



THE IMPACT OF MARITAL AND PARENTAL STATUS ON BURNOUT AND WELL-BEING AMONG HOSPITALITY EMPLOYEES

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Abstract:

This paper examines the relationship between marital and parental status and professional burnout among hospitality employees, utilizing the Maslach Burnout Inventory. Drawing on statistical evidence from a field study of 1234 participants, the analysis reveals that marital and parental status significantly influence the three core dimensions of burnout. Marriage and parenthood appear to serve as protective resources, reducing emotional exhaustion and depersonalization, while simultaneously shaping different perceptions of personal accomplishment. Notably, the lower sense of accomplishment among married individuals suggests that competing with family and professional demands may constrain feelings of success, underscoring the dual role of family responsibilities as both supportive and demanding. These findings demonstrate that family-related factors are not merely demographic attributes but critical determinants of resilience and vulnerability in high-stress service industries such as hospitality. From a practical perspective, the results highlight the importance of family-supportive organizational policies, including flexible scheduling, parental leave, and wellness initiatives, to mitigate burnout and enhance employee well-being. Overall, this research advances understanding of how personal life circumstances intersect with professional burnout, offering insights that can guide organizational strategies, inform mental health interventions, and promote sustainable workforce practices aligned with global well-being and decent work agendas.

Keywords:

burnout; well-being; marital status; parental status; employee retention; hospitality.

JEL Classification:

J28, L83

Article info:

Received: November 22, 2025
Correction: December 29, 2025
Accepted: February 02, 2026

INTRODUCTION

Burnout in the hospitality industry has emerged as a pressing occupational health concern, driven by chronic stress, excessive workloads, irregular schedules, and constant exposure to demanding customers and guests (Ayachit and Chitta, 2021; Baquero, 2023). These conditions frequently result in emotional exhaustion and diminished well-being among hospitality employees (Labus and Lukić Nikolić, 2026).

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Due to the continuous operations and intense competitive pressures, hospitality employees are particularly vulnerable to burnout compared to employees in other service industries (Ali *et al.*, 2022). Traditional stressors such as heavy job responsibilities and complex work tasks further intensify this risk, with employees often reporting psychosomatic symptoms, reduced job satisfaction, and deteriorating mental health outcomes (Fung Wong *et al.*, 2025; Tian *et al.*, 2022). Furthermore, the hospitality industry demands significant emotional labor from employees, who are expected to remain pleasant, accommodating, patient, proactive, and always smiling (Shulga *et al.*, 2024; Stangl *et al.*, 2024). This ongoing requirement becomes particularly frustrating when employees are confronted with demanding customers and the intensified workloads during peak seasons (Filipović *et al.*, 2025; Mandić *et al.*, 2025). Empirical evidence demonstrates that the well-being of frontline hospitality employees is strongly associated with the emotional labor inherent in their roles, and these emotional demands constitute some of the most salient predictors of burnout (Ponting and Ponting, 2023; Yoo, 2023). Beyond organizational demands, research has shown that burnout in hospitality is also shaped by individual characteristics. Studies indicate that personal traits and demographic factors, including gender, age, and education, play a significant role in determining susceptibility to burnout (Labus and Lukić Nikolić, 2026; Lukić Nikolić and Garabinović, 2023). These findings highlight the complex nature of burnout, suggesting that both workplace conditions and employee attributes must be considered when addressing this pervasive issue in the hospitality industry. On the other hand, employee well-being is a multidimensional construct encompassing psychological, physical, and social states, and reflects the extent to which individuals feel positive and satisfied with their work (Saito *et al.*, 2025). Although widely acknowledged, employee well-being remains conceptually complex, often framed in terms of happiness (hedonism), fulfillment of human potential (eudaimonism), and holistic emotional and social health (Elshaer *et al.*, 2025). Positive employee well-being is closely linked to higher levels of productivity, engagement, and organizational commitment, whereas negative well-being often results in absenteeism, turnover, and diminished performance. Consequently, organizations strive to create supportive conditions that foster well-being and job satisfaction, recognizing these factors as essential for sustaining a healthy and effective workforce.

