

**AN EXPLORATION OF WORKPLACE STRESSORS AND RESOURCES
AMONG NEPALESE STUDENTS WORKING IN RESTAURANTS IN
NORWAY**

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LIST OF ABBREVIATIONS

GRR – Generalized Resistance Resources

HP – Health Promotion

ILO – International Labour Organization

JSS – Jana Samparka Samiti (A social organization for Nepalese active in Norway)

NRNA – Non-Resident Nepali Association, Norway

SDGs – Sustainable Development Goals

SOC – Sense of Coherence

UDI – The Norwegian Directorate of Immigration

WHO – World Health Organization

ABSTRACT

Background and research objective: International students' mobility has continued to grow rapidly across the globe in recent years, they have been called 'educational migrants'. Alongside their studies, educational migrants often participate in the labour market of the host countries in order to fund their living and educational costs. In any workplaces, work stress has been recognized as the most common issue for employees today. Stress experiences of employees in work environment has negative impacts on their health and wellbeing. However, the availability of resources and the abilities of employees to identify and utilize them, has the potential to reduce harmful effects of stressors on employee health. This study explores stress-resource experiences of Nepalese students working in restaurants in Norway, and the implications of these experiences for their wellbeing.

Method: This study adopted a qualitative research approach with a phenomenological design. The data were collected from total of 12 participants, 6 from foreign owned and 6 from Norwegian owned restaurants, from two different cities of Norway, using in-depth interviews data collection method to understand their subjective lived experiences in relation to restaurant jobs. The study was framed using the salutogenic approach, particularly the sense of coherence (SOC): comprehensibility, manageability, and meaningfulness, to learn about Nepalese students' understanding of their work and work situations, and the extent to which they identified and utilized resources available to cope, and how they make meaning of their works.

Findings: The study found that work load, worker-to-worker and worker-employer and employee-customer relationships, remuneration and facilities, management of the workplace, job security, family and social relations, health effects and study performances as the key sources of stress among participants. However, stress experiences emerged from worker-employer relationships, remuneration and facilities, workplace management and job security were higher among participants from foreign owned restaurants than those participants from Norwegian owned restaurants. The very sources of stress such as relationships in work environment, payments and amenities, well-managed workplace, job security, family and friends, and study motivations were also explored to be the sources of resource for participants, upon which the participants drew to cope with stressors. However, resource experiences from worker-employer

relationships, payments and amenities, job security and well-managed workplace were higher among the participants from Norwegian owned restaurants in comparison to participants from foreign owned restaurants. In addition, opportunities for personal development and advancement from work and personal characteristics such as self-motivation and exercises: workout/gym and play games were other resources identified and utilized by participants to cope with the stressors.

Key words: Work stress, restaurants, Nepalese students, stressors, resources

CHAPTER 1: INTRODUCTION

1.1 Background

International students' mobility has continued to grow rapidly across the globe in recent years; they have been called 'educational migrants' (Valentin, 2012). Data from United Nations Educational, Scientific and Cultural Organization (UNESCO, 2017) showed that the number of international students reached 5.3 million in 2017, up from 2 million in 2000. Around half of these numbers migrated from Global South to the Global North (ibid). Countries of the Global South such as China, India, Nigeria, Saudi Arabia and several Central Asian countries were prominent origin countries of international students, while the United States of America (USA), Canada, the United Kingdom (UK), France, Germany and the Russian Federation were the most popular destinations for international students in the Global North (Migration Data Portal, 2018; UNESCO, 2017; Valentin, 2012).

In line with this global increase of students' mobility, the number of students going or undertaking their higher education in abroad is an increasing phenomenon for Nepal as well. Due to lack of quality education and job opportunities, and political uncertainty in the country, many Nepalese students migrate to other countries seeking study opportunities, employment or better life conditions (Dhungel, 1999; B. Ghimire, 2019). Middle-East countries and Malaysia are among the most preferred destinations for Nepalese labour migrants, while the United States of America, Canada, European countries and Australia are popular destinations for Nepalese educational migrants (A. Ghimire & Upreti, 2012; Valentin, 2012). Study reports reveal that more than 300,000 Nepalese students are studying in various countries across the globe today, among them, about 60,000 migrated abroad to study in the year of 2018 (Nepali Times, 2019; NepaliSansar, 2019) .

With specific reference to Norway, a country from the Global North, there has been dramatic growth in incoming international students since 2000 (Wiers-Jensen, 2019). According to Norwegian Centre for International Cooperation in Education (SIU, 2016, p. 11), the total number of 25,685 international students studied in Norway in 2015. Data from the Norwegian Directorate of Immigration (UDI, 2018a) show that 3,610 international student immigrants were granted first-time study permits to Norway in 2018. The main reasons for such growing inflow of

international students in Norway are reported to be English taught study programs, absence of tuition fees, improving career opportunities, and peaceful and safe society (Wiers-Jenssen, 2019). In this regard, educational migrants from Nepal contribute to the increasing number of international students in Norway. Every year, Norway receives some numbers of students, skilled workers and family reunification immigrants from Nepal (Singh, 2016; UDI, 2018c). According to the Norwegian Directorate of Immigration (UDI, 2018c), the total number of 403 Nepalese immigrants were granted first-time permits to Norway in 2018, that comprise 147 work permits, 143 study permits, and 113 family immigration permits. Data from Statistics Norway (2018a) show that the total population of Nepalese immigrants in Norway is 1,967, among them, the majority numbers are with student status followed by family immigration and skilled worker statuses (Dhakal, 2018; Thapa, 2018)

1.2 Labour market participation by educational migrants

Educational migrants often participate in the labour market of the host countries in order to fund their educational and living costs (Kwadzo, 2014; Nyland et al., 2009; Wilken & Dahlberg, 2017). Mainly, those students who are self-sponsoring and pay high tuition fees engage in part-time jobs to meet their needs (Kwadzo, 2014). Usually, most international students involve in hospitality services such as serving, cooking, dishwashing, cleaning and bartending (Campbell, Boese, & Tham, 2016; Nyland et al., 2009; Valentin, 2012). In fact, these works do not correspond to their education levels and previous experiences, as well as very different from what they expect to find in host countries (Valentin, 2015; Wilken & Dahlberg, 2017). As well as they face various challenges of exploitation and discrimination in their work environment such as ‘trapped’ in low paid, semi-illegal employment, low status, lack of amenities and verbal abuses or practices of racism from employers and managers, leading them toward stress (Campbell et al., 2016; Nyland et al., 2009; Wilken & Dahlberg, 2017). Despite challenges, some studies revealed that international students’ participation in the hospitality industry involve many motivating factors or resources such as economic benefits, making more friends, increment on confidence level and development of interpersonal and communication skills (Kwadzo, 2014; Sherry, Thomas, & Chui, 2010). *(I will discuss in detail the literature on work stressors and resources in section chapter 3).*

In regard to Norway, many international students participate in part-time jobs to fund their living expenses in Norway (Barnhill, 2018; SIU, 2016; Teshnar, 2009; University of Bergen, 2018), as they are allowed to work 20 hours per week in addition their studies and full-time during holidays (UDI, 2018b). Most of them usually work in the hospitality industry such as restaurants, hotels, cafes and bars for different positions (Barnhill, 2018; Dhakal, 2018; Thapa, 2018; University of Bergen, 2018). Although there are many international students involve in hospitality services in Norway, there is a lack of data about their work stress-resource experiences. A very few studies showed language barrier as the key stressor for international students in the hospitality service (Barnhill, 2018), while other few studies explored hospitality service as good platform for them to get to know people, make friends and thus have a good social life (University of Bergen, 2018). Yet, there is an overall gap of research into international students' stress-resource experiences in the restaurant work environments. Therefore, in this study I aimed to explore stressors and resources as experienced by Nepalese students in restaurant work environments in Norway, and the implication of these experiences for their wellbeing.

