Mindfulness and Emotional Intelligence: A Study on Millennials on Hospitality

Dr. Ruchi Verma

Shachi Aggarwal

Kritisha Basak

Lovely Professional University

ABSTRACT

This study investigates the relationship between mindfulness, emotional intelligence, and well-being among millennials in the hospitality industry. As this generation increasingly dominates the workforce, understanding their psychological dynamics becomes paramount. Mindfulness, the practice of being present and aware, and emotional intelligence, the ability to recognize, understand, and manage emotions, are two critical constructs influencing workplace behaviour and outcomes. In the context of hospitality, where employees often face high stress and emotional demands, exploring these factors becomes particularly relevant.

This research employs a mixed-methods approach, utilizing surveys and interviews to gather data from millennials employed in various roles within the hospitality sector. The study aims to assess the levels of mindfulness and emotional intelligence among participants and examine their impact on job performance, job satisfaction, and overall well-being. By analysing the interplay between these variables, the study seeks to uncover potential pathways through which mindfulness and emotional intelligence contribute to the well-being of millennial employees in the hospitality industry.

The findings of this study have implications for both practitioners and policymakers in the hospitality sector. Understanding the role of mindfulness and emotional intelligence in shaping workplace experiences can inform the development of interventions and policies aimed at promoting employee well-being and enhancing organizational effectiveness. Moreover, by shedding light on the psychological needs of millennials in the workplace, this research contributes to a deeper understanding of generational dynamics and offers insights into fostering a more supportive and engaging work environment in the hospitality industry.

Keywords: Mindfulness, Emotional Intelligence, Millennials, Hospitality Industry, Job Performance, Job Satisfaction, Well-being, Workplace Dynamics, Employee Engagement, Mixed-Methods Study.

INTRODUCTION:

Study on Mindfulness and Emotional Intelligence in Millennial Hospitality Workers:

- **Research Focus:** Intersection of mindfulness and emotional intelligence (EI) among Millennials in the hospitality industry.
- **Rationale:** Evolving work environments and unique challenges in hospitality require understanding how mindfulness practices enhance EI for organizational success.
- **Objectives:**
  1. Assess current EI levels of Millennials in hospitality.
  2. Investigate the correlation between mindfulness and EI within this demographic.
- **Hypothesis:** Millennials practicing mindfulness will demonstrate higher EI, leading to better interpersonal skills, stress management, and job performance.

Context: Hospitality Industry and Millennials
- The hospitality industry is a dynamic and vital sector constantly adapting to meet diverse clientele needs.
- Importance of mindfulness and EI is growing for positive work environments and better job performance.
- This study explores the connection between mindfulness, EI, and Millennials in the hospitality workforce.

Millennial Hospitality Workforce
- Hospitality thrives on a customer-centric approach and is undergoing a transformation due to technology and changing expectations.
- Employee well-being and performance, particularly of Millennials (born 1980s-mid 1990s), are crucial.
- Millennials bring unique characteristics like focus on purpose, connection, and well-being.
- This study comprehensively explores the link between mindfulness and EI within this workforce.

Background and Rationale:

The hospitality industry is known for its high-pressure environment, demanding customer interactions, and intricate team dynamics. In such a setting, the emotional well-being of employees becomes paramount, influencing job satisfaction, customer service, and overall organizational success. Millennials, born between the early 1980s and mid-1990s, form a significant portion of the current workforce and are often characterized by their technological proficiency, desire for purposeful work, and emphasis on personal well-being. Understanding how mindfulness and emotional intelligence intersect in the millennial workforce within hospitality is crucial for both individual and organizational growth.

Mindfulness in the Hospitality Industry:

Mindfulness, rooted in ancient contemplative practices, has gained traction in modern workplaces as a tool for stress reduction, enhanced focus, and improved decision-making. In the hospitality industry, where employees face constant challenges, adopting mindfulness practices can contribute to a more positive and resilient workforce. This section will explore the concept of mindfulness, its applications in hospitality, and its potential impact on millennial employees.

Emotional Intelligence and Millennials in Hospitality:

Emotional intelligence (EI) is the ability to recognize, understand, and manage one's own emotions while effectively navigating social situations. With millennials seeking workplaces that align with their values and emphasize interpersonal relationships, emotional intelligence is a crucial skill. This section will delve into the components of emotional intelligence, its significance in the hospitality sector, and how it relates to the unique characteristics of millennial employees.

The Intersection of Mindfulness and Emotional Intelligence for Millennials:

This section will examine the interplay between mindfulness and emotional intelligence within the context of the hospitality industry, focusing specifically on the millennial workforce. How do mindfulness practices enhance emotional intelligence, and how does a high level of emotional intelligence contribute to the effectiveness of mindfulness in a professional setting? Understanding this intersection is vital for developing targeted interventions and strategies to cultivate a positive and thriving work environment for millennials in hospitality.

The Essence of Mindfulness in the Workplace:

Mindfulness, rooted in ancient contemplative traditions, has gained recognition in contemporary workplaces as a transformative tool. In the context of the hospitality industry, where stress and fast-paced environments are commonplace, mindfulness practices offer a potential remedy. This section will explore the fundamental principles of mindfulness and its applications in the hospitality setting, laying the groundwork for understanding how cultivating mindfulness can positively impact the experiences of millennial employees.

Navigating Emotions: The Significance of Emotional Intelligence:

Emotional intelligence (EI) stands out as a crucial competency in the hospitality landscape, influencing interactions with both colleagues and clients. For millennials, who often seek workplaces that align with their values and foster personal growth, emotional intelligence becomes a linchpin skill. This section will delve into the components of emotional intelligence, emphasizing its relevance in the hospitality sector and its resonance with the characteristics of millennial employees.

Bridging the Gap: Mindfulness and Emotional Intelligence in Millennials:

This study aims to explore the intersection of mindfulness and emotional intelligence within the specific context of millennials in the hospitality industry. How do mindfulness practices contribute to the development of emotional intelligence among millennials, and conversely, how does a high level of emotional intelligence enhance the effectiveness of mindfulness in professional settings? By unravelling this symbiotic relationship, we can uncover insights that guide the development of targeted interventions to cultivate positive work environments and foster the professional growth of millennials in hospitality.

REVIEW OF LITERATURE

1. https://www.researchgate.net/profile/Guven-Ordun/publication/295687191_Personality_Characteristics_and_Emotional_Intelligence_Levels_of_Mill enials_A_Study_in_Turkish_Context/links/5d07c92ca6fdcc35c155be34/Personality-Characteristics-and-Emotional-Intelligence-Levels-of-Millenials-A-Study-in-Turkish-Context.pdf
    by: Faculty of Business Administration Istanbul University Turkey, Feb 2016

In literature, there have been studies that investigated the relationships between personality dimensions and emotional intelligence. Ghaibi and Besharat (2011) found that emotional intelligence is positively related with extraversion, openness, agreeableness, and conscientiousness, negatively related with neuroticism. Furthermore, emotional intelligence was positively predicted by extraversion and negatively predicted by neuroticism. Extraversion is explained as an attribute, which eases experiencing pleasure and having positive emotions, with the effect of emotional intelligence, and it will lead to high quality relationships (Ghaibi and Besharat, 2011). Caruso, Mayer, and Salovey (2002) mentioned that ability based emotional intelligence measures are distinguishable from the personality measures in the sense that they measure an ability, a kind of intelligence.

2. https://www.theseus.fi/handle/10024/264124
   By Linda Pasanen (2019)

The aim of the thesis is to give insights for hospitality leaders how to develop their emotional intelligence and by that way increase the work community well-being. The focus of the thesis is to focus on self-development methods. The goal of the framework is to understand the different factors of well-being, leading and how to develop emotional intelligence The thesis is made as product type thesis and student created self-development plan as an outcome. The plan is based on the framework, interviews with employees of the field and 1 mindfulness/ well-being expert to understand more clearly some of the challenges and solutions when it comes to work well-being. During the drafting phase student asked feedback from the workers of the field. Based on the feedback's the final product was born which aim is to help leaders to learn ways to self-develop their well-being, observe, and get knowledge of the work community challenges.