Recent studies indicate that family-related factors, particularly marital and parental status, play a significant role in shaping burnout and its associated outcomes. While marriage has been identified as an independent risk factor for professional burnout, the relationship between family circumstances and occupational health is complex, with marital and parental roles functioning simultaneously as potential sources of support and as additional demands that may exacerbate stress (Cañadas-De la Fuente *et al.*, 2018; Chen *et al.*, 2022). Parenthood and related lifestyle characteristics, such as alcohol use, sleep duration, overtime, and participation in leisure activities with family and friends, appear to mediate the relationship between marriage and well-being. Moreover, survey findings indicate that unmarried employees often exhibit a stronger link between ambition and burnout compared to their married counterparts, highlighting the moderating role of family circumstances (Mukherjee and Datta, 2024).

The aim of this paper is to investigate the relationship between marital and parental status and professional burnout among hospitality employees, using the Maslach Burnout Inventory (Maslach *et al.*, 1996) to assess Emotional Exhaustion, Depersonalization, and Personal Accomplishment. By examining differences across groups defined by family status, this research seeks to determine whether marital and parental roles act as protective or risk factors in the development of burnout. While occupational stressors are well-documented, relatively fewer studies have examined how family-related factors, such as marital and parental status, influence burnout. Prior research indicates that marital support can serve



as a protective factor, buffering employees against emotional exhaustion and depersonalization (Soulsby and Bennett, 2015), whereas marital conflict or dissatisfaction tends to exacerbate stress (Alsawalqa, 2019). Likewise, parenthood has been associated with greater personal accomplishment through work-family enrichment processes (Greenhaus and Powell, 2006; Wang *et al.*, 2023). However, parental burnout remains a significant risk when contextual stressors are high and adequate support is lacking (Lebert-Charron *et al.*, 2018). Given the dual role of family responsibilities as both sources of resilience and potential stressors, this study contributes by offering empirical evidence on the ways in which personal life circumstances intersect with professional burnout. These insights may inform organizational policies and interventions designed to foster resilience and promote sustainable employee well-being. In doing so, the findings align with the United Nations Sustainable Development Goals (SDG), particularly SDG 3 (Good Health and Well-being) and SDG 8 (Decent Work and Economic Growth), by emphasizing the importance of fostering healthier work environments and promoting sustainable labor practices in the hospitality (United Nations, 2023).

LITERATURE REVIEW AND HYPOTHESES FORMULATION

Research has consistently highlighted the influence of marital and parental status on professional burnout, though findings remain mixed (Chen *et al.*, 2022; Gawlik *et al.*, 2025; Rusu *et al.*, 2025). Some studies report that being male, single or divorced, and childless is associated with higher levels of burnout, particularly in the dimensions of depersonalization and emotional exhaustion (Cañadas-De la Fuente *et al.*, 2018). Similarly, evidence from manufacturing employees indicates that married employees tend to score lower on burnout compared to their unmarried counterparts (Meng and Yang, 2024). Other studies suggest that marriage and parenthood may increase emotional exhaustion, as the challenge of balancing family responsibilities with demanding job roles intensifies stress (Załoski and Makara-Studzińska, 2024). A closer examination of marital status reveals its dual role in shaping vulnerability to burnout. A meta-analysis by Cañadas-De la Fuente *et al.* (2018) found that unmarried nurses reported higher levels of emotional exhaustion and depersonalization than married colleagues, suggesting that spousal support can serve as a protective buffer. Soulsby and Bennett (2015) emphasized that marriage enhances psychological well-being through social support, which may mitigate professional stress. However, marital dissatisfaction has been linked to higher burnout, as strained relationships can exacerbate emotional exhaustion and reduce resilience (Alsawalqa, 2019). Taken together, these findings indicate that marital status is not merely a demographic characteristic but a meaningful determinant of psychological resilience in the workplace. The presence or absence of spousal support appears to shape how individuals experience emotional exhaustion, depersonalization, and perceptions of accomplishment. Supportive marital relationships may buffer against occupational stress, whereas marital conflict or the absence of a partner may heighten vulnerability to burnout. Therefore, the **first hypothesis** proposed in this paper is that burnout levels differ significantly based on marital status, with variations in Emotional Exhaustion, Depersonalization, and Personal Accomplishment between married and single individuals.