1.3 Statement of the problem

Many Nepalese students are working in restaurants in Norway alongside their studies (Dhakal, 2018; Thapa, 2018), however, to my knowledge there is an overall lack of studies on their work related stress-resource experiences. In this regard, there is existing significant gap of studies that explore Nepalese students' actual stress-resource experiences in relation to restaurant work in Norway. Therefore, this study aims to explore stressors and resources as experienced by Nepalese students in restaurant work environment in Norway, and the implications of these experiences for their wellbeing. Since little is known on how Nepalese students experience their restaurant work environments in Norway, this study seeks to cover this gap through a qualitative lense and health promotion perspective, contributing to a small body in workplace health promotion literature as a result.

1.4 Research objectives

The overall objective of this study is to explore stress-resource experiences of Nepalese students working in the restaurants in Norway, and the implications of these experiences for their wellbeing. To achieve the research goal, this study has the following specific objectives.

- To explore work-related stressors as experienced by Nepalese students working in restaurants in Norway.
- To explore the resources available as identified and utilized by Nepalese students to cope with stressors.

1.4 Organization of the thesis

This thesis is organized into seven chapters. The first chapter introduces the topic, the scope of my study and research objectives. Chapter two is a presentation of theoretical framework that I used to guide this research project. The third chapter contains a review of relevant literature to my study. Chapter four presents the methodological processes and ethical considerations followed for this study, as well my reflexive note. In the fifth chapter, I present my study findings. The last two chapters, chapter six and seven, comprise the discussion and conclusion.

CHAPTER 2: THEORETICAL FRAMEWORK

In this study, the salutogenic approach was implemented, exploring stress-resource experiences of Nepalese students working in restaurants in Norway and the implications of these experiences for their wellbeing.

2.1 The salutogenic approach

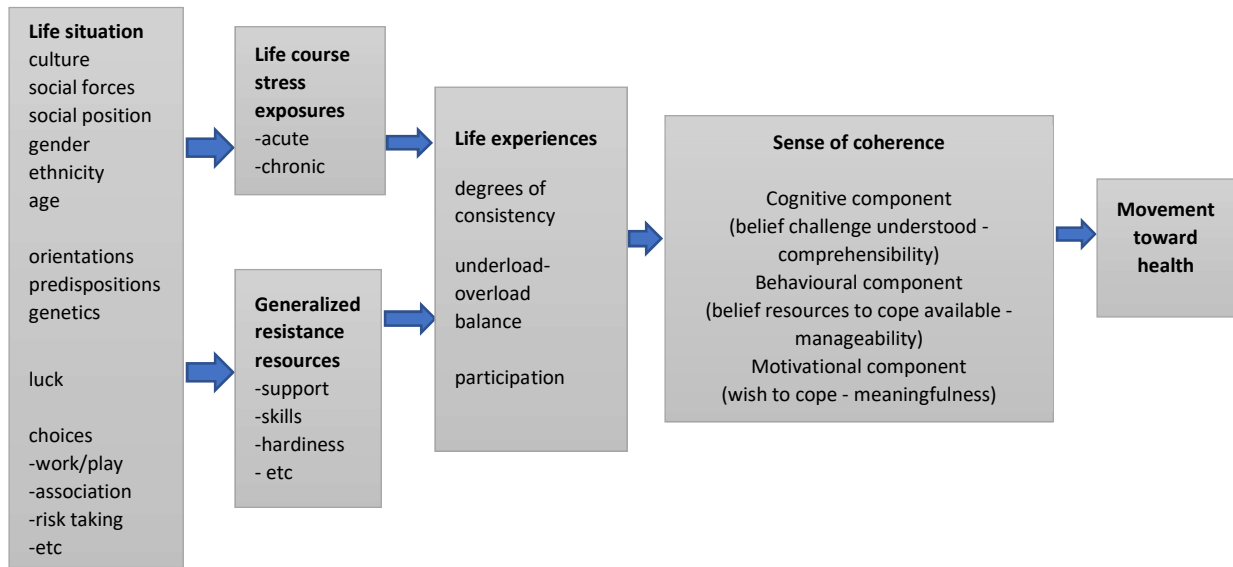
The concept of salutogenesis was introduced by Aaron Antonovsky in 1979 as a reaction to the one-sided focus of health research on pathogenesis (Becker, Glascoff, & Felts, 2010; Langeland, 2007), which builds upon the concept of what causes health (health origin), rather than the more traditional concept of what causes disease (disease origins), and explains why some people, regardless of major stressful situations and severe hardships, stay healthy, while others do not (Eriksson & Lindström, 2007). Furthermore, this approach starts by considering health and looks prospectively at how to create, enhance, and improve physical, mental and social well-being (Becker et al., 2010). Therefore, the salutogenic approach sees health as continuum, and understands tension and strain as potential health-promoting rather than merely creating illness, and it emphasizes on the utilization of the potential or existing resources not only for minimizing the risk factors but also gives focus on active adaptation or cope as the ideal treatment (Langeland, 2007). The two core concepts of the theory of salutogenesis are the *sense of coherence* (SOC) and *the generalized resistance resources* (GRRs).

The SOC is defined as “a global orientation that expresses the extent to which one has a pervasive and enduring, though dynamic, feeling of confidence that stimuli derived from one’s internal and external environments in the course of living are structured, predictable and explicable; the resources are available to one to meet the demands posed by these stimuli; and these demands are challenges that are worthy of investment and engagement” (Antonovsky, 1987 cited in Moons, P., & Norekvål, T. M. 2006, p. 17). The SOC consists of three key components: comprehensibility, manageability, and meaningfulness. “Comprehensibility is the extent to which one perceives that the world is understandable and that a sense of order can be sustained even in unknown circumstances; manageability is the extent to which one feels that one has adequate resources to deal with life’s stressors; and meaningfulness is the extent to

which one believes that things make sense and that what people do in life is worth the energy they invest in it” (Antonovsky, 1993 cited in Darkwah, E., Asumeng, M., & Daniel, M. 2017, p. 61). Elevated these three components reflect a strong SOC, which influences the extent to which individuals to cope with stressful situations in their environments and thus manage to remain healthy (Darkwah, Asumeng, & Daniel, 2017; Moons & Norekvål, 2006). It is also suggested that the SOC functions as a ‘sixth sense’ for survival and it generates one’s health-promoting abilities (Lindström & Eriksson, 2006).