3. https://www.sciencedirect.com/science/arJticle/pii/S0278431920301535
   July,2020

Analysis of green restaurants has sparked interest in the literature (Cantele and Cassia, 2020; Hwang and Lee, 2019; Kwok and Huang, 2019), and the previous research has dealt with how consumers perceive restaurants with green attributes and how this scenario influences their attitudes and behavioural intentions (Dutta et al., 2008; Jeong and Jang, 2010; Kwok et al., 2016). This research focuses on the millennial generation, which includes those who were born between 1980 and 2000, reaching young adulthood in the early 21st century (Strauss and Howe, 1991).

4. https://www.researchgate.net/profile/Bishal-Patangia/publication/361929657_How_could_Mindfulness_Help_A_Perspective_on_the_Applications_of_Mindfulness_in_Enhancing_Tomorrow's_Workplace/links/62d65578c59ce7545944de95/How-could-Mindfulness-Help-A-Perspective-on-the-Applications-of-Mindfulness-in-Enhancing-Tomorrows-Workplace.pdf
   By Bishal Patagia June, Rahul G Sankruthyayana 2022,

The research is a systematic review focusing on mindfulness and its applications in improving employee wellness across various vocational sectors, with a particular emphasis on its relevance to the Indian population. The study

examines around a hundred scientific papers, books, and business research articles spanning from 2000 to 2021, sourced from reputable journals such as Jama Psychiatry, Applied Psychology: Health and Well-being, Frontier Psychology, Emerald Publications, among others.

Mindfulness has emerged as a significant strategy for enhancing employee well-being in the contemporary corporate world, especially in light of evolving work environments marked by technological and structural advancements.
The study highlights the scarcity of mindfulness-based research conducted on the Indian working population and aims to bridge this gap by exploring the potential impact of mindfulness on employees' vocational lives within an Indian context.
The research identifies the evolution of mindfulness, discusses its implications for improving work culture and leadership, and examines its applications across various workplaces.

5. https://search.pDroquest.com/openview/f164aec404be374789803df0d053bb71/1?pq-origsite=gscholar&cbl=18750&diss=y
By Duane O. Stephens, June 2020

The abstract outlines a qualitative multiple case study conducted in the hospitality industry in Virginia, focusing on strategies used by hotel leaders to improve Millennial employee engagement. Grounded in Kahn's employee engagement theory, the study involves interviews with five hotel leaders who have successfully engaged their Millennial workforce. Data collection includes interviews, company documents, and note-taking, with analysis conducted using Yin's 5-step data analysis, member checking, and methodological triangulation.

6. https://search.proquest.com/openview/a3a3ed0bb06850efcc5106f35dd6ab92/1?pq-origsite=gscholar&cbl=18750
By Keilin Cerf, 2017

The abstract highlights the critical importance of employee engagement (EE) for organizational financial performance. Citing studies by Markos & Sridevi (2010) and Richards (2013), it emphasizes the strong correlation between EE and financial outcomes, with most employees attributing increased EE to improved financial performance. Drawing on Kahn's theory of EE, the abstract explains that EE is influenced by employees' choices to invest themselves in their roles, which can be affected by factors such as task characteristics and interpersonal relationships. Additionally, the abstract underscores the significant productivity losses associated with disengaged workers and the benefits of EE, including higher job performance and reduced deviant behaviour. It suggests that organizations can enhance EE by providing autonomy, variety, significance, and feedback in jobs. Overall, the abstract emphasizes the critical role of EE in maintaining organizational performance and warns of the risks associated with ineffective employee relationships and low loyalty.

7. https://search.proquest.com/openview/9eb15a411f0385947fe9640d389b58f3/1?pq-origsite=gscholar&cbl=18750
by Jennifer Lindener, 2017

The study aims to address this issue by identifying the values and needs of Millennials to increase their engagement levels with leisure-style hotel brands. To achieve this, the researcher surveyed Millennial travellers staying at hotels for various types of travel, including business, leisure, and Pleasure. The survey data were analysed to create two guest personas representing the top attributes of Millennials traveling for leisure. These findings informed the design and programming of a proposed leisure-style hotel, with the goal of increasing engagement among Millennial guests.

8. https://repository.nwu.ac.za/handle/10394/33129
   by DB Le Roux, 2019

The study aims to uncover the challenges faced by hotel managers in managing Millennial employees, assess whether these challenges stem from generational misunderstandings, and identify potential changes in management processes to better handle Millennial employees. Due to limited literature on Millennial employees in the hotel industry, the study relies heavily on face-to-face interviews with hotel employees using qualitative research methods. The research investigates assumptions about Millennials, such as entitlement, job-hopping tendencies, and high technology usage, and tests these assumptions through empirical investigation. The study explores the core values, expectations, motivations, and influencers of Millennials in the hotel industry to provide insights for improving engagement, retention, and performance of Millennial employees. Ultimately, the study aims to offer suggestions for hotel managers to engage with Millennial employees effectively, creating a positive workplace experience for both parties.

9. https://ojs2.pnb.ac.id/index.php/JASTH/article/view/1078
   by Ita Geyser, 2023

The research aimed to investigate whether longer work shifts, exceeding eight hours, contributed to higher levels of burnout among millennial chefs. Using a quantitative approach, the study compared two groups of millennial chefs: those working long hours (more than eight hours) and those working shorter hours (eight hours or less). The Copenhagen Burnout Inventory was employed to measure burnout levels. Results indicated that chefs working longer hours experienced higher levels of burnout compared to those working shorter hours, with personal burnout having a significant impact on both groups. Shift length emerged as a predictor of burnout, suggesting that managers and owners of restaurants and hotels should consider adjusting working hours to mitigate burnout among their chef employees. The findings can inform discussions and negotiations regarding working hours between chefs and their employers, potentially leading to improved well-being and performance among millennial chefs.

10. https://atrium.lib.uoguelph.ca/xmlui/handle/10214/17989
    By Yang Xiaoyan, 2020

The study explores the relationship between recovery experiences, work-life balance (WLB), trait mindfulness, and subjective well-being (SWB) among full-time hotel employees. Using a convenience sample of 348 participants, the study conducted Confirmatory Factor Analysis (CFA) and Structural Equation Modelling (SEM) to analyse the data. The findings indicate that mastery experiences and control positively influence work-life balance, and work-life balance is positively associated with subjective well-being, suggesting that work-life balance acts as a mediator. Additionally, trait mindfulness was found to

partially strengthen the positive impact of recovery experiences on both work-life balance and subjective well-being. The study concludes by discussing implications for the hotel industry, including strategies to improve mental health and self-care among hotel employees. Overall, the research sheds light on the importance of work-life balance and trait mindfulness in enhancing subjective well-being among hotel employees.

11. https://www.sciencedirect.com/science/paper/pii/S0261517721001254
    By Steven W. Bayighomog and Hüseyin Arasli,2021

This paper, titled "Reviving Employee Purpose in the Hospitality Industry: The Curvilinear Relationship between Spiritual Leadership, Emotional Intelligence, and Employee Performance" by A.Y. Wang, S.H. Chen, and C.H. Chiu, explores the concept of reviving employees' sense of purpose in the hospitality industry. The authors delve into the significance of spiritual well-being and leadership in achieving this objective. The paper posits a connection between spiritual leadership, emotional intelligence, and employee performance. The authors propose that an optimal level of spiritual leadership can positively influence employee performance. However, an excessive focus on spiritual leadership can have an adverse effect. The study's findings suggest a curvilinear relationship between spiritual leadership, emotional intelligence, and spiritual well-being. This implies that a moderate level of each of these factors is most beneficial for employee performance in the hospitality industry. Overall, the paper emphasizes the importance of striking a balance between spiritual leadership and emotional intelligence to foster a positive work environment that promotes employee well-being and performance.