Parental responsibilities intersect significantly with the dimensions of burnout. Evidence shows that employees with children often report lower levels of emotional exhaustion and depersonalization, while simultaneously experiencing greater personal accomplishment compared to their childless counterparts (Abramson, 2021). Parenthood may foster resilience by providing meaning and emotional resources, a dynamic that aligns with the work-family enrichment perspective (Greenhaus and Powell, 2006).



Supporting this view, Wang *et al.* (2023) demonstrated that parenting competence mediates the relationship between work-family enrichment and reduced burnout, indicating that parental roles can enhance perceptions of efficacy and resilience. Nevertheless, research has drawn attention to the phenomenon of parental burnout, a distinct construct particularly prevalent among mothers, where contextual stressors and insufficient support contribute to exhaustion and emotional distancing (Lebert-Charron *et al.*, 2018). Thus, while parenthood can serve as a protective factor against professional burnout, it may simultaneously introduce unique stressors that undermine well-being. Taken together, these findings underscore the complex role of parental status in shaping burnout outcomes. On one hand, parenthood provides emotional resources, meaning, and resilience that buffer against emotional exhaustion and depersonalization, while enhancing personal accomplishment. On the other hand, the demands of parenting, especially in the absence of adequate support, may generate additional pressures that contribute to burnout. This duality highlights the need to examine whether having children systematically influences the three dimensions of burnout among hospitality professionals. As a result, **the second hypothesis** proposed in this paper is that burnout levels differ significantly based on parental status, with variations in Emotional Exhaustion, Depersonalization, and Personal Accomplishment between individuals with children and those without.

METHODOLOGY

For the purposes of this study, data were obtained through a standardized survey instrument. The first part of the questionnaire gathered demographic information such as respondents' gender, marital status, parental status, and the country in which they were employed. The subsequent section incorporated items adapted from the Maslach Burnout Inventory (Maslach *et al.*, 1996). The **Emotional Exhaustion** scale assesses the extent to which employees feel emotionally depleted and fatigued due to work demands. Items capture experiences of being overextended, drained, and lacking energy to engage in professional tasks. For example, statements include: "*I feel emotionally drained by my work,*" or "*I feel like my work is breaking me down.*" High scores indicate significant depletion of emotional resources, which represents the central dimension of burnout. The **Depersonalization** scale measures the tendency of employees to adopt a detached, cynical, or impersonal attitude toward clients, colleagues, or their work. Items reflect emotional distancing and negative attitudes that may serve as coping mechanisms in high-stress environments. Typical statements include: "*I feel I look after certain clients impersonally, as if they were objects,*" or "*I have become more insensitive to people since I started working.*" Elevated scores suggest greater disengagement and cynicism, undermining the quality of professional relationships and service delivery. The **Personal Accomplishment** scale evaluates employees' perceptions of competence, achievement, and success in their professional roles. Items assess feelings of effectiveness, capability, and satisfaction with work outcomes. Examples include: "*Through my work, I feel that I have a positive influence on people,*" or "*I accomplished many worthwhile things in this job.*" Higher scores indicate strong professional efficacy and fulfillment, whereas lower scores reflect diminished accomplishment and reduced confidence in one's abilities, completing the tri-dimensional framework of burnout. Participants evaluated the frequency of their experiences with various items using a Likert-type scale, where responses ranged from 0 ("never") to 6 ("every day").

A preliminary pilot study was conducted among 50 respondents to evaluate the clarity and overall understanding of the survey instrument. Feedback from participants resulted in a few minor technical adjustments that enhanced both the structure and overall usability of the questionnaire.



Following these refinements, the scales demonstrated strong internal consistency, with Cronbach's alpha values exceeding 0.80. On average, participants required about 12 minutes to complete the survey.

The final version of the survey was distributed electronically through Google Forms, with data gathered between January and October 2024. The research sample included hospitality employees from Croatia, Serbia, Montenegro, and Bosnia and Herzegovina. These countries were chosen due to their interconnected historical, economic, and sociopolitical backgrounds. Despite differences in developmental trajectories and political environments, they share comparable challenges stemming from the post-Yugoslav transition period (Lukić Nikolić and Labus, 2025).

