

Chapter 9


Innovative Solutions for Employee Well-Being in the Digital Hospitality Era

Mohammad Badruddoza Talukder

 <https://orcid.org/0009-0008-1662-9221>

International University of Business Agriculture and Technology, Bangladesh

Sanjeev Kumar

 <https://orcid.org/0000-0002-7375-7341>

Lovely Professional University, India

Oyshi Das Tonny

International University of Business Agriculture and Technology, Bangladesh

ABSTRACT

The well-being of employees has emerged as an essential factor in making them more productive and less likely to find better opportunities as the hospitality industry is highly competitive. This chapter examines how technology can enhance employees' wellness through wellness applications, emotion detection systems using artificial intelligence technologies, and telehealth frameworks. Wearable technology and real-time data analytics create ways for employers to collect essential health data, assess stress levels at the workplace, and develop individual health interventions. On-demand care and remote consulting provide convenient healthcare for a company's workforce, which ensures a happier and more productive workforce. That is why utilizing effective tech-enabled wellness programs in the hospitality industry helps decrease the number of sick days, increase staff content, and promote the whole organization's high productivity. This chapter focuses on emerging trends to provide a strategic reference for the hospitality industry and its wellness promotion

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based on digital technology.

INTRODUCTION

Hospitality is a dynamic sector that requires hard work, stress, and always focus on customers. Some of this facility's services work 24/7 and are closely connected with guest/customer interaction, deep engagement, and physical and emotional demands. If not well monitored, this constant pressure may harm the employees, causing burnout, stress, and long-term health issues. Thus, employee wellness has become a vital issue for the hospitality organization as it significantly influences productivity, customer satisfaction, and turnover. Over the years, efforts to understand wellness in the workplace have received considerable attention. Since it moved beyond a series of typical health care packages, wellness has embraced a more complex concept that defines physical, mental, and emotional, professional and personal performance, stress and workload coping mechanisms, and personal strength. However, the aspects of employees' well-being can be uncomfortable to regulate in an interaction-oriented industry that requires flexibility and excellence in performance.

Information technology is the primary solution driver to these challenges. While technology is transforming different industries, the same has dramatically impacted how wellness for employees is handled in the hospitality industry. Thus, anything ranging from innovative health monitoring technologies to applications focused on personal health improvement means there are ways through which the applications of advanced technology can improve the lives of hospitality employees within the hospitality industry. Through technology, it becomes possible for an organization to go beyond mainly providing solutions to health complications once they occur to focus on the employee's general well-being within the workplace. This chapter discusses technology and the health and wellness of hospitality industry employees, including how technology is used to improve their health. The purpose is to outline some of the opportunities and risks associated with using these technologies while presenting a guide to hospitality firms interested in developing new wellness technologies.

The Importance of Employee Wellness in Hospitality

The health of employees is a critical concept in the hospitality industry that needs many considerations. First, personal satisfaction may align with job satisfaction as more and more current performers are worth more than outputs. The hospitality industry includes managers, servers, chefs, and countless employees

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