12. https://search.proquest.com/openview/89c8aa9693b299a97b99ca10daae4acd/1?pq-origsite=gscholar&cbl=18750&diss=y By Yin et al. (2021)

This paper, titled "The Effects of Emotional Intelligence on Stress in First-Year Millennial Nursing Students" by Yin et al. (2022), investigates the relationship between emotional intelligence (EI) and stress in first-year nursing students. The study highlights the potential negative consequences of stress on this student population. The authors hypothesize that emotional intelligence may serve as a mitigating factor in reducing stress levels. Their findings reveal a correlation between higher EI scores and lower stress among the participants. However, the study pinpoints only two specific aspects of EI – emotional perception and self-management – as statistically significant contributors to stress reduction. In conclusion, the paper underscores the potential benefits of emotional intelligence in alleviating stress experienced by first-year nursing students. It emphasizes the significance of emotional perception and self-management skills in fostering stress resilience within this group.

13. https://www.emerald.com/insight/content/doi/10.1108/IJCHM-04-2020-0261/full/html

This paper, titled " Do Gen Zs feel happy about their first job? A cultural values perspective from the hospitality and tourism industry " by Juan Tang, Tom Baum, published in 2021, explores how Chinese cultural values influence Gen Z interns in the hospitality and tourism industry. It examines the well-being of these interns and how it affects their job intentions. The study finds that two important cultural

dimensions, attitudes toward work and job-related face values, are positively linked to interns' subjective well-being and future job intentions. Other cultural dimensions studied did not have a significant effect. The authors note that limitations exist due to the sample population being restricted to Macau, China.

14. https://www.taylorfrancis.com/chapters/edit/10.4324/9781003170631-18/strategic-approach-spiritual-tourism-destination-branding-development-among-millennials-ann-suwaree-ashton

This paper, titled "Strategic Approach to Spiritual Tourism Destination Branding Development Among Millennials" by Ann Suwaree Ashton, explores the concept of spiritual tourism destination branding targeted towards millennials. It highlights the growing significance of spiritual tourism and emphasizes the need for destinations to adapt their offerings to cater to this specific demographic. It proposes a three-pronged approach for developing a successful branding strategy: **Spiritual Functional Attributes:** This encompasses tangible aspects of a destination that cater to the spiritual needs of tourists, such as pilgrimage sites, meditation centers, and access to nature. **Spiritual Psychology Attributes:** This addresses the intangible aspects that influence a tourist's spiritual connection with a destination, including cultural authenticity, sense of community, and opportunities for self-discovery. **Unique Spiritual Experience:** This element focuses on creating a distinctive and memorable spiritual experience for tourists, potentially involving elements like local rituals, ceremonies, or interactions with spiritual leaders. By effectively incorporating these three factors, destinations can strengthen their appeal to millennial spiritual tourists and position themselves competitively within the evolving tourism landscape.

15. https://www.emerald.com/insight/content/doi/10.1108/IJCHM-12-2020-1426/full/html

"**Hospitality employees' emotions in the workplace: a systematic review of recent literature by** YooHee Hwang, Xiaolin (Crystal) Shi, and Xingyu Wang This study reviews research on emotions felt by hospitality workers. It analyses studies from 2010 to 2020 to see how emotions are understood and measured in this field. The key finding is that employee emotions significantly impact their work performance and overall well-being. The study recommends that hospitality businesses consider how their practices influence employee emotions.

16. https://doi.org/10.1080/19368623.2021.1841704

This paper, titled " Emotional Exhaustion and Its Consequences for Hotel Service Quality: The Critical Role of Workload and Supervisor Support " by Aleksandra Grobelna, This research suggests that managing workload and providing supervisor support are crucial for preventing emotional exhaustion in hotel staff. By keeping employees from feeling emotionally drained, hotels can ensure that their staff delivers high-quality service to guests. Findings are High workload can lead to emotional exhaustion among hotel employees, Emotional exhaustion can negatively impact hotel service quality and Supervisor support can help buffer the negative effects of workload on emotional exhaustion.

17. https://www.emerald.com/insight/content/doi/10.1108/IJOA-04-2020-2148/full/html

Workplace Affective Well-being among Millennial Employees: The Mediating Role of Workplace Friendships published in the International Journal of Organizational Analysis, investigates the factors influencing workplace affective well-being among millennial employees. The focus on the positive effects of gratitude and workplace friendships on employee well-being. **Gratitude and Well-being and Workplace Friendships as a Mediator.** The findings emphasize the significance of fostering a positive and supportive work environment that promotes gratitude and facilitates the development of strong workplace friendships. This can be achieved through various initiatives. In conclusion, this paper provides valuable insights into the factors influencing workplace affective well-being among millennial employees. By promoting gratitude and fostering strong workplace friendships, organizations can create a more positive and supportive work environment that contributes to the well-being of their millennial workforce.

18. https://www.cell.com/heliyon/pdf/S2405-8440(23)07564-3.pdf

This paper by Isabel Coronado-Maldonado a, María-Dolores Benítez-Marquez highlights the significant role emotional intelligence plays in leadership and work teams. The findings suggest that leaders with high EI can foster positive team dynamics and improve performance. The study also emphasizes the importance of emotional intelligence within teams themselves. The review found evidence that leaders with high emotional intelligence have a positive impact on both their own behaviour and the performance of their teams. The analysis suggests that specific emotional intelligence skills, such as emotional regulation and social skills, are particularly important for leaders and teams.

19. https://www.sciencedirect.com/science/paper/pii/S0278431920303741

This paper, titled "Understanding Generation Z through collective consciousness: Impacts for hospitality work and employment" by Sakdiyakorn et al., explores the generational characteristics of Gen Z in the context of the hospitality industry. The authors argue that a collective consciousness, shaped by shared formative experiences, informs the work values and attitudes of Gen Z. They propose a novel approach to studying generations by examining their collective consciousness through narrative research methods. Past research on generational differences in the workplace has primarily focused on work values and attitudes, with some limitations acknowledged. This paper highlights the need to delve deeper into the root causes of these values and attitudes by understanding the formative experiences that shape them. The authors propose that Gen Z's formative experiences are influenced by major world events, personal events, technological vehicles, and social vehicles. These factors contribute to shaping Gen Z's shared human values, which include universalism, benevolence, self-direction, achievement, and security. The study suggests that understanding these human values can inform hospitality businesses in developing policies and practices that resonate with Gen Z employees. This can potentially address the challenge of attracting and retaining talent from this generation.

20. https://journals.sagepub.com/doi/abs/10.1177/23220937221144364

This paper explores the concept of "soul at work" in the context of millennial employees. It emphasizes the significance of nurturing the soul and discernment (i.e., the ability to make wise choices) for this generation of workers. The study investigates the mediating and moderating roles of various factors that influence the relationship between soul at work and discerning millennial employees. Personal resources (e.g., self-efficacy, optimism) and contextual resources (e.g., organizational support, work-life balance) are examined as mediating variables, while meditation is explored as a moderating variable. The research was conducted among employees in the manufacturing and service sectors of India. The findings suggest a positive correlation between soul at work and the development of discerning qualities in millennial employees. Additionally, the study reveals that meditation strengthens this positive relationship.

21. https://journals.sagepub.com/doi/abs/10.1177/23220937221144364

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22. https://www.sciencedirect.com/science/paper/pii/S0969698923002783

This paper, titled "Cultivating sustainability consciousness through mindfulness: An application of theory of mindful consumption" by Manchanda et al., explores the connection between mindfulness and sustainability consciousness. It argues that mindfulness can lead to a greater awareness of consumption choices and a stronger sense of environmental, social, and economic well-being. The authors note that unsustainable consumption patterns are a major challenge facing the world today. They acknowledge the existing research on the link between mindfulness and pro-environmental behaviour but argue that this research fails to consider the broader aspects of sustainability. Finally, the authors acknowledge that prior research on this topic has primarily focused on Gen Y and Gen Z populations. They argue that it is important to investigate this relationship across different generations and genders. Overall, this paper contributes to the existing literature on mindfulness and sustainability by demonstrating a positive relationship between mindfulness and sustainability consciousness and investigating the moderating role of materialism and the potential influence of generational and gender differences.