The GRRs are defined as “any characteristics of the person, group, or the environment that can facilitate effective tension management” (Antonovsky, 1972 cited in Vinje, H. F., Langeland, E., & Bull, T. 2017, p 29). The GRRs are biological, material and psychosocial factors such as money, knowledge, experience, self-esteem, healthy behaviour, commitment, social support, cultural capital, intelligence, traditions and view of life that make it easier for people to perceive their lives as consistent, structured and understandable (Lindström & Eriksson, 2006; Vinje, Langeland, & Bull, 2017). And, individuals who have access to and the ability to utilize GRRs in themselves or their environment, have a better chance of dealing with the challenges (Langeland, 2007). The salutogenic approach has identified the GRRs as significant in the development of SOC, because they are understood as the properties of individuals and their environments providing them experiences that increase their SOC, an increased or a strong SOC enables them for better management and utilization of available resources (Landsverk & Kane, 1998; Langeland, 2007). The following figure 1 presents the salutogenic model of health as visualised by Mittelmark (2010).

Figure 1. The salutogenic model of health



Source: Mittelmark (2010)

Figure 1 shows Mittelmark's (2010) visualization of the salutogenic model of health. Life situation includes culture, social positions, genetics, luck, choices and many other factors that may generate both stressors and GRRs. Life situation produces three kinds of life experiences: consistency, underload-overload balance and participation, and all these characteristics determine the strength of SOC. The SOC consists of three components: comprehensibility, manageability, and meaningfulness. The exposition to the stressors of life and successful management of them strengthens a person's SOC (Wolff & Ratner, 1999). Thus, the SOC is related to perceived health, mental well-being and quality of life—movement toward health.

Inspired by the theoretical approach of salutogenesis, this study attempts to explore stress-resource experiences of Nepalese student working in the restaurants in Norway, and the implication of these experiences for their well-being. The theory, particularly the concept of SOC, guides my review of the literature, research questions, data analysis and interpretations. From the salutogenic point of view, the stronger individuals' SOC when confronted with a stressor, the more likely that they will believe that the challenges are understood—comprehensibility and resources to deal with the stressors are available in themselves and their environments—manageability and be motivated to cope with the situations which make them

feel what they do in life make sense—meaningfulness (Antonovsky, 1987 cited in Langeland, E. 2007, p 19). Within the context of this study, the SOC component of comprehensibility is used to learn the research participants’ understandings and experiences of work and work situations/environments, as well as stressors related to balancing work and study and family/social life. The manageability component is used to learn about the available resources within themselves and in their environments as identified and utilized by the participants to cope, and the third component of meaningfulness is concerned with how the participants make meaning from the work they do—sense of satisfaction and motivation. And then, the implication of the participants SOC for their wellbeing.

CHAPTER 3: LITERATURE REVIEW

An overview of the literature relating to international students and their engagement with the labour market has been given above. This will focus on literature relating to stress-resource experiences of restaurant workers in their workplace environments. First, I will briefly describe workplace stress-resource interface. Subsequently, I will review relevant studies on stress experiences of workers in hospitality industry (restaurant and hotels) to have better picture about the situations that lead employees to the stress. After discussing stress experiences, I will proceed with the review of relevant literature on workers' resource experiences in the hospitality work environments that help them to cope with work stress. Where necessary, I have included some relevant researches from other fields as well.

3.1 Literature search process

The main databases that I searched to find literature relevant for this study were Oria (the University of Bergen Library database) and Google Scholar, by using keywords and concepts from my study objectives such as work stress, stressors and resources in restaurant work environment, employee health impacts in restaurant work environments and experiences of international students in restaurants jobs. In addition, data on immigrants in Norway including Nepalese immigrants were obtained from the Norwegian Governmental databases such as *Statistics Norway* (<https://www.ssb.no/>) and *The Norwegian Directorate of immigration (UDI)* (<https://www.udi.no/>).

3.2 The workplace stress-resource interface

Work stress has been recognized as the most common issue for today's workplaces across the globe (ILO, 2012). National Institute for Occupational Safety and Health (NIOSH, 1999) defines workplace stress as harmful physical and emotional responses that occur when the requirements of a job do not match the capabilities, resources, or needs of the worker. Also, Malta (2004) describes occupational stress as any discomfort which is felt and perceived at a personal level and triggered by instances, events or situations that are too intense and frequent in nature that hinder a person's coping capabilities and resources to handle them adequately. Studies revealed that work stress occurs in a wide range of work circumstances including work overload,

unpleasant relationships with supervisor and co-workers, conflicting or uncertain job expectations, job insecurity or lack of opportunity, and poor work environments, lack of participation in decision-making, and unable to cope with job demands and pressures (Darkwah et al., 2017; Leka, Griffiths, & Cox, 2004; Michie, 2002; NOISH, 1999).

Work stress has been identified as the risk factor for employees in today's workplaces having wide range of negative psychological and physiological impacts on employees health and wellbeing, such as cardiovascular disease, headache, nausea, high blood pressure, fatigue, anxiety, emotional exhaustion, depression, hostility, loss of concentration and loss of the ability to learn (Darkwah et al., 2017; Gakovic & Tetric, 2003; ILO, 2012; LePine, LePine, & Jackson, 2004; Michie, 2002; Motowidlo, Packard, & Manning, 1986), burnout and withdrawal (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001; Gupta & Beehr, 1979; Tziner, Rabenu, Radomski, & Belkin, 2015), incivility (Hannerz, Tüchsen, & Kristensen, 2002; Torkelson, Holm, Bäckström, & Schad, 2016) and poor job performance (Varca, 1999).

However, Michie (2002) argues that the workplace is not merely a source of stress but also an important source of resources to counteract with the stress. Resources are physical, psychological, social, or organizational aspects of the job that reduce the job demands and associated physiological and psychological costs and that are functional in achieving work goals and stimulating personal growth, learning, and developments (Schaufeli and Bakker, 2004). Therefore, studies have revealed that the availability of resources in the work environment and within the employees themselves have the potential to reduce negative impacts of stressors on workers (Bakker & Demerouti, 2007; Darkwah et al., 2017; Huhtala, Feldt, Lämsä, Mauno, & Kinnunen, 2011; Schaufeli & Taris, 2014). Resources, such as the positive social dimension of work, good teamwork, culture of involving people in decisions, keeping them informed about what is happening in the organization, and providing good amenities and recreation facilities reduce stress at the workplace (Michie, 2002).

3.2 Stress experiences of workers in the hospitality industry

Work stress has been recognized as the most common issue for workers in the hospitality industry today. Several studies on employees from the hospitality industry showed the prevalence of work stress among them, because employees in the restaurants and hotels work

round the clock to provide service to the customers, and the features of their jobs include high workload, hard deadlines, working long hours, night and evening work, standing and walking for many hours, carrying heavy things in awkward postures and dealing with different people (Hannerz et al., 2002; Kjaerheim, Haldorsen, Andersen, Mykletun, & Aasland, 1997). These could cause various negative physical and psychological consequences on workers' health and wellbeing (ibid). In this line, researchers have unveiled work overload as the most common stressor among workers in the hospitality industry (Kjaerheim et al., 1997; O'Neill & Davis, 2011; Sampson & Akyeampong, 2014; Wesolowski, 2016). For example, a study by Kjaerheim et al. (1997) on waiters and cooks from restaurants in Norway explored that restaurant work involves a high degree of speed, precision, attentiveness to the wishes of the patrons, repetitive and uncontrollable work situations, and these demands are usually kept up constantly until the work ends. These conditions were identified to be responsible for several physical and psychological tensions among restaurant workers such as fatigue and problems in relaxation after the work (ibid). In addition, those waiters and cooks undergoing relaxation problems after the work were reported to have a high consumption of alcohol as a palliative coping strategy, finding the effects of alcohol helpful in reducing the stress (ibid).

