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Role of Employee Wellness Programs Implemented in The Hotel Sector

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ABSTRACT

Employee wellness programs in the hotel sector play a significant role in enhancing employee health, satisfaction, and overall organizational performance. The hospitality industry is highly demanding, with long working hours, shift duties, and frequent interactions with diverse customers, which can lead to physical and mental stress among employees. Wellness programs, including health check-ups, fitness activities, stress management workshops, counseling services, and work-life balance initiatives, help employees maintain their physical and psychological well-being. By promoting a healthy workforce, these programs improve employee productivity, engagement, and job satisfaction, which directly impacts the quality of service delivered to hotel guests. Additionally, wellness initiatives reduce absenteeism, workplace fatigue, and staff turnover, creating a more stable and motivated workforce. Hotels that invest in employee wellness also enhance their reputation as responsible and employee-centric organizations, attracting skilled talent and fostering loyalty. Studies indicate that employees who feel supported and valued through wellness programs are more likely to exhibit higher commitment, teamwork, and positive customer interactions.