The dataset was analyzed using IBM SPSS Statistics, version 26.0 (Armonk, NY: IBM Corp.). A significant threshold of $p < 0.05$ was applied throughout the statistical testing. Reliability of the measurement instruments was assessed by calculating Cronbach's alpha for each of the three burnout dimensions. As shown in Table 1, the analysis yielded coefficients of 0.97 for Emotional Exhaustion, 0.96 for Depersonalization, and 0.98 for Personal Accomplishment. Since all values are well above the conventional benchmark of 0.80, the scales demonstrate excellent internal consistency and measurement reliability (De Vaus, 2013).

Table 1. Cronbach's Alpha coefficient for measurement scales

Scale	N	Cronbach's Alpha
Emotional Exhaustion (EE)	9	0.97
Depersonalization (DP)	5	0.96
Personal Accomplishment Assessment (PA)	8	0.98

Source: Authors

The distribution of the data was assessed for normality using the Kolmogorov-Smirnov test, complemented by graphical inspections such as histograms, probability plots, boxplots, and statistical indicators including skewness and kurtosis. The obtained significance values were EE ($p = 0.000$), DP ($p = 0.000$), and PA ($p = 0.003$), confirming that the normality assumption was not met. As a result, non-parametric procedures were applied in the subsequent analyses. The Mann-Whitney U test was utilized for comparisons between two independent groups. All statistical tests were conducted at the 95% confidence level. In addition, Levene's test was performed to examine equality of variances, and results indicated that the homogeneity of variance assumption was met in every case ($p > 0.05$).

RESEARCH RESULTS AND DISCUSSION

The sample consisted of 1234 respondents. As shown in Table 2, gender distribution was relatively balanced, with 54.1% male ($n = 667$) and 45.9% female ($n = 567$). Regarding marital status, the majority were married (69.6%, $n = 859$), while 30.4% ($n = 375$) were single, divorced, separated, or widowed. Parental status showed that 38.7% ($n = 477$) of participants had children, whereas 61.3% ($n = 757$) did not. In terms of country representation, the largest subgroup was from Croatia (42.1%, $n = 519$), followed by Serbia (25.1%, $n = 310$), Montenegro (17.1%, $n = 211$), and Bosnia and Herzegovina (15.7%, $n = 194$).

**Table 2.** Basic Sample Information

Characteristic	Answers	N	%
Gender	Male	667	54.1
	Female	567	45.9
Marital status	Married	859	69.6
	Single/Divorced/Separated/Widowed	375	30.4
Children status	Have children	477	38.7
	Do not have children	757	61.3
Country	Serbia	310	25.1
	Croatia	519	42.1
	Montenegro	211	17.1
	Bosnia and Herzegovina	194	15.7

Source: Authors

The findings of the conducted Mann-Whitney U test presented in Table 3 provide robust support for the first hypothesis, which posited that burnout levels differ significantly based on marital status.

Table 3. Maslach Burnout Inventory Results by Marital Status (Mann-Whitney U test)

Scale	Answers	N	%	U	z	p
Emotional Exhaustion (EE)	Married	667	54.1	136,515.500	-4.289	0.000*
	Single	567	45.9			
Depersonalization (DP)	Married	859	69.6	137,255.000	-4.293	0.000*
	Single	375	30.4			
Personal Accomplishment Assessment (PA)	Married	477	38.7	135,839.000	-4.504	0.000*
	Single	757	61.3			

Source: Authors

Using the Maslach Burnout Inventory, statistically significant differences were observed across all three dimensions of burnout - Emotional Exhaustion (EE), Depersonalization (DP), and Personal Accomplishment (PA), between married and single respondents.

