, we can look at the research trends on burnout only for the burnout of social workers from 2010 to 2015. It is because previously published papers focused on the exhaustion of social workers. However, in this study, the types of exhaustion published in dissertations and journals were analyzed when classifying research topics to examine the various types of exhaustion experienced by social workers. As a result, the burnout of social workers was classified into burnout, interpersonal stress, technostress, and safety accident stress.

When looking at previous studies, social workers' exhaustion subjects were primarily searched and selected. In addition, the contents were examined by classifying the burnout of social workers.

Finally, based on the last papers examined, the study was examined by combining role stress-containing content similar to exhaustion.

In addition, the burnout of social workers was classified into stress related to interpersonal relationships, safety-related stress, and topics.

3) Trends by the subject of exhaustion study of hotel employees and social workers

The subjects of the study are papers related to the exhaustion of hotel employees and social workers, and hotel employees and social workers.

It was classified as. Previous studies were classified into hotel employees and social workers, respectively, and studies on burnout were conducted.

4. Research procedures

In this study, 423 thesis papers and academic journals selected for analysis were carefully reviewed and classified. The analysis of exhaustion research trends by hotel employees and social workers was conducted from December 2023 to mid-February 2023, and the related research procedures are as follows.

The analysis target paper was extracted through the first stage exhaustion-related search. Step 2 reviewed the appropriateness of the analysis criteria for the searched exhaustion-related papers. In order to confirm the appropriateness and validity of the set analysis method, 20 of the papers of the study subjects were selected and classified, and a preliminary analysis was conducted after being reviewed by a human welfare service expert.

Through preliminary analysis, the criteria for analyzing the core contents of the analysis target were set when overlapping according to the classification type by target and content.

In step 3, the list was composed of essential data from the papers to be analyzed according to the analysis criteria.

In step 4, coding criteria were set based on primary data, and coding was performed.

Step 5 was the data analysis stage, and the coded data were analyzed, reviewed, and analyzed.

Finally, the analyzed data was revised and supplemented through a review process by three professors in the Department of Social Welfare and Hotel Management to verify the reliability of the researcher and the validity of the analysis criteria and described as the final result.

5. CONCLUSIONS AND SUGGESTIONS

Annual trends in exhaustion studies of hotel employees and social workers. A total of 423 studies were conducted from 2010 to 2020. Starting with 178 papers in 2010, 423 studies were published in 292 and 2022, indicating that they are gradually on the rise.

The trend analysis results by the subject of exhaustion research by hotel employees and social workers are as follows. The most common research on burnout was 391 (80.4%), followed by interpersonal stress 19 (4.5%), safety accident stress 1 (15.2%), and employment stress 1 (7.2%). Exhaustion has been a topic that has been steadily dealt with since 2010. However, it can be seen that other stresses (personal relationships, safety accidents, and employment) should be studied more than exhaustion.

This study analyzed the trend of exhaustion research by hotel employees and social workers based on domestic master's degree papers and academic journals published between 2010 and 2022. Based on the results of analyzing the exhaustion research trends of hotel employees and social workers, we would like to discuss this.

First, the analysis results of the period-specific trends in exhaustion research by hotel employees and social workers are as follows. A total of 423 studies were conducted from 2010 to 2020, and it was found that exhaustion studies of hotel employees and social workers were steadily being conducted. This is consistent with previous studies that said that exhaustion research by hotel employees and social workers had been continuously conducted since 2000.

Looking in detail in this study, in 2015, the exhaustion study of hotel employees and social workers increased significantly compared to the previous year. In addition, in 2017, the number of papers related to exhaustion decreased sharply compared to last year, which is believed to have decreased due to safety accidents in the summer of 2017, and social issues were concentrated on safety.

From 2020, the number of exhaustion studies by hotel employees and social workers increased again. This can be inferred that stress gradually increased as the responsibility of hotel employees and social workers increased, such as safety accidents. Through these findings, we support the findings of (Park, 2019), who argues that the overburden of work caused by the performance of teachers' roles appeared to be the leading cause of burnout for hotel employees and social workers.

Therefore, it suggests that social factors and the environment determine the exhaustion of infant teachers.

First, the analysis results of the period-specific trends in exhaustion research by hotel employees and social workers are as follows. A total of 423 studies were conducted from 2010 to 2022, and it was found that exhaustion studies of hotel employees and social workers were steadily being conducted.

This is consistent with the research results of Cho Hyung-sook et al. (2018), who said that exhaustion research by hotel employees and social workers had been continuously conducted since 2000.

Looking in detail in this study, in 2019, the exhaustion study of hotel employees and social workers increased significantly compared to the previous year. Therefore, it can be assumed that hotel employees and social workers were exhausted in 2019, which may have affected degree papers and academic journals.

These findings support the findings of Han Jung-shin (2016), who argued that as client and child abuse cases became an issue and CCTV installation became mandatory, related studies are increasing. In addition, in 2019, the number of stress-related papers decreased sharply compared to last year, which is believed to have decreased due to safety accidents in the summer of 2019, and social issues were concentrated on safety.

From 2020, the number of exhaustion studies by hotel employees and social workers increased again. This can be inferred that stress gradually increased as the responsibilities of hotel employees and social workers, such as CCTV and safety accidents, became heavy. From the results of these studies, the overburden of work caused by the performance of the roles of hotel employees and social workers was the main factor in the exhaustion of childcare teachers.

Therefore, it suggests that social factors and the environment determine the exhaustion of hotel employees and social workers.

REFERENCES

- [1] H. J. KWON, The Effects of Organizational Service Orientation on the Job Satisfaction Organizational Commitment and Customer Orientation in Golf Country Club, *Journal of Tourism and Leisure Research*,

Vol.32, No.11, 2020.

- [2] J. H. Kim, Analysis of Changing Perceptions of Residents after Covid-19, *The International Journal of Advanced Culture Technology*, 10(4), 2022.
- [3] J. H. Kim, A Study on the Mediated Effect of Quality of Life for the Disabled on the Relationship between Satisfaction with Residential Facilities and Satisfaction with Family Life in Families with Disabilities, 11(4), 2023.
- [4] J. H. Kim, The Moderating Effect of Spirituality on the Relationship between Turn Over and burn out intention among the Social Worker, Pusan National University Department of Social Welfare, 2019.
- [5] J. H. Kim, The Research on the Perception of Burnout Intention of Social Workers, *The Journal of the Korea Contents Association*, Vol.19, No.12, 2019.
- [6] Y. J. Kim, The Study on the Hotel Employee's Burnout and Its Antecedents, *Journal of Marketing Studies*, 9(1), 2000.
- [7] Y. K. Kim, A Study on the Antecedent and Consequent Variables of Emotional Labor Experienced By High-Touching Service Employee : Golf Assistants, *Journal of Marketing Studies*, Vol.21, No.1, 2013.
- [8] Y. J. Kim, The Analysis of Current Korean Social Welfare Service Movement By Using the Model of Human Service Industry System, *Journal of Korean Social Welfare Administration*, Vol.11, No.2, 2009.
- [9] H. J. Lim, The Parallel Multiple Mediating Effect of Child Care Teacher's Teacher Efficacy in the Relationship Between Self-Care and Burnout, *Journal of Early Childhood Education & Educare Welfare*, Vol. 26, No. 3, 2022.
- [10] G. Y. Lee, The Moderating Effect of Grit on Job Stress and Psychological Burnout of Childcare Teachers in COVID-19 Situation, *Journal of Early Childhood Education & Educare Welfare*, Vol.26, No.2, 2022.