In addition to work overload, other various aspects of work environment such as rude, hostile or lazy co-workers, inconsistent managers, busy work shifts, and personal issues like lack of direction and budgeting money were unveiled as other stressors for young restaurant workers in the United States of America (USA) (Petree et al., 2012). Moreover, Petree et al. (2012) in their study indicated that young restaurant workers also experience difficulties for managing their romantic relationships due to busy work schedules. Furthermore, their free times were centred around night times, due to this, many of them struggled to manage even doctor's appointments when needed (ibid). Issues of inconsistent and unpredictable work schedules were found to be other organizational stressors for workers from restaurants and hotels (Goodman et al., 2009; Wesolowski, 2016). These studies showed that workers in the hospitality service can be given shifts for anytime and their already announced shifts can be changed anytime, so that they needed to be alert for work all the time. Indeed, such work situations limited employees' ability to engage with friends and family, as a result, many of them felt socially isolated (ibid).

One other study by Sampson and Akyeampong (2014) on 296 frontline employees from 59 different hotels in the Kumasi Metropolis, Ghana unveiled seven main sources of stress in their workplace environments such as lack of support they receive from their employers, role conflict and ambiguity, poor working relationships with supervisors and colleagues, work overload, frequent or repetitive interactions with hotel guests, lack of control over their work and low remuneration. This study showed that frontline employees were not provided enough supports by the employers, they were not well equipped or trained as well as they lack resources for deploying their duties and responsibilities, as a result, they face difficulties that make them stressed at work. Researchers in this study indicated that work overload, lack of control over their work, and tensions among co-workers and between employee-employer have negative effect on workers, leading them to both physical and psychological tensions. Role ambiguity has been recognized as one of the important sources of stress by the researchers in this study, because unclear or ambiguous work roles among frontline employees made their work even more complex and thus stressful. Frequent or repetitive interactions with customers was found to be another stressor for frontline employees, resulting emotional effects on employees such as frustration, anxiety and irritation. Despite hard work, complaints relating to poor remuneration for employees were also revealed by the researchers. This study also identified that frontline employees under stress suffered from both physical and emotional effects like headaches, backaches, feeling weak, sleeplessness, feel less motivated to the work, lack of concentration, not being able to make right decisions and emotional exhaustion. (ibid).

Similar to the findings of Sampson and Akyeampong (2014), another study among 161 employees comprising line employees and middle managers from different hotels in Canada also revealed ambiguous work roles as the main stressor among workers resulting lower decision latitude and work overload (Zohar, 1994). The study explored that hotel employees were unfamiliar or confused with their work roles, thus more interdependent with others for service delivery that made their work even more difficult and stressful (ibid). In addition, interpersonal tensions such as trying to avoid arguments or poor relationships with co-workers and supervisors were found as stressors for workers from different hotels located across the USA, that caused lack of support among co-workers and increased workload (O'Neill & Davis, 2011). Moreover, this study also explored that the managers who have more work responsibilities experience more stress than hourly employees (ibid). Therefore, such circumstances of workplace were found to

relate to employees' physical health issues such as headaches, muscle soreness, backache and dizziness, and emotional effects like lower job satisfaction and turnover intents (ibid).

A study conducted by Wesolowski (2016) among 14 servers from various restaurants of Peterborough, Canada found out that servers suffer from emotional stress such as feeling of guilt when they are unable to provide quality service to the customers or letting down guests due to work overload and insufficient staffs present at the work. In addition, lack of breaks to satisfy basic bodily needs such as breaks for washroom and lunch/dinner during the work due to work overload and insufficient servers present at the work were identified as other stress experiences by wait staffs (ibid). Similarly, another study on front line employees in family-style restaurants in South Korea also showed significant and positive effect of employees' emotional labour on emotional dissonance, job stress and turnover intent (Jung & Yoon, 2014). For example, the service job requires contact with customers, and servers are trying to express required emotions in accordance with the clients' comfortability that are different from their actual emotions at service becomes stressful for these servers, leading them to the stress and thus even to the turnover intent (ibid). Moreover, some other studies on frontline workers from restaurants and hotels indicated that continuous or repetitive interaction with guests and sometimes dealing with difficult guests make employees irritated or emotionally exhausted at work (Sampson & Akyeampong, 2014; Wesolowski, 2016).

The study focused on health effects of restaurant work in India have explored various health problems among workers (Kokane & Tiwari, 2011). Most of the employees were working 8-9 hours per day, as a result, fatigue was prevalent among them. Other physical health issues such as musculoskeletal symptoms like low back pain, body ache and limbs pain due to long hours working in standing and awkward postures; and gastrointestinal complaints like heartburn, pain in abdomen and stomatitis because employees were unable to balance their diets. Moreover, this study indicated that workers also suffered from burns and injuries because of their interactions with fire and knives; and they were also at risk of slips and falls due to slippery floors at their workplaces. Furthermore, researchers in this study also raised some health concerns because some of employees were found to have history of water-borne diseases: amoebic dysentery and hepatitis A infection; and infective skin conditions: tinea cruris and scabies that can be spread to colleagues and customers. Another study by Southern Medical University in China (Lovers,

2016) revealed serving job in restaurants as the most stressful job. High workload and low payments were unveiled as the key sources of stress among restaurant servers. Researchers in this study found out that servers under high level of work stress were less likely to take care of themselves and more likely to drink alcohol and smoke cigarettes to cope with the stress, and thus, they were reported to be at high risk of heart problems and strokes.

There have been many studies on international students in relation to their restaurants work experiences, that indicated international students are vulnerable to discrimination, inequalities and exploitation in their work environments, leading them to the stress (Campbell et al., 2016; Chris et al., 2009; Kwadzo, 2014; Sherry et al., 2010; Wilken & Dahlberg, 2017). Studies on international students from Australia and America who were involved in part-time jobs including restaurant work showed various issues of discriminations such as low pay, illegal remuneration (hand cash), lack of facilities of paid holidays and sick leaves, as well as verbal abuses, bullying, backbiting and practices of racism from native employers and co-workers to international students (Campbell et al., 2016; Kwadzo, 2014; Nyland et al., 2009). Moreover, many of international students working in restaurants experienced stress because of their physically demanding jobs, irregular shifts and short notice of shifts changes that were found to have significant effects on their study plans, resulting their poor study performances (Campbell et al., 2016; Kwadzo, 2014).

Similarly, studies on international students from EU's newer member states and Nepal in Denmark have also explored lower pay, low-skilled, trapped in semi-illegal employment (work without job contract) and inconvenient work hours that directly effects their studies as key stressors in work environments (Valentin, 2012; Wilken & Dahlberg, 2017). In addition, issues of discrimination at work such as unequal facilities and opportunities between international students and Danish natives were also revealed (ibid). Not only stress experiences of international students, but also cases of misuse of student permits and violation of rules and regulations by international students were unveiled by many studies. For example, a study by Valentin (2012) among Nepalese students in Denmark showed that Nepalese students perceive their study permits to Denmark as way or ticket to get access to Denmark's labour market, they were found to work more than 15 hours allowed a week, and not actively studying, as a result many of them seized their study permits.