- **Emotional Exhaustion (EE):** Single respondents reported higher mean levels of emotional exhaustion ($M = 3.24$) compared to married respondents ($M = 2.69$). The Mann-Whitney U test confirmed that this difference was statistically significant ($U = 136,515.500$, $z = -4.289$, $p < 0.001$). This suggests that single respondents may experience greater depletion of emotional resources, potentially due to the absence of spousal support as a buffer against professional burnout.
- **Depersonalization (DP):** Similarly, single respondents demonstrated higher depersonalization scores ($M = 2.77$) relative to married respondents ($M = 2.26$). The difference was again statistically significant ($U = 137,255.000$, $z = -4.293$, $p < 0.001$). This suggests that single respondents may be more susceptible to developing detached or cynical attitudes toward their work, potentially due to reduced access to emotional regulation strategies that are often fostered within marital relationships.



- **Personal Accomplishment (PA):** The analysis revealed that single respondents demonstrated greater personal accomplishment ($M = 4.00$) compared to married respondents ($M = 3.35$). This difference was statistically significant, as indicated by the Mann-Whitney U test ($U = 135,839.000$, $z = -4.504$, $p < 0.001$). The results indicate that single respondents, despite experiencing higher levels of exhaustion and depersonalization, report stronger perceptions of achievement in their professional roles. One possible interpretation is that the absence of family-related obligations enables them to allocate more resources to their careers, thereby enhancing their sense of accomplishment and reinforcing professional identity.

Overall, the results illustrate how marital status shapes the different dimensions of burnout. Marriage appears to serve as a protective factor against emotional exhaustion and depersonalization, likely due to the social and emotional support provided by a partner. However, the lower sense of personal accomplishment among married individuals may reflect competing demands between professional and family responsibilities, which could limit the extent to which they perceive success in their work roles. Empirical evidence consistently confirms that marital status plays a significant role in moderating burnout outcomes. Soulsby and Bennett (2015) demonstrated that marriage can enhance psychological well-being through the provision of social support, while Şen *et al.* (2023) highlighted the protective effect of marital satisfaction in reducing burnout. Similarly, a large-scale study of 2,556 married and 2,469 unmarried Chinese employees revealed that married individuals reported significantly lower levels of burnout (Meng and Yang, 2024). Additional research has shown that married employees tend to experience reduced stress levels (Mukherjee and Datta, 2024). Furthermore, spousal support has been identified as a critical factor in facilitating work-life integration and safeguarding against burnout (O'Sullivan *et al.*, 2025). Collectively, the evidence suggests that marriage can buffer employees from emotional exhaustion and depersonalization. Nevertheless, it is important to note that not all studies align with this protective interpretation. Some research reported contrasting outcomes regarding the impact of marriage on burnout. For instance, research conducted among married individuals with children has demonstrated that marriage may contribute to higher levels of burnout, particularly as the duration of marriage increases and in households where both spouses are full-time employed (Alsawalqa, 2019). Raising children within marital relationships has shown to intensify burnout, while the preservation of marital well-being and the cultivation of healthy family dynamics remain critical strategies for reducing its impact (Chen *et al.*, 2022).

The results of the Mann-Whitney U test presented in Table 4 provide strong empirical support for the second hypothesis, confirming that parental status significantly influences burnout levels across all three dimensions of the Maslach Burnout Inventory.

Table 4. Maslach Burnout Inventory Results by Parental Status (Mann-Whitney U test)

Scale	Answers	N	Mean	Median	U	z	p
Emotional Exhaustion (EE)	Parents	477	2.66	2.00	152,636.000	-4.606	0.000*
	Non-parents	757	3.18	2.67			
Depersonalization (DP)	Parents	477	2.24	1.20	152,880.000	-4.712	0.000*
	Non-parents	757	2.69	2.00			
Personal Accomplishment Assessment (PA)	Parents	477	3.93	4.13	154,170.000	-4.448	0.000*
	Non-parents	757	3.32	3.00			

Source: Authors



The Mann-Whitney U tests revealed statistically significant differences between respondents with and without children in terms of Emotional Exhaustion, Depersonalization, and Personal Accomplishment.