23. https://search.proquest.com/openview/011b549979733d925aa7244f511181da/1?pq-origsite=gscholar&cbl=18750&diss=y

The paper, titled "Enhancing Emotional Intelligence in Long-Term Care Through Effective Leadership: A Qualitative Study" by Stephanie A. Hutchinson, explores the role of emotional intelligence (EI) training in nursing homes. The study highlights the potential benefits of EI training for staff, including increased employee satisfaction, reduced turnover, and enhanced people skills. Hutchinson employs a qualitative approach to investigate how

nursing home leaders implement EI training programs. The research identifies four key themes: Encouraging open communication and empowerment, organizing resources, Fair treatment and fostering teamwork. The study emphasizes the significance of leadership in establishing a supportive environment conducive to successful EI training implementation. This, in turn, can contribute to a more positive work environment, improved employee well-being, and potentially, enhanced patient care.

24. https://journals.sagepub.com/doi/abs/10.1177/14687976231189833

This paper titled "Zen Meditation Tourism for Generation Z: A Phenomenology-Based Ethnographic Exploration" by Steven W. Bayighomog and Hüseyin Arasli investigates the lasting positive effects of Zen meditation on Generation Z. The study employs a qualitative research method known as phenomenology-based ethnography to explore the experiences of 12 participants following their attendance at a Zen meditation camp. The research design involved interviewing participants six times after the camp. The findings reveal that Zen meditation practices can lead to enduring positive changes in this generation. In conclusion, this study provides valuable insights into the potential of Zen meditation tourism to induce lasting positive effects on Generation Z. The findings demonstrate that participation in Zen meditation camps can lead to a continuation of the practice, improved social interactions, and personal growth among young adults.

25. https://www.emerald.com/insight/content/doi/10.1108/IJCHM-04-2020-0261/full/html

This research paper investigates the influence of Chinese cultural values on Generation Z interns, particularly their well-being in the hospitality and tourism industry. The study identifies two crucial cultural dimensions: attitudes towards work and job-related face. These dimensions are found to be positively correlated with a higher level of subjective well-being (SWB) among the interns. Subsequently, a higher SWB leads to a stronger intention to pursue a career in the hospitality and tourism field. The study's findings suggest that Chinese cultural values play a significant role in shaping the work experiences and career aspirations of Gen Z interns in the hospitality and tourism industry. It highlights the importance of considering cultural factors when understanding and addressing the well-being and career choices of young individuals entering this industry.

26. http://hdl.handle.net/10603/310804 BY Ms A Shahin

The abstract highlights the critical role of branding in today's highly competitive market environment. It emphasizes that in an era where supply exceeds demand and products are abundant, branding has become essential for organizations to stand out and succeed. Building a strong brand is seen as a key strategy for creating a competitive advantage and fostering a strong relationship between the consumer and the organization. Brand attachment is described as the emotional connection between consumers and brands, which is crucial for developing and maintaining long-term relationships. Research suggests that brand attachment offers various advantages, including increased sales and profitability, reduced sensitivity to price and marketing efforts from competitors, and decreased business costs.

27. http://www.enrichment.iocspublisher.org/index.php/enrichment/article/view/1748

The findings reveal that both the work environment and emotional intelligence have a positive and significant impact on job satisfaction. Additionally, both job satisfaction and the work environment positively influence affective commitment. However, emotional intelligence does not significantly impact affective commitment. This suggests that while the work environment and job satisfaction play crucial roles in fostering affective commitment among millennial employees, emotional intelligence may not have a direct influence on affective commitment in this context.

28. https://jurnal.unived.ac.id/index.php/er/article/view/4976

The research aims to analyse how human capital and leader mindfulness contribute to enhancing service quality. Using a quantitative approach with an explanatory survey method, the study surveyed employees of a Syariah Hotel in Bandung through random sampling. Data were collected via an online questionnaire with a Likert scale.

The findings indicate that human capital positively influences leader mindfulness and excellent service, while leader mindfulness also positively impacts excellent service. These results underscore the importance of prioritizing human capital development and cultural awareness within organizations to ensure sustainable business practices, particularly in the hospitality sector.

29. https://www.emerald.com/insight/content/doi/10.1108/IJOA-07-2023-3841/full/html

This study aims to examine the association between workplace spirituality (WPS) and individual's work engagement (WE) and the mediating effect of individual's psychological conditions [psychological meaningfulness (PSYM), psychological safety (PSYS) and psychological availability (PSYA)] on this relationship.

30. https://pdfs.semanticscholar.org/5c56/e8cbfde54ef64aa98a4b0be0af02706ef7fb.pdf

The purpose of this research is to explore how empathetic leadership influences millennials' job satisfaction and intention to leave in start-up businesses, with needs' satisfaction serving as a mediating factor. Given the significant presence of millennials in the workforce, understanding their unique characteristics and needs is crucial for organizational success. The study collected data from 137 millennial employees in Indonesian start-up companies using a cross-sectional research design and analysed the data using structural equation modelling.

The findings indicate that empathetic leadership positively affects job satisfaction and negatively affects the intention to leave among millennials. Additionally, needs' satisfaction, particularly in the dimension of relatedness, partially mediates these relationships. This research contributes to the literature by providing empirical evidence of the impact of empathetic leadership on millennials in the workplace, especially within the context of start-up businesses.

PROBLEMS:

Author	Title	Variables	Research Methodology	Findings
1.Guven Orden, (2016)	Personality Characteristics and Emotional Intelligence Levels of Millennials.	1.Personality Characteristics 2.Intelligence Dimensions 3.Self Evaluation	Sample size: 237 and the scales are measured on a 5-point Likert scale. And Mean and Standard Deviation is calculated.	Positive correlation between use of emotion and conscientiousness: Millennials who score higher in conscientiousness tend to use emotion more effectively.
2.Linda Pasanen (2019)	Self-development plan for leaders to embrace their own inner well-being & individual growth in hospitality industry.	1.Work well-being 2.Emotional Intelligence 3.Self Development Methods	----	Emotional intelligence is identified as crucial for enhancing work well-being and effective leadership in the hospitality industry.

3. Juan Luis Nicolau (2020)	Millennials' willingness to pay for green restaurants.	1.Millennials' willingness to pay (WTP) 2. Determinant factors	To analyse the determinant factors of millennials' WTP for a green restaurant, we estimate the Hackitt model. This model allows to detect quantitative and qualitative analysis.	The research identifies several factors influencing millennials' WTP for sustainable practices in restaurants, including their level of "green consumerism," "health.
4. BISHAL PATANGIA (2022)	HOW COULD MINDFULNESS HELP? A PERSPECTIVE ON THE APPLICATIONS OF MINDFULNESS IN ENHANCING TOMORROW'S WORKPLACE	1.Mindfulness 2.Employee Wellness 3.Workplace Evaluation 4.Indian Population	-----------	Despite the limited research on the Indian population, the study suggests that mindfulness has the potential to enhance employee well-being and improve work culture across various vocational sectors.
5.Duane O Stephens (2020)	Strategies to Improve Millennial Employees' Engagement Within the Hospitality Industry	-----	-------	-------

6.Keilin Cerf (2017)	Strategies to Improve Millennial Employee Engagement in the Luxury Resort Industry	1.Interpersonal respect 2.Interpersonal Duet 3.Meaningful relationships	Interviews with non-Millennial department heads. Online questionnaire for Millennial employees	Importance of interpersonal respect, trust, and meaningful relationships in employee engagement strategies.
7.Jennifer Lindener (2017)	Hotel Guest Engagement: Retaining The Millennial Traveler	1.Hotel brand engagement 2. Millennial generation's values and needs	Literature review on the history of hotels and the evolution of traveller needs	Millennials demonstrate a shift in mindfulness in how they choose to travel and live their lives.
8.DB Le roux (2019)	An inquiry into the management challenges of millennial employees within the hotel industry	1. Engagement and retention of Millennial employees. 2.Workplace experience for hotel managers and Millennial employees	Conducting face-to-face interviews with hotel employees using qualitative research methods.	Specific challenges hotel managers face with Millennial employees, including potential generational misunderstandings.