3.3 Resource experiences of workers in the hospitality industry

Researchers have revealed that the availability of resources in work environments can help employees to cope with work stress, reducing negative physical and psychological effects of stressors (Bakker & Demerouti, 2007; Darkwah et al., 2017; Huhtala et al., 2011; Schaufeli & Taris, 2014). In this regard, numerous studies on workers from hospitality services showed the significance of resources that helped them to deal with different forms of stressors at work and gave them motivations to the work. A study by Y. Lee, Kim, Son, and Kim (2015) on employees from six five-star hotel restaurants located in Seoul, South Korea have found out supportive supervisor as the key resource of employees. Restaurant employees are concerned with how they are treated, therefore, fair treatment from the supervisor has been perceived as significant motivating factor for employees (ibid). When the employees perceive that their commitment and devotion to the work do not pay off, they will be distressed and demotivated, and when they perceive their efforts are to be paid off, they will have strong trust in the supervisor that reflect the efforts they put into the work (ibid). Many researchers have indicated that the positive worker-to-worker relationships in work environment to be the greatest resource for restaurant workers (Dermody et al., 2004; Dupnock, Nowak, Gunter, & Heckert, 2010; Timothy, 2017). For example, a study by (Timothy, 2017) on restaurant workers from the USA explored that employees who receive supports from co-workers were less stressed at work than others. Also, those workers who have good relationships with co-workers were reported to have higher levels of job satisfaction and organizational embeddedness, as a result, they were motivated to the work and less likely to quit their jobs (ibid).

Dermody et al. (2004) in their study among 60 restaurant servers from independent and chain restaurants located in the USA have revealed that servers were primarily attracted to the restaurant jobs by the income or money, therefore, good salaries, tipped wages and incentive pay programs were identified to be the main motivating factors for servers. Good-relationship with co-workers and supervisor, proper management of the workplace and flexible working hours were explored as other resources for restaurant servers, reducing their work-related stresses, and then giving them motivations to the work (ibid). In addition to good wage and good work environment, job security and opportunities for advancement and development at work were identified as other sources of resources from the study among 278 employees from 12 different

hotels located in Canada and the USA (Simons & Enz, 1995). Researchers in this study recognized that a promise of job security as one the strong motivating factor for employees due to which they want to give their best at work. Also, receiving opportunities for learning skills and promotions at work were reported as other significant resources for employees that increase their dedication to the work (ibid).

One other study by Hasan and Subhani (2011) on 200 managers and 4000 customers from 200 different restaurants located in major cities of Pakistan has revealed various effective techniques such as awards on week/month/year, cash/bonus, certificates of appreciations and praise in meetings for employees, employee trainings, employee job redesign/clearly defined job roles and employee autonomy in his/her job, that were found out to be crucial for employees' higher level of job performance. This study also showed that employees' higher level of job performance brings more customer satisfaction and hence increased revenue (ibid). Similarly, Poster POS (2017) suggested two types of motivations: tangible and intangible motivations for restaurant employees at work. Tangible motivations include good payment, reward system, cash/bonus, opportunities for learning and promotions, availability of facilities, proper management, good working environment and employee training; and intangible motivations include respect at work, flexible work schedules, breaks for lunch/dinner and relaxation, staff parties, enhance worker-to-workers relationships, encouragement or give motivation by the supervisors and team spirit/team work.

Other many researchers have recognized training programs for restaurant managers and employees as one of most important resource to reduce work stress in restaurant work environment (Dan, 2015; Hasan & Subhani, 2011; Perez & Traina, 2011; Petree et al., 2012; Poster POS, 2017; Timothy, 2017). For example, a study by Perez and Traina (2011) examining relationship between leadership training and employee turnover showed that leadership training programs for restaurant operators as an important tool for developing effective management skills, and helpful for reducing employee turnover. In addition, Petree et al. (2012) in their study among young restaurant workers reported significance differences on employees' work-related stress experiences before and after the training program. In this study, researchers implemented 14 'Team Resilience' training sessions among restaurant employees from 28 different restaurants, emphasizing teamwork and stress management to reduce stress in their work

environment. Measures of stress were obtained at baseline and again in 6 months and 12 months, and the result showed employees with lower levels of stress after training sessions (ibid).

A study by Wesolowski (2016) among servers from various restaurants of Peterborough, Canada found out stable work schedules and presence of sufficient workers at work to be helpful for servers for work load management, customer satisfactions and balancing their work life and social life (ibid). In addition, servers' ability to generate positive feelings from themselves or self-efficacy were also explored to be significant strength for them to cope with the stress (ibid). One other study by Jung and Yoon (2016) among 366 employees from different food and beverage employees in South Korea examined the effects of hospitality employees' emotional intelligence on their stress-coping styles and job satisfaction. The result of this study showed positive impacts of employees' emotional intelligence on their coping strategy and thus job satisfaction. Employees with the emotional intelligence were able to understand other's emotions at work, as well as they were able to handle stressful situations in work environments (ibid). Therefore, employees who were able to cope with different situations at work using their emotional intelligence were found to be satisfied with their jobs (ibid).

Sampson and Akyeampong (2014) examined work-related stressors and resources among hotel employees from Ghana in their study, and found out that training of employees, encouragement of employees from their supervisors, sponsorships, promotions, adjustment in respect of employees remuneration, and relaxation activities in their daily routines as crucial factors for reducing work stress, as well as motivating employees to the work. Lieberman (2016) has recognized three strategies helpful to reduce work stress for restaurant workers such as learning to relax in different situations; controlling, changing, or letting go of things that cannot be controlled; and creating time to do enjoyable things. In addition, regular exercises such as work out/gym, running and play sports were found out to be vital for restaurant workers to remain refreshed, physically fit, and thus giving more strength to cope with the stress (ibid). In addition, some studies on study on international students revealed that they were benefited from their involvements in hospitality jobs alongside their studies. Such as earning money, having good nutrition at work, development of interpersonal and communication skills and making more friends that remained crucial to ease their work-related stresses (Sherry et al., 2010, University of Bergen 2018).

Although outside field from hospitality industry, a study among employees of a large institute for higher professional education in applied science in the Netherlands showed that the level of exhaustion and cynicism was elevated particularly when job demands were high and job resources were lacking, but work overload, emotional demands, physical demands, and work-home interference did not result in high levels of burnout when employees experience autonomy, received feedback, had social support, or had a good relationship with their supervisor (Bakker, Demerouti, & Euwema, 2005). In addition, another study among care givers in children's homes in Ghana explored several work-related resources that helped them to cope with work-related stresses, as well as keep motivated to the work. For instance, seeing children happily playing, singing, dancing and making fun in the care homes helped care givers to forget work stress momentarily, institutional support such as frequent training, and support from the donors and facilities provided by the office helped them remain productive and healthy. And, personal resources such as faith in God, experience of parenting their own children prior to this job and the need to earn a living keeps them motivated at work (Darkwah et al., 2017).

3.4 My contribution

Despite diverse studies conducted on restaurant workers' stress-resource experiences, a very few of them referred to Nepalese immigrants. At the same time, I find an overall lack of literature on Nepalese students' experiences in restaurant work environment in Norway. Therefore, an exploration of stressors and resources as experienced by Nepalese students working in restaurants in Norway will contribute to this missing perspective.