- **Emotional Exhaustion (EE):** Respondents without children reported higher levels of emotional exhaustion ($M = 3.18$) compared to those with children ($M = 2.66$), with the difference reaching statistical significance ($U = 152,636.000$, $z = -4.606$, $p < 0.001$). This implies that parental responsibilities may serve as a source of resilience, with family interactions and parent-child bonds providing emotional resources that mitigate exhaustion.
- **Depersonalization (DP):** Similarly, respondents without children exhibited higher depersonalization scores ($M = 2.69$) than those with children ($M = 2.24$), with the difference again statistically significant ($U = 152,880.000$, $z = -4.712$, $p < 0.001$). This indicates that parenthood may act as a protective factor against developing detached or cynical attitudes toward work, possibly because parental responsibilities foster empathy, patience, and emotional regulation that extend into professional contexts.
- **Personal Accomplishment (PA):** Interestingly, respondents with children reported significantly higher levels of personal accomplishment ($M = 3.93$) compared to those without children ($M = 3.32$) ($U = 154,170.000$, $z = -4.448$, $p < 0.001$). This finding implies that parenthood may foster enhanced perceptions of achievement and competence, with the integration of professional and parental roles reinforcing efficacy and purpose.

The results underscore the influence of parental status on burnout dimensions. Parenthood appears to serve as a buffer against emotional exhaustion and depersonalization, while simultaneously enhancing feelings of personal accomplishment. This pattern may be explained by the social support and meaning derived from family life, which can mitigate professional stress and foster resilience. Conversely, individuals without children may devote more time and energy exclusively to their professional roles, which could increase vulnerability to exhaustion and detachment, while limiting opportunities for broader sources of accomplishment outside of work. A growing body of research supports the protective role of parenthood in mitigating burnout. For example, Wang *et al.* (2023) demonstrated that work-family enrichment processes enhance perceptions of personal accomplishment, as skills and resources gained in parenting roles positively transfer to professional contexts. Ren *et al.* (2024) conducted a systematic review and found that parental responsibilities, while demanding, often provide individuals with a sense of meaning and resilience that reduces emotional exhaustion. Moreover, Song *et al.* (2024) highlighted that parenting fosters empathy and emotional regulation, which can counteract tendencies toward depersonalization. These findings collectively reinforce the interpretation that individuals with children may experience lower burnout levels due to the psychological resources and role enrichment derived from family life. Nevertheless, it is important to acknowledge that some evidence points to adverse outcomes associated with parenthood, particularly when family demands intensify. For instance, research has shown that employees with two or more children report lower levels of overall quality of life (Rancic *et al.*, 2024) and face significant challenges in balancing work-family conflict (Pascucci *et al.*, 2022). Research has further highlighted that women who combine employment with childcare responsibilities experience elevated stress levels, largely because they remain primarily accountable for family obligations (Tavassoli and Sunyer, 2025). In a broader sense, the necessity for working parents to navigate the competing demands of family and professional roles exposes them to a heightened risk of stress and burnout (Gawlik *et al.*, 2025).



CONCLUSIONS

This study investigated the relationship between family-related factors, specifically marital and parental status, and burnout among hospitality employees, using the Maslach Burnout Inventory as the primary measurement tool. The findings revealed significant differences across all three dimensions of burnout: emotional exhaustion, depersonalization, and personal accomplishment. Married employees and those with children consistently reported lower levels of emotional exhaustion and depersonalization. In addition, individuals with children demonstrated higher levels of personal accomplishment compared to their childless colleagues.

These findings are important for several reasons. Firstly, the findings demonstrate that marital and parental status function as personal resources that buffer against professional burnout. Married and parental respondents reported lower emotional exhaustion and depersonalization, suggesting that family support provides psychological resilience and emotional regulation. At the same time, employees with children reported higher levels of personal accomplishment, suggesting that the presence of family responsibilities may foster a stronger sense of purpose and resilience in their professional roles. Balancing work and family demand often requires effective time management, prioritization, and emotional regulation, which can translate into greater engagement and investment at work. This duality extends burnout theory by showing that family-related variables are not merely demographic controls but active determinants of resilience and vulnerability, shaping how employees experience the three dimensions of burnout.