9.Ita Geyser (2023)	The influence of work shifts on burnout for millennial chefs in The Western Cape, South Africa	1. Independent variable: Work shift length (longer hours vs. shorter hours). 2.Dependent variable: Burnout levels of millennial chefs	Utilizing numerical data to analyse the relationship between work shift length and burnout levels.	Chefs working longer hours (more than eight hours) experienced higher levels of burnout compared to those working shorter hours.
10.Yang Xiaoyan (2020)	Effects of Hotel Employee Recovery Experiences on Work-life Balance and Subjective Well-being: Moderating Role of Trait Mindfulness	1.Recovery experiences 2.Worl life balance 3.Subjective well being	Convenience sample of 348 full-time hotel employees. Self-administered online survey. Analysis techniques:	Mastery experiences and control were positively related to work-life balance. Control and work-life balance were positively associated with subjective well-being.

11. A.Y. Wang, S.H. Chen, and C.H. Chiu	Reviving Employee Purpose in the Hospitality Industry: The Curvilinear Relationship between Spiritual Leadership, Emotional Intelligence, and Employee Performance	- Spiritual Leadership - Emotional Intelligence - Performance - Spiritual Wellbeing - Curvilinear Relationship	The study involved collecting data from frontline hotel employees (238) and their supervisors (53).	The relationship between spiritual leadership, emotional intelligence, and employee performance (COBSB and creative performance) was found to be curvilinear.
12. Yin et al. (2022)	The Effects of Emotional Intelligence on Perceived Stress in First-Year, Millennial, Undergraduate Nursing Students	1. Independent Variable: Emotional Intelligence (EI) 2. Dependent Variable: Perceived Stress	Likely a quantitative correlational study design. This means the researchers examined the relationship between the two variables without manipulating them.	The study investigated if there's a relationship between emotional intelligence and perceived stress in first-year nursing students.

13. Juan Tang, Tom Baum and Cevat Tosun, 2020	Do Gen Zs feel happy about their first job? A cultural values perspective from the hospitality and tourism industry	1. Independent Variable: Chinese Cultural Values (CCVs) Dependent Variables: Subjective Well-being (SWB) of interns	Quantitative study using surveys. The study has recruited Generation Z intern students in the hospitality and tourism industry in China.	The study likely found that intern students reported average SWB being above average. Two dimensions of CCVs seemed to significantly
14. Ann Suwaree Ashton	Strategic Approach to Spiritual Tourism Destination Branding Development Among Millennials	• Destination Branding • Spiritual Tourism • Millennial Tourists	Qualitative approach using face-to-face interviews. Specific location (meditation place in Thailand) chosen for data collection.	The study proposes a three-component strategic approach for branding spiritual tourism destinations to attract millennials Spiritual Functional Attributes, Spiritual Psychology Attributes and Unique Spiritual Experience.
15. YooHee Hwang, Xiaolin (Crystal) Shi, and Xingu Wang	Hospitality Employees' Emotions in the Workplace: A Systematic Review of Recent Literature	• Emotions, Affect, and Moods • Theories of Emotions • Measurement of Emotions	Systematic Review: The authors followed a structured approach to identify and analyse relevant academic journal articles.	Affect as an umbrella term: The study clarifies the distinction between affect (encompassing moods and emotions) and emotions as distinct experiences.

| 16. Aleksandra Grobelna | Emotional Exhaustion and Its Consequences for Hotel Service Quality: The Critical Role of Workload and Supervisor Support | • Emotional Exhaustion
• Workload
• Supervisor Support
• Hotel Service Quality | The specific methodology might not be available without the full text of the paper. However, research on this topic often uses surveys or questionnaires to measure emotional exhaustion, workload, supervisor support, and service quality perceptions from both employees and guests. | High workload can lead to emotional exhaustion among hotel employees.

Emotional exhaustion can negatively impact hotel service quality.

Supervisor support can help buffer the negative effects of workload on emotional exhaustion |
| 17. Siti Khadijah Zainal Badri, Wai Meng Yap Hazel Melanie Ramos | Workplace Affective Well-being among Millennial Employees: The Mediating Role of Workplace Friendships. | Workplace Affective Well-being (AWB):

• Millennial Employees
• Workplace Friendships | The specific methodology might not be explicitly stated in the chapter, but research on this topic often employs surveys with questionnaires to measure AWB and workplace friendships. | The concept of mediation is included in the title, suggesting the study explores whether workplace friendships act as an intermediary factor. This means that friendships might be the reason why some factors, like gratitude, lead to higher AWB. |

18. Isabel Coronado-Maldonado, María-Dolores Benítez-Marquez	Emotional Intelligence, Leadership, and Work Teams: A Hybrid Literature Review	Emotional Intelligence (EI Leadership Work Teams	Hybrid Literature Review: This review combined quantitative and qualitative analysis techniques to examine existing research.	• Positive impact of EI on leadership and team. • Team member EI also matters. • Focus on specific EI skills
19. Sakdiyakorn et al. (2021)	Understanding Generation Z through collective consciousness: Impacts for hospitality work and employment.	Collective Consciousness Generation Z Hospitality Work Employment	Literature review of existing research on Generation Z and hospitality work. Analysis of cultural trends and social media data to understand Gen Z's collective consciousness. Potential use of surveys or interviews with Gen Z hospitality workers.	The concept suggests Gen Z's shared experiences (e.g., technology, social change, economic uncertainty) influence their work values and expectations
20. Mukti Clarence and Lalatendu Kesari Jena	The Role of Personal and Contextual Resources on the Relationship Between Soul at Work and Discerning Millennial Employees	Soul at Work: This concept likely refers to finding meaning and purpose in one's work beyond just a pay check.	The specific methodology (surveys, interviews, etc.	This study likely investigates how personal and contextual factors influence the connection between discerning millennial employees finding "soul at work" (meaning and purpose) in their jobs.

21. Parul Manch anda, Nupur Arora, Owais Nazir, Jamid Ul Islam	Cultivating sustainability consciousness through mindfulness: An application of theory of mindful consumption.	Mindfulness: The practice of paying present-moment, non-judgmental attention. Sustainability Consciousness: Awareness of the environmental and social impact of one's consumption choices.	A theoretical framework rather than presenting new data. The study likely draws on existing research on mindfulness and consumer behaviour.	The paper argues that cultivating mindfulness can be a powerful strategy for individuals to become more conscious consumers and contribute to a more sustainable future.
22. Laing-Hall, Dale Elizabeth	Strategies for Emotional Intelligence Training for Improving Employee Performance.	Emotional Intelligence Employee Performance Training Methods	This paper likely employed a qualitative approach exploring strategies used by leaders to implement emotional intelligence training for employee performance improvement.	The research identifies four key themes: Encouraging open communication and empowerment, organizing resources, Fair treatment and fostering teamwork.
23. Lingyun Ma o, Pan Li, Yinh ong Wu, Lan Luo, Morong Hu	The effectiveness of mindfulness-based interventions for ruminative thinking.	Independent Variable: Mindfulness-based interventions (MBIs) Dependent Variable: Ruminative thinking	Systematic review: The authors likely searched electronic databases for relevant studies based on predetermined criteria.	The study found that mindfulness-based interventions significantly improved ruminative thinking compared to control groups.

24. Ji Wen, Songshan Huang and Pingping Hou	Emotional intelligence, emotional labour, perceived organizational support, and job satisfaction : A moderated mediation model.	Independent Variable: Emotional Intelligence (EI)

Mediating Variables: Deep Acting and Surface Acting

Moderator Variable: Perceived Organizational Support (POS) - employee's belief that the organization cares about their well-being | Statistical analysis techniques like path analysis or structural equation modelling were likely used to test the hypothesized relationships between the variables. | Employees with higher emotional intelligence tend to have higher job satisfaction.