CHAPTER 4: METHODOLOGY

This chapter is focused on discussions about the relevance of research design chosen to address the objectives of this study, the methods used for participant recruitment, data collection and data analysis, research ethics, the trustworthiness of the study and the challenges faced during the fieldwork.

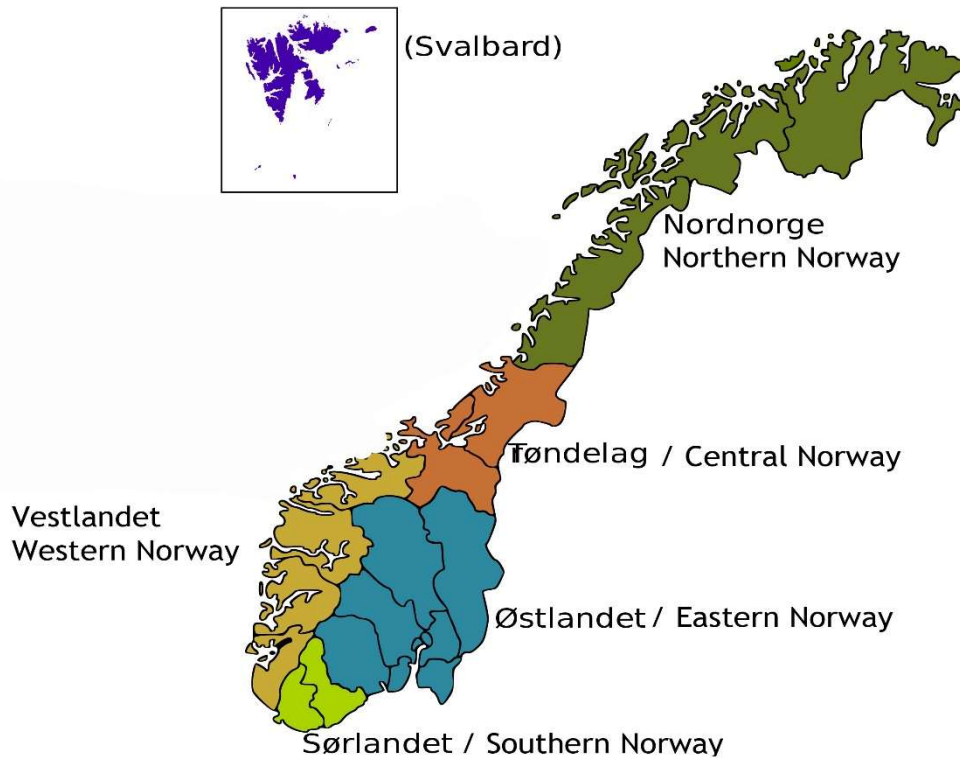
4.1 Research design

This study explores subjective lived experiences of Nepalese students working in restaurants in two different cities of Norway, thus, I adopted a qualitative research approach with a phenomenological design. Qualitative research methods enable researchers to understand peoples' subjective interpretations (Myers, 2009), and a phenomenological study describes the meaning for several individuals of their lived experiences of a phenomenon (Creswell, 2009). Using this approach and design gave me a better opportunity to understand about the participants' experiences of restaurant jobs and to find explanations about 'what' 'why' or 'how' (Creswell, 2009; Green & Thorogood, 2014).

4.2 Study area

This study was carried out in two different cities (city A and B) of Norway.

Figure 2. Map of Norway



Source: Google maps

4.3 Recruitment of participants

The primary data were collected from 25th September - 20th November 2018 from Nepalese students working at different levels in foreign owned and Norwegian owned restaurants in two different cities of Norway. In total, 12 participants were recruited for the study (*See table no. 1*). Considering the inclusion criteria, equal (6/6) numbers of participants from both cities and Norwegian owned and foreign owned restaurants were selected. Also, gender balance and different work positions were considered while recruiting the participants. All the participants

were chosen using different strategies for different cities. A purposive sampling strategy was used for participants recruitment in the city A. I was familiar with Nepalese students living in the city A, that has been an advantage to me to develop ideas in the process of participants recruitment. Also, I have conducted few informal discussions with my friends (Dhakal, 2018) that gave me even more ideas on Nepalese students and their work situations. After having adequate knowledge about Nepalese students and their work conditions, I made my judgment and chosen appropriate participants for the study.

In city B, participants were selected using snowball sampling strategy, because I was new to city B and Nepalese people living there. Thus, I used the president of Non-Resident Nepali Association (NRNA), Norway (Thapa, 2018) to get to know about the geographical locations/maps of the city and to reach to the Nepalese students working in both foreign and Norwegian owned restaurants in city B. Fortunately, the Jana Samparka Samiti (JJS), Norway have organized volleyball tournament at city B for Nepalese people during the beginning of my fieldwork. He (the president of NRNA) took me to the event where he introduced me to three Nepalese students who are involved in restaurant jobs, and I asked for their consent to participate in the research with explaining the research project. Two of them agreed to take part in the research, and then we fixed the dates and times for interviews. In later times, the president contacted many Nepalese students who are involved in restaurants jobs in city B, as he suggested, I had phone conversations with many of them and asked for their consents for the participation in the research project. Though some people refused for participation, I became able to recruit the required numbers of participants from city B with the help of the president of NRNA. During the recruitment process, I was concerned about the recruitment of female participants working in the dishwashing position, but none were discovered during field research. The basic background of the participants is summarized in table 1.

Table no. 1. The basic information of participants

Pseudonym	Age	Sex	Marital status	Education	Workplace	Position	Site
Dipa	32	Female	Married	Masters	Foreign owned restaurant	Server	City A
Siba	42	Male	Married	Masters	Foreign owned restaurant	Dishwasher	City A
Raju	27	Male	Unmarried	Masters	Foreign owned restaurant	Cook	City A
Banu	30	Female	Married	Masters	Norwegian restaurant	Server	City A
Surbir	33	Male	Married	Bachelor	Norwegian restaurant	Dishwasher	City A
Smita	29	Female	Married	Masters	Norwegian restaurant	Cook helper	City A
Santosh	28	Male	Unmarried	Masters	Norwegian restaurants	Server	City B
Kaisalh	35	Male	Married	Masters	Norwegian restaurants	Dishwasher	City B
Lalita	35	Female	Married	Bachelor	Norwegian restaurant	Cook helper	City B
Harka	27	Male	Unmarried	Masters	Foreign owned restaurant	Dishwasher	City B
Rajesh	26	Female	Unmarried	Masters	Foreign owned restaurant	Kitchen helper	City B
Bimla	33	Female	Married	Bachelor	Foreign owned restaurant	Server	City B

4.4 Data collection method

In order to explore the experiences of stressors and resources among Nepalese students who are involved in the restaurant jobs, and the implication of these experiences for their wellbeing, the only method of data collection used were in-depth interviews. In-depth interviews are the most commonly used data collection method in the qualitative research which refers to a one-to-one conversation between researcher and participant, providing information on the participant's point of view (Skovdal & Cornish, 2015). Thus, this method allowed me to have long duration one-to-one conversations and probe participants' perception on the research topic intensively, that remained vital for exploring the participants' experiences and thoughts (Skovdal & Cornish, 2015).

