**Topic: Occupational stress, job satisfaction, and employee loyalty in hospitality industry: a comparative case study of two hotels in Russia.**

**Abstract:**

The modern rhythm of life is particularly demanding for many people. Considering that most people are spending a significant amount of time at work, their working conditions and their general physical and mental state at the workplace are playing an increasingly important role. Thus, work-related stress has become a significant and relevant problem for the employees, causing physiological, psychological, or even mental health problems. Occupational stress among employees can also negatively affect their efficiency, productivity, and increase turnover rates, which in turn will imply costs for the company. Nevertheless, occupational stress is a complex and multifaceted concept and it needs to be investigates not only as such, but also in relation to other important factors influencing job conditions, such as job satisfaction and employee loyalty.

Hospitality industry as a workplace has higher risks of occupational stress due to the nature of the service sector and the emotional labor. At the same time, people are one of the most valuable assets in the hotels, which makes it even more crucial to address the issue.

While there is a variety of a research about occupational stress, job satisfaction, and employee loyalty in the hospitality industry as such, the potential differences in these factors between chain and independent hotels are insufficiently studied. Therefore, the current research was aiming to address this understudied issue. A comparative case study analysis of two hotels in Russia has been conducted. One of the main findings was that there is a significant difference in occupational stress and employee loyalty between the two hotels. More precisely, independent hotel employees had higher stress levels and lower loyalty. These findings indicate that further research in this area is needed.