



















[12] Bill Faulkner, Anoop Patiar,(1997),Workplace induced stress among operational staff in the hotel industry,International Journal of Hospitality Management,Vol 16, Issue 1, March 1997,,Pages 99–117

[13] Abraham Pizam, ,Steven W Thornburg(2000), Absenteeism and voluntary turnover in Central Florida hotels: a pilot study, International Journal of Hospitality Management, Vol 19, Issue 2, June 2000, Pages 211–217

[14] 14 Helen Atkinson, Jackie Brander Brown, (2001) "Rethinking performance measures: assessing progress in UK hotels", International Journal of Contemporary Hospitality Management, Vol. 13 Iss: 3, pp.128 – 136

[15] Ian Buick, Mahesh Thomas, (2001) "Why do middle managers in hotels burn out?", International Journal of Contemporary Hospitality Management, Vol. 13 Iss: 6, pp.304 –309

[16] Amarjit S. Gill, Alan B. Flaschner, Mickey Shachar(2006), Mitigating stress and burnout by implementing transformational-leadership,,International Journal of Contemporary Hospitality Management, Vol: 18 Issue: 6 Page: 469 -481