For hospitality organizations, the results highlight the need to integrate family-related considerations into employee well-being strategies. Single employees may benefit from workplace mentoring, peer-support networks, and stress management programs to compensate for the absence of spousal or parental support. Married employees, who often balance competing family and professional demands, may require flexible scheduling, family-inclusive wellness initiatives, and workload adjustments to enhance their sense of accomplishment. Similarly, employees with children could be supported through childcare assistance, parental leave policies, and family-friendly organizational practices that reinforce the protective effects of parenthood. By tailoring interventions to marital and parental status, employers can reduce burnout and improve employee retention, which is very important in hospitality industry.

Despite the strengths of using a standardized survey instrument and the Maslach Burnout Inventory, several methodological limitations should be acknowledged. First, the reliance on self-reported data introduces the possibility of response bias, as participants may underreport or overreport their exposure to burnout due to social desirability or subjective interpretation of survey items. Second, cross-sectional design limits the ability to find out causal relationships between marital or parental status and burnout, as the data capture only a single point in time rather than changes or trajectories. Third, the regional scope of the sample, restricted to four post-Yugoslav countries, may constrain the generalizability of findings to other cultural or economic contexts, where family structures and workplace dynamics may differ significantly. Fourth, while marital and parental status are important variables, they do not necessarily reflect the quality of family relationships. For example, marital status alone cannot differentiate between supportive versus conflictual partnerships, and parental status does not account for variations in parent-child relationship quality.

Future research should extend these results by considering the limitations identified. A focus on the quality of marital and parental relationships, rather than status alone, may provide deeper insights into the mechanisms through which family-related factors shape emotional exhaustion, depersonalization,



and personal accomplishment. Longitudinal studies could further explore how major family transitions, such as marriage, divorce, or childbirth, shape burnout trajectories over time. Cross-cultural investigations would also be valuable, offering insight into whether the protective effects of family roles are universal or context-dependent, especially in industries beyond hospitality. Finally, gender-based analyses could clarify whether marital and parental responsibilities influence male and female employees differently, given the diverse societal expectations placed upon them.

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UTICAJ BRAČNOG STATUSA I RODITELJSTVA NA IZGARANJE I BLAGOSTANJE ZAPOSLENIH U UGOSTITELJSTVU

Rezime:

Rad istražuje odnos između bračnog statusa, roditeljstva i profesionalnog izgaranja zaposlenih u ugostiteljstvu, koristeći Maslach Burnout merni instrument. Na osnovu podataka prikupljenih terenskim istraživanjem u kojem je učestvovalo 1234 ispitanika, rezultati su pokazali da bračni status i roditeljstvo značajno utiču na tri osnovne dimenzije izgaranja. Brak i roditeljstvo su se pokazali kao zaštitni faktori koji smanjuju emocionalnu iscrpljenost i depersonalizaciju, dok istovremeno oblikuju različite percepcije ličnog postignuća. Niži osećaj ličnog postignuća kod oženjenih/udatih ispitanika pokazuje da porodični i profesionalni zahtevi mogu donekle da ograniče osećaj ličnog uspeha, naglašavajući dvostruku ulogu porodičnih obaveza kao istovremeno i podržavajućih i otežavajućih. Rezultati ukazuju da porodični faktori nisu samo demografske karakteristike, već značajne odrednice otpornosti i ranjivosti u delatnostima sa visokim nivoom stresa, poput ugostiteljstva. Sa praktičnog stanovišta, dobijeni rezultati naglašavaju značaj organizacionih politika koje podržavaju porodicu, uključujući fleksibilno radno vreme, roditeljsko odsustvo i programe za unapređenje blagostanja zaposlenih, radi ublažavanja izgaranja i jačanja psihološke otpornosti. Sprovedeno istraživanje doprinosi boljem razumevanju načina na koji se lične životne okolnosti prepliću sa profesionalnim izgaranjem, pružajući zaključke koji mogu biti od koristi za organizacione strategije i aktivnosti u oblasti mentalnog zdravlja. Takođe, rezultati mogu da podstaknu održive radne prakse u skladu sa globalnim ciljevima blagostanja zaposlenih i dostojanstvenog rada.

Ključne reči:

izgaranje;
blagostanje;
bračni status;
roditeljstvo;
zadržavanje zaposlenih;
ugostiteljstvo.

JEL klasifikacija:

J28, L83