During the interviews, interview guides were used (*See appendix A*) that helped me to indicate the topics to be covered and the sequence of interview questions. Questions related to the nature of jobs, workplace environment and amenities at work were addressed during the in-depth interviews. Also, the impacts of jobs on participants' family and social relationships, economy, studies, and health and wellbeing were included. In-depth interviews with all the 12 participants

were conducted at times and places convenient to them. The interview language was Nepali (the national language of Nepal), and the average range of each interview was 1 hour 20 minutes.

4.5 Research ethics

Ethical clearance was obtained from the Norwegian Centre for Research Data (NSD) (*See appendix C*) before data collection began regarding the anonymity of participants and the confidentiality of the data. As suggested by Lee & Renezzetti (1990), research topics which touch on deeply personal experiences can be considered as sensitive topics. One of the aims of this research is to explore stress experiences of participants at the workplace which is a sensitive issue that touch participants' personal experiences such as stresses related to the nature of jobs, workplace environment, social relationships, health, economy and studies; which they might find difficult when asked to think about those experiences. Thus, before participant recruitment began, key ethical principles such as informed consent and confidentiality were processed (Davies, 2012). The purpose of the research, participants right to seek clarity or explanations and their right to withdraw at any given stage were explained in advance to all the targeted participants (*See appendix B*). Written consents were made with those who agreed to participate (*See appendix B*). Also, audio recordings of interviews were made with the written consent of the participants (*See appendix B*). Pseudonyms were used to protect participants from being identified (*See table 1*).

4.6 Trustworthiness of research

In qualitative research, trustworthiness is described through the concept of *credibility*, *dependability*, and *transferability* (Golafshani, 2003; Neuman, 2014). Therefore, consideration was given to addressing issues of credibility, dependability, and transferability to establish trustworthiness in this research.

Credibility: In qualitative research, credibility has been defined as the element that allows others to recognize the experiences contained within the study through the interpretation of participants' experiences (Thomas & Magilvy, 2011) or confidence in the truth of findings (Lincoln, 1985). In this regard, to ensure the credibility of the data, appropriate data collection and analysis techniques were chosen to achieve the research objectives. Gender balance, different levels of

work positions, workplaces and study sites were considered during the sampling. I also had discussions about my research project with my colleagues and supervisor and asked for comments to minimize my bias as a researcher (Shenton, 2004).

Dependability: In qualitative research, dependability refers to the consistency in data collection (Golafshani, 2003). Thus, dependability in this research was considered by providing detailed information about the purpose of the research, research design, research site, participants recruitment process, research ethics, data collection method and decisions made. Besides, to ensure dependability, I also noted participants' mobile phone numbers so that I can communicate with them in case of any unclarity during the transcription and analysis process, however, it was not needed to contact them again.

Transferability: In qualitative research, the meaning of transferability is findings can be transferred to other circumstances or groups (Golafshani, 2003). Since the results of qualitative studies are specific to a particular group and their environment, it is not possible to transfer the findings to other groups and environments (Shenton, 2004). However, different forms of stress-resource experiences among restaurant workers are known as a genuine issue of today throughout the world, therefore, methods and findings of this research may be transferable to other similar studies.

4.7 Role of the researcher and the challenges faced during the data collection

My positions in this research were both insider and outsider. An insider in a way that we (I and participants) come from the same nationality, we speak the same language and we have been socialized in same socio-cultural aspects. But, when it comes to the research topic (stress-resources experiences), my position remained an outsider because I had no knowledge about their experiences in relation to their works. Since I was familiar with Nepalese students from city A, it has been easier or comfortable for me to track targeted participants' locations, approach them to take part in the research and conducting interviews during the fieldwork. However, city B and Nepalese people from there were new for me, so that, I had gone through several difficulties such as finding participants and their geographical locations. Thanks to the president of NRNA, Norway (Thapa, 2018), who helped me to sort out these issues during my field research in city B.

Being an insider, I have had merits of being trusted by the participants, getting their consents and comfortability during the interviews. However, some participants became very sad when talking about their stress experiences in the workplace environment. Also, few participants became high tempered or angry while recalling tensions related to their relationships with co-workers and employers. It was difficult moments for me but at the same time, it gave me an understanding of their experiences. I tried my best to put them at comfort by telling there are no jobs without stress and giving examples of different work-related stress experiences.

In another case, the location for one interview was at the community library where many people were sitting and reading around. This circumstance challenged the data provided by the informant from being confidential, thus, we had to have conversation softly. Also, we were concerned about not to disturb people sitting and reading around. An audio recording produced from this interview was a bit softer but still audible.

Another challenge that I encountered during the interview was the lack of seriousness of a participant from city A who was already familiar with me. The participant was not seriously responding to my questions, rather, talking more off topics such as joking with me that we used to do. To moderate such situation, I repeatedly described my research project and the importance of sincere responses. With these efforts, I became able to manage the situation and completed an interview.

Also, the husband of a participant was sitting together with my participant during the interview. During the beginning, they were having discussions on my questions and giving responses. But then I requested and convinced them that I wanted to have knowledge about the wife's (participant) experiences related to the workplace environment. At that time, I was willing to have a one-to-one conversation with the participant, but I could not dare to ask the participant's husband to leave. Anyways, the participant's husband remained passive after I requested, and I have been able to record the participant's experiences.

As mentioned above, to get to know about the geographical locations of city B was a challenge to me during the fieldwork. Since I was new in city B, I had to struggle a lot to find the places where I was called for a meeting by the participants. However, this issue was solved by the help of the president of NRNA, Norway and Google maps. In addition, economic constraint to cover

my living and travel expenditures during my fieldwork in city B was another challenge. This problem was managed with the help of my family members from Nepal.

Despite all these challenges, I managed to complete the data collection process. I am confident that I collected rich, reliable and valid data that enable this research to contribute new insights to the existing knowledge on the stress-resources experiences of restaurant workers in work environments.

4.8 Data analysis

I analysed the data by first transcribing audio recordings of the in-depth interviews into text-based format following (Skovdal & Cornish, 2015). Since all the in-depth interviews were conducted in the Nepali language, they were transcribed into Nepali language and then translated into English. I read transcripts several times to be thorough familiarization with the data. Thereafter, all the transcripts were coded using NVivo 12 software. I then conducted systematic network analysis of the data as advised by Attride-Stirling (2001), which produced basic, organizing and global themes. *(See table no. 2 and 3)*

The following tables describe the development of basic, organizing and global themes about stressors and resources.

Table no. 2. Thematic Network Analysis of Data: Stressors

Basic themes	Organizing themes	Global themes
Work Overload Difficult Customers Language barrier	Nature of job	Stressors
Dominance of employer Poor relationships with co-workers Low remuneration Lack of facilities Uncertain work schedules Role ambiguity Job insecurity Lack of health and safety measures	Workplace stressors	
Lack of family time Poor social life Lack of time for sports and entertainment	Social stressors	
Health Impacts	Health stressors	
Lack of attendance in the classes Poor performances and results	Study related stressors	

Table no. 3. Thematic Network Analysis: Resources

Basic themes	Organizing themes	Global themes
Supportive co-workers and employers Proper management Well-behaved and interactive customers Staff meetings and parties Availability of health and safety measures	Workplace environments	Resources
Good salary, tip, and bonus Discounts for employees Breaks for lunch/dinner and refreshment Paid sick leaves and holidays Pension fund	Remunerations and facilities	
Growth in knowledge about the restaurant job Growth in communication skill and confidence level Improvement in Norwegian and English skills Promotion at work	Personal developments	
Work carefully Control possible conflicts at work Tolerate workload Self-motivation to the job Do exercises and play sports Interest to the job	Personal characteristics	
A supportive and encouraging family and friends Participation in social events	Social relationships	
Good income The income from jobs cover living expenses Savings and investments Economic support to the families in Nepal Payments of loans	Economic motivations	
To achieve a university degree is the main goal for Nepalese students Jobs contribute to Nepalese students' sustenance and study progresses Nepalese students hope for a bright future after the completion of their studies	Study motivations	

CHAPTER 5: FINDINGS

This chapter is structured based on themes emerging from analysis of my findings from in-depth interviews with Nepalese students working in foreign owned and Norwegian owned restaurants in two different cities of Norway, in order to learn their stress-resource experiences and the implication of these experiences for their wellbeing. For better understanding, here I presented the findings systematically in accordance with the thematic network analysis: basic themes, organizing themes and global themes.