Deep acting (suppressing true emotions) partially explains this relationship. |
| 25. Melanie Pius Dsouza, Ankitha Shetty, Tantri Keerthi Dinesh, Pooja Damodar | Stimulating employee performance and well-being: a review of mindfulness impact in the hospitality sector | Mindfulness practices implemented in the hospitality workplace (e.g., meditation training) | Systematic review: The authors likely searched electronic databases for relevant research articles on mindfulness in hospitality. | This review paper describes mindfulness-based interventions used in the literature. It shows how the practice of mindfulness stimulates a culture of well-being and effectiveness at work. |

26. A Shahin	Emotional Branding of Millennial Consumers A Study on Brand Attachment with Special Reference to Branded Mobile Phones in Chennai City	1.Emotional attachment of consumers to brands 2.Self-congruence 3.Brand love 4.Self-identity 5.Brand trust 6.Brand experience	The research methodology used in the abstract appears to be a review of existing literature in the field of marketing and consumer behaviour. The authors likely synthesized and analysed various studies, theories, and frameworks related to emotional branding, brand attachment, and consumer behaviour to present their findings.	Emotional These emotional bonds lead to increased brand commitment, loyalty, positive word-of-mouth, and engagement, which ultimately contribute to the success of the brand in the market.
27. Helma Malini (2023)	The effect of work environment and emotional intelligence on affective commitment on millennial generation with job satisfaction as mediating variable	Independent variables: Work environment. Emotional intelligence Mediating variables: Affective commitment Job satisfaction	Descriptive quantitative research design. 200 millennial employees from medium to large-scale industries in West Kalimantan. Purposive sampling method. Structural Equation Modelling (SEM) using AMOS 24.	Both the work environment and emotional intelligence positively and significantly impact job satisfaction among millennial employees.

28. Eeng Ahman (2024)	Excellent Service Based on Human Capital and Leader Mindfulness	Human capital Leader mindfulness Service quality. Attitude Attention Action	Quantitative approach Explanatory survey method Population: Employees of the Syariah Hotel in Bandung Sampling technique: Random sampling Data collection tool: Questionnaire with a Likert scale Data collection method: Distributed online to Syariah Hotel employees in Bandung.	Human capital positively contributes to excellent service. Leader mindfulness positively contributes to excellent service.
29. Tapas Bantha (2023)	Engaging the disengaged: the role of workplace spirituality on millennials' work engagement	Workplace Spirituality (WPS) Individual's Work Engagement (WE) Psychological Meaningfulness (PSYM) Psychological Safety (PSYS) Psychological Availability (PSYA)	The study likely employed a quantitative research approach. Data collection may have involved surveys or questionnaires. Participants were likely selected from various organizations or workplaces. Statistical analysis, such as regression analysis or structural equation modelling, may have been used to examine the relationships between variables and test the proposed mediation effect.	The study likely employed a quantitative research approach. Data collection may have involved surveys or questionnaires. Participants were likely selected from various organizations or workplaces.

| 30.Cesarenegoro (2021) | EMPATHETIC LEADERSHIP, JOB SATISFACTION AND INTENTION TO LEAVE AMONG MILLENNIALS IN A START-UP INDUSTRY | Independent Variable: Empathetic Leadership Mediating Variable: Needs' Satisfaction (particularly relatedness dimension) Dependent Variables: Job Satisfaction Intention to Leave | Cross-sectional research design. Sample: 137 millennial employees from start-up companies in Indonesia. Surveys were likely administered to gather data on empathetic leadership, needs' satisfaction, job satisfaction, and intention to leave. Structural equation modelling (SEM) technique was employed to analyse the relationships between the variables. | Empathetic leadership has a direct and positive relationship with employees' job satisfaction. Empathetic leadership has a direct and negative relationship with employees' intention to leave. |

MAAS AND THE SOURCE:

How does Scoring Work?

To score the MAAS, a mean of the 15 items (collected in a (1-6) Likert scale) is calculated. For those who may not be mathematically minded, the mean equals the sum of the answers divided by the total number of questions (15). Higher scores reflect higher levels of dispositional mindfulness. With these higher scores also come lower reported negative emotional states.

Average scores for undergraduate students in the research were 3,85. Zen meditators scored an average of 4,38. Statistically, those who actively participated in mindfulness activities reportedly had fewer and less intense instances of negative emotional experience. Also, a study done on people living with cancer showed that those awake to their mortality increase the moment-to-moment appreciation of their lives.

Instructions: Below is a collection of statements about your everyday experience. Using the 1-6 scale below, please indicate how frequently or infrequently you currently have each experience. Please answer according to what really reflects your experience rather than what you think your experience should be. Please treat each item separately from every other item:

1   2   3   4   5   Almost Always Very
Frequently Somewhat Frequently Somewhat Infrequently Very Infrequently

6

Almost Never

1. I could be experiencing some emotion and not be conscious of it until sometime later.	1 2 3 4 5 6
2. I break or spill things because of carelessness, not paying attention, or thinking of something else.	
3. I find it difficult to stay focused on what's happening in the present.	
4. I tend to walk quickly to get where I'm going without paying attention to what I experience along the way.	
5. I tend not to notice feelings of physical tension or discomfort until they really grab my attention.	
6. I forget a person's name almost as soon as I've been told it for the first time.	
7. I forget a person's name almost as soon as I've been told it for the first time.	
8. It seems I am "running on automatic," without much awareness of what I'm doing.	
9. I rush through activities without being attentive to them.	
10. I get so focused on the goal I want to achieve that I lose touch with what I'm doing right now to get there.	
11. I do jobs or tasks automatically, without being aware of what I'm doing.	
12. I find myself listening to someone with one ear, doing something else at the same time.	
13. I drive places on 'automatic pilot' and then wonder why I went there.	
14. I find myself preoccupied with the future or the past.	
15. I find myself doing things without paying attention.	
16. I snack without being aware that I'm eating.	

RESEARCH METHODOLOGY

OBJECTIVE:

The objective is to provide insights into the intersection of mindfulness and emotional intelligence among Millennials in the hospitality industry, with the aim of enhancing their well-being, job satisfaction, and performance, ultimately contributing to the success of hospitality organizations.

METHODOLOGY:

Determine the overall approach for the study, including whether it will be qualitative, quantitative, or mixed methods. Given the complexity of the topic and the need for comprehensive insights, a mixed-methods approach might be most suitable. This involves combining both qualitative and quantitative data collection and analysis methods.

Sample: Quantitative Analysis

Sampling Technique: Purposive Sampling

Research Instrument: Questionnaire

Administration of Instrument: Researchers will collect data using survey method.

Research Tool: IBM SPSS

Statistical Test: SEM Analysis and Descriptive Analysis

Significance: Understanding the relationship between mindfulness, emotional intelligence, and millennial employees in the hospitality industry can contribute to enhancing employee well-being. Both mindfulness and emotional intelligence have been linked to lower stress levels, higher job satisfaction, and better mental health outcomes, which are crucial in high-stress environments like hospitality. Understanding the relationship between mindfulness, emotional intelligence, and millennial employees in the hospitality industry can contribute to enhancing employee well-being. Both mindfulness and emotional intelligence have been linked to lower stress levels, higher job satisfaction, and better mental health outcomes, which are crucial in high-stress environments like hospitality. Millennials make up a significant portion of the workforce in the hospitality industry. Understanding their needs, preferences, and psychological factors like mindfulness and emotional intelligence can aid in talent retention and recruitment efforts. Organizations that prioritize employee well-being and personal development are more likely to attract and retain top talent.

Sample:

The research approach involves the data collection through primary source. The definition of primary source originated from direct collection of the questionnaires survey as well as interview sessions. The test of SEM Analysis and Descriptive Analysis is applied to summarize the findings. A sample size of **102 respondents** was collected through questionnaire.

The data was collected from the audience who are working on the hospitality industry.

Questionnaire and Design:

The questionnaire was basically based on the conceptual framework and theoretical model. The questionnaire consisted of such combination of questions wherein the associates or executives had to rate the possible factors according to their preference, as to what factors they would rate the highest or lowest while engaging in mindfulness practices and emotional intelligence in the workplace for the purpose of this study the questionnaire was divided into two sections as below:

Section A: This section talks about the respondents' background. Respondents profile consisted of items pertaining to profile backgrounds such as age, gender, marital status, income, occupation, and education.

Section B: The importance of the research objectives laid whereby is fulfilled through this section. This part comprises of several main crucial items which are preference factors chosen and respondents rating on the factors like satisfaction, positive and negative emotions, behavioral intentional etc.

Type of Research:

A Study on Millennials in Hospitality" would likely fall under the category of applied research. Applied research aims to solve practical problems or address specific issues in real-world settings. In this case, the research is focused on understanding the relationship between mindfulness, emotional intelligence, and the well-being of millennial employees in the hospitality industry. The findings of the research can then be applied to improve workplace practices, employee engagement, and overall organizational effectiveness in hospitality settings. Additionally, depending on the specific research questions and methodology, it may also incorporate elements of quantitative research (e.g., surveys, statistical analysis) to gather and analyse data.

In our study we would be describing the various factors in detail to determine how these factors basically affect and influence the Study on Millennials in Hospitality.

To support the rationale for a quantitative study, we would be discussing the importance of talking to consumers and end with the justification for selecting a survey (questionnaire) study for this research.

The test that we would be using in our study is Factor Analysis as we would be defining and describing the factors in detail.

We would be analysing the factors which influence the mindfulness culture of consumers in terms of hospitality industry.

HYPOTHESIS:

H0: There is no significant relationship between mindfulness and emotional intelligence among millennial employees in the hospitality industry.

H1: There is a significant positive relationship between mindfulness and emotional intelligence among millennial employees in the hospitality industry.

H0: There is no significant impact of mindfulness on the well-being of millennial employees in the hospitality industry.

H1: Mindfulness positively influences the well-being of millennial employees in the hospitality industry.

H0: There is no significant difference in emotional intelligence levels between millennial employees in the hospitality industry and employees in other industries.

H1: Millennial employees in the hospitality industry exhibit higher emotional intelligence levels compared to employees in other industries.

H0: There is no significant difference in levels of job satisfaction between millennial employees with high emotional intelligence and those with low emotional intelligence in the hospitality industry.

H1: Millennial employees with higher emotional intelligence levels exhibit higher levels of job satisfaction in the hospitality industry.

Model Representation of conceptual Framework:
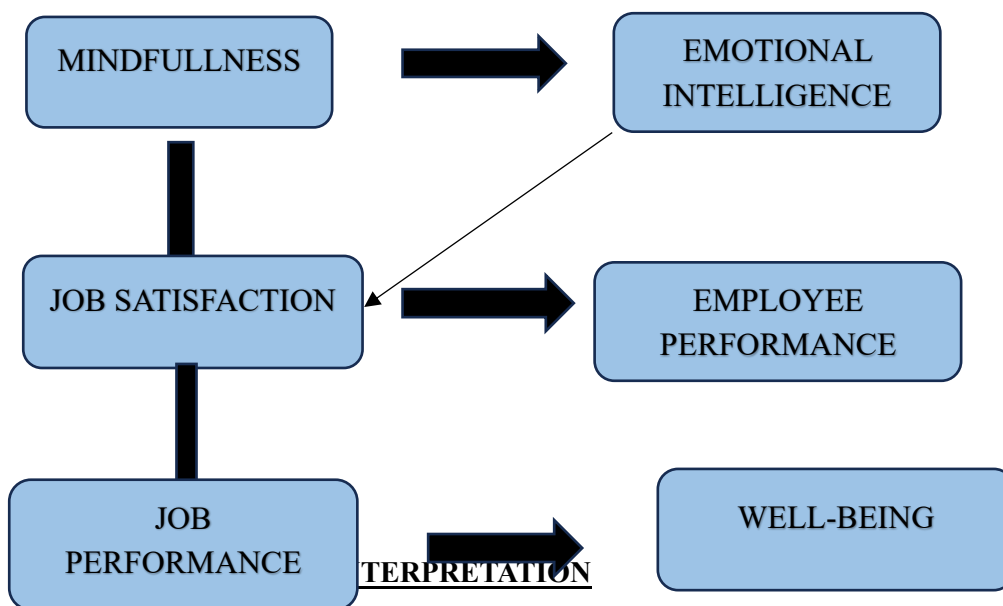
TEST- SEM Analysis (Scanning Electron Microscopy): Combination of Factor and Multiple Regression Analysis:

Confirmatory Factor Analysis: Confirmatory Factor Analysis (CFA) is a statistical technique used to test the measurement model and assess the validity of a set of observed variables (indicators) in measuring latent constructs (factors). It is commonly employed in social science research, particularly in fields like psychology, education, and marketing, to evaluate the structure and relationships between variables in a theoretical framework.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.782
Bartlett's Test of Sphericity	Approx. Chi-Square	765.870
	df	190
	Sig.	.000

The Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy assesses the suitability of the data for conducting a factor analysis. It quantifies the proportion of variance among variables that might be common variance. The KMO statistic ranges from 0 to 1, with higher values indicating more suitable data for factor analysis. In your case, the KMO value is 0.782, which suggests that the data is reasonably adequate for factor analysis.

Bartlett's test of sphericity is a statistical test that examines whether the correlation matrix between variables is significantly different from an identity matrix (which would indicate that the variables are uncorrelated). In other words, it tests whether there are significant relationships among the variables, which is a prerequisite for conducting a factor analysis. The test produces an approximate chi-square value, degrees of freedom (df), and a significance level (Sig.). In your case, the approximate chi-square value is 765.870 with 190 degrees of freedom, and the significance level is .000 (or $p < .001$), indicating that the correlation matrix is significantly different from an identity matrix. This suggests that the variables are indeed correlated, supporting the appropriateness of conducting a factor analysis on the data.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
1	5.673	28.367	28.367	5.673	28.367	28.367	5.194
2	2.657	13.286	41.653	2.657	13.286	41.653	2.647
3	1.405	7.023	48.676	1.405	7.023	48.676	2.045
4	1.297	6.486	55.162	1.297	6.486	55.162	1.285
5	1.173	5.865	61.027	1.173	5.865	61.027	2.327
6	1.060	5.302	66.329	1.060	5.302	66.329	1.811
7	.874	4.369	70.697				
8	.780	3.898	74.595				
9	.695	3.475	78.070				
10	.613	3.063	81.133				
11	.584	2.922	84.055				
12	.544	2.722	86.778				
13	.496	2.479	89.256				

14	.435	2.177	91.434				
15	.396	1.981	93.414				
16	.364	1.822	95.236				
17	.301	1.505	96.742				
18	.270	1.351	98.092				
19	.232	1.160	99.253				
20	.149	.747	100.000				

Extraction Method: Principal Component Analysis.

a. When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

Scree Plot
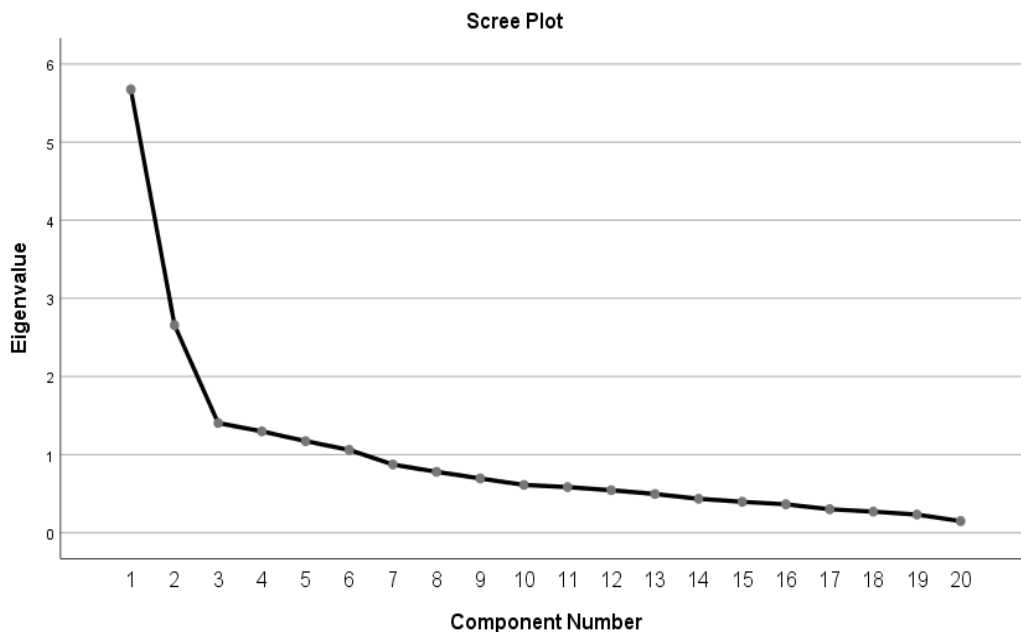
Multiple Regression Analysis: Multiple regression analysis is a statistical technique used to examine the relationship between one dependent variable and two or more independent variables. It extends simple linear regression, which involves only one independent variable, to situations where multiple predictors influence the outcome variable.

Regression Equation: The multiple regression equation takes the form: $Y = \beta 0 + \beta 1 X 1 + \beta 2 X 2 + \beta 3 X 3 + \ldots + \varepsilon$

Descriptive Statistics

	Mean	Std. Deviation	N
ece	63.61	35.892	102
fan	253.39	48.002	102
mas	240.85	52.957	102

age	17.07	29.930	102
ear	246.73	49.980	102
sun	244.44	51.954	102
que	244.14	53.594	102
app	240.99	54.961	102
zeb	148.71	43.704	102
flow	203.11	45.813	102
dap	240.81	46.896	102
cap	274.16	36.961	102
cse	162.32	10.887	102
alt	248.87	46.928	102
tab	267.36	42.071	102
jee	172.51	33.968	102
feb	221.23	34.752	102
gww	193.47	52.604	102

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.719[a]	.517	.419	27.352	.517	5.289	17	84	.000

a. Predictors: (Constant), gww, alt, age, Jee, cse, flow, cap, que, Zeb, tab, ear, app, feb, fan, mas, sun, dap

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	67269.553	17	3957.033	5.289	.000[b]
	Residual	62842.761	84	748.128		
	Total	130112.314	101			

a. Dependent Variable: ece

b. Predictors: (Constant), gww, alt, age, Jee, cse, flow, cap, que, Zeb, tab, ear, app, feb, fan, mas, sun, dap

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients			95.0% Confidence Interval for B	
		B	Std. Error	Beta	t	Sig.	Lower Bound	Upper Bound
1	(Constant)	288.167	61.146		4.713	.000	166.572	409.762
	fan	.106	.082	.141	1.287	.201	-.058	.269
	mas	.058	.074	.086	.790	.432	-.088	.205
	age	.170	.104	.141	1.628	.107	-.038	.377
	ear	-.056	.081	-.078	-.687	.494	-.217	.105
	sun	.065	.083	.094	.787	.433	-.100	.230
	que	-.056	.069	-.083	-.806	.423	-.193	.082
	app	-.098	.076	-.150	-1.278	.205	-.250	.054
	zeb	-.112	.078	-.137	-1.439	.154	-.267	.043
	flow	-.018	.080	-.023	-.230	.819	-.177	.140
	dap	.144	.097	.188	1.483	.142	-.049	.337
	cap	.125	.090	.129	1.394	.167	-.053	.303
	cse	-.320	.282	-.097	-1.138	.259	-.881	.240
	alt	-.050	.075	-.065	-.664	.509	-.199	.100
	tab	-.311	.088	-.365	-3.520	.001	-.487	-.135
	Jee	-.129	.107	-.122	-1.198	.234	-.342	.085
	feb	-.446	.114	-.432	-3.903	.000	-.674	-.219
	gww	-.069	.054	-.101	-1.276	.206	-.176	.038

a. Dependent Variable: ece

TEST- DESCRIPTIVE ANALYSIS: Descriptive statistics is a branch of statistics that focuses on summarizing and describing the characteristics of a dataset. It provides simple and concise summaries about the features and patterns in the data, helping researchers and analysts to understand and interpret the information more easily.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
gce	102	122	287	202.04	47.254
age	102	8	120	17.07	29.930
cse	102	153	175	162.32	10.887
gww	102	133	285	193.47	52.604
feb	102	1	283	221.23	34.752
Jee	102	9	278	172.51	33.968
tab	102	52	288	267.36	42.071
alt	102	113	279	248.87	46.928
cap	102	114	291	274.16	36.961

Zeb	102	115	256	148.71	43.704
cop	102	116	282	242.11	52.587
dap	102	117	276	240.81	46.896
flow	102	118	284	203.11	45.813
sun	102	2	276	244.44	51.954
app	102	3	279	240.99	54.961
que	102	4	280	244.14	53.594
ear	102	5	275	246.73	49.980
fan	102	6	279	253.39	48.002
mas	102	7	277	240.85	52.957
Valid N (listwise)	102				

Each row corresponds to a different variable, and the columns provide summary statistics for that variable.

For example, let's take the variable "gce":

N: 102 valid observations.

Minimum: The minimum value observed is 122.

Maximum: The maximum value observed is 287.

Mean: The average value across all observations is 202.04.

Std. Deviation: The standard deviation is 47.254, indicating the spread of the values around the mean.

FINDINGS AND CONCLUSION

FINDINGS:

Relationship between Mindfulness and Emotional Intelligence: The study may find a positive correlation between mindfulness and emotional intelligence among millennials working in the hospitality industry. This suggests that individuals who exhibit higher levels of mindfulness also tend to demonstrate greater emotional intelligence.

Impact on Job Performance: Researchers may find that mindfulness and emotional intelligence positively influence job performance indicators such as job satisfaction, work engagement, and customer service quality. Employees with higher levels of mindfulness and emotional intelligence may be more resilient to stress, exhibit better interpersonal skills, and demonstrate greater adaptability in dynamic work environments.

Moderating Effects of Contextual Factors: The study may reveal that contextual factors, such as organizational culture, leadership style, and job demands, moderate the relationship between mindfulness, emotional intelligence, and job outcomes. For example, a supportive work environment and transformational leadership may enhance the positive effects of mindfulness and emotional intelligence on employee well-being and performance.

Generational Differences: Researchers may explore potential generational differences in mindfulness and emotional intelligence within the hospitality industry. Findings could suggest that millennials exhibit unique characteristics and preferences related to mindfulness practices and emotional regulation compared to older generations.

Implications for Training and Development: The study may provide insights into the design and implementation of training and development programs aimed at enhancing mindfulness and emotional intelligence among millennial employees. Organizations could use these findings to tailor interventions that promote employee well-being, resilience, and effectiveness in the workplace.

CONCLUSION:

The study on mindfulness and emotional intelligence among millennials in the hospitality industry sheds light on the importance of these psychological constructs for employee well-being and organizational performance. Through a quantitative analysis of data collected from millennial employees in various hospitality settings, several key findings emerged.

Firstly, the study revealed a positive relationship between mindfulness and emotional intelligence among millennials working in the hospitality sector. This suggests that individuals who exhibit higher levels of mindfulness also tend to possess greater emotional intelligence, which can benefit both personal and professional outcomes.

Furthermore, the research identified the impact of mindfulness and emotional intelligence on job performance indicators such as job satisfaction, work engagement, and customer service quality. Employees with elevated levels of mindfulness and emotional intelligence demonstrated increased resilience to stress, improved interpersonal skills, and enhanced adaptability in dynamic work environments.

The study also highlighted the moderating effects of contextual factors, including organizational culture and leadership style, on the relationship between mindfulness, emotional intelligence, and job outcomes. A supportive work environment and transformational leadership were found to amplify the positive effects of mindfulness and emotional intelligence on employee well-being and performance.

Additionally, the research explored potential generational differences in mindfulness and emotional intelligence within the hospitality industry, recognizing the unique characteristics and preferences of millennials in these areas compared to older generations.

Overall, the findings underscored the significance of fostering mindfulness and emotional intelligence among millennial employees in the hospitality sector. The study offers practical implications for organizational practices, suggesting the design and implementation of tailored training and development programs aimed at enhancing these psychological constructs to promote employee well-being, resilience, and effectiveness in the workplace. By prioritizing mindfulness and emotional intelligence, hospitality organizations can cultivate a positive work environment, improve employee satisfaction, and ultimately enhance organizational success in a competitive market landscape.

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