5.1 Stressors

Stress experiences shared by Nepalese students working in foreign owned and Norwegian owned restaurants arose from many different aspects of jobs, workplace environments, social environments, and their study performances.

5.1.1 The nature of job as stressor

My participants recounted the nature of their jobs as one of the main sources of stress at the workplace. As almost all the participants from both foreign owned and Norwegian owned restaurants shared that workloads were higher at their workplaces, giving them no time to rest from start to the end of their shifts.

The workload is too high at my workplace...I need to work non-stop from start to the end of my shift...there is no time for rest and refreshment except a short lunch break, if I take even a short break then the dishwashing station becomes full of dirty utensils...I think I do wash a truck of dirty utensils in a shift...I also need to put back cleaned utensils to their places...and, to clean the dishwashing area at the end is also my duty. (Surbir)

Likewise, some participants suggested that besides the demanding nature of their jobs, their stress condition is also exacerbated by the overload of work they receive when the number of employees for the duties is lower than necessary. *Dipa* talks about this overload and says.

The capacity of my workplace is for 150 people but only 3 servers work in a shift, therefore, one server needs to look after 10-15 tables which is very hard work during the rush hours...we need to give service as quick as possible. (Dipa)

Again, another participant, *Raju*, added regarding work overload.

Ok, in the evening time, many costumers visit to our restaurant and off course there come large number orders during that time...I feel so much pressured when there is chunks of orders on the queue to be prepared...at the same time, the manager keep telling us to work as quickly as possible that also make me feel stressed. (Raju)

Some participants revealed stress experiences coming from difficult customers like drunk or demanding customers at their workplaces. For instance, *Santoshi* said:

Some customers are so drunk and dealing with them is so difficult...they don't listen to anyone, they speak rude words and do unnecessary debates with anyone in the restaurant...I found a very difficult task to handle them. (Santosh)

Participants such as *Dipa* argued that dealing with demanding customers makes serving job even more stressful; as customers use rude tones, and inappropriate attitudes that only serve to create conflicts.

Some guests are very difficult because they make unnecessary bargaining and complaints...they get angry on employees using very humiliating words if their wishes or demands are not fulfilled ...I was hurt many times by such customers...therefore, for me, serving such guests is a very stressful job. (Dipa)

Some participants reported language barrier as another stressor, because almost all the participants were found to be unfamiliar with Norwegian language that makes their work difficult when they have to deal with the Norwegian language speakers or non-English speakers at work. *Banu* shared her experience in this regard:

Many non-English speaker costumers visit to my workplace...as I speak only English language, I struggle a lot while serving them ...seriously, the language barrier makes my job even more difficult, due to that I cannot give my best service to such costumers...thus, sometimes, I feel bad and guilty for not being able to provide quality service to the guests. (Banu)

Another participant, *Smita* shared that she struggled for understanding words or sentences that are said or written in the Norwegian language at work.

Well, many staffs at my workplace talk in Norwegian language...the menu of the restaurant is in the Norwegian language...also, all the orders come to the kitchen are written in the Norwegian language...since I am unfamiliar with Norwegian languages, these things make my work difficult. (Smita)

5.1.2 Workplace stressors

Workplace environment was identified as the key source of stress by the participants. Stressors at the workplace were associated with employer-employee relationships, employee-to-employee relationships, and institutional aspects such as payments and facilities, health and safety measures, work roles and schedules, and job security.

All the participants from foreign owned restaurants recounted their stress experiences from the employers' dominance in the decision-making processes regarding management of the restaurant, rules and regulations, payments and other facilities. In this regard, a participant, *Bimla*, said:

At my workplace, the manager who is also the owner of the restaurant is dominant for decision-making processes...he makes decisions about rules and regulations, work shifts, payments, facilities, and other managerial issues...there is no participation of employees in decision-making processes...to be honest, there is nothing that we can do on our own, we have to do whatever the manager tells us to do. (Bimla)

Also, discrimination of the employer on employee was reported as another key stressor by many participants from foreign owned restaurants. For instance, *Rajesh* said:

At my workplace, the employers' behaviour to employees, especially on Nepalese employees is the lowest level...I never experience respect from them...they used very bad words to me such as do fast, you don't know how to work, you are useless, you are lazy, I pay you so that I want fast and quality work...several times, they became angry even for my small mistakes...they only care about their business rather than employees' feelings. (Rajesh)

In addition, the issue of favouritism was considered as another stressor by some participants from foreign owned restaurants. According to them, those employees who are favoured by employers get more benefits than others.

There exists favouritism or biasness at my workplace...those workers who are close to the employer get more benefits like work shifts, tips, supports and remuneration than other workers...honestly, I am not that closed with the manager, thus, my payment rate and facilities are lower than some of my co-workers who are favoured by the manager.

(Dipa)

Again, some participants from foreign owned restaurant added that the employers' behaviour to employees differs according to their background or nationality. In this regard, *Harka* shared his experience:

The employers do different behaviour to different employees at my workplace...some of my co-workers are from Norway and other European countries, and they are treated respectfully by the employers, conversely, their behaviour to me and other my Nepalese colleagues are more of dominating or discriminating...they put more pressure on Nepalese workers, the payments and facilities for Nepalese are lower than others.

(Harka)

In contrast, all the participants from Norwegian owned restaurants shared that their relationships with employers are in good condition. They said they were included in decision-making processes as they were involved in staff meetings and asked for suggestions for the management of their workplaces. Also, all of them were agreed that there is no discrimination and favouritism at their workplaces, employees were equally treated by the employers. *(See section 5.2.1)*

Unhealthy worker-to-worker relationships were found to be another stressor for many participants from both Norwegian and foreign owned restaurants. Tell a lie or false complaint against co-workers, backbiting of fellow workers and giving work pressures from senior workers to junior workers were reported as the key reasons for conflicts between co-workers at the workplace. In this regard, *Lalita*, a participant from Norwegian owned restaurant said:

My co-worker lied and made false complaints against me to the manager, I don't know why he did this but maybe he wanted me to be fired from this job so that he can get sufficient work shifts...I was shocked when the manager told me about this issue...then I

argued with him, we had debates...since then I ended up my friendship with him...we still work at the same place but we do not talk each other...I feel very uncomfortable when we have the same shift. (Lalita)

Another participant from foreign owned restaurant revealed:

Well, my relationship with my co-workers is not good and I feel stressed working with them...I come to know from different sources that they backbite and make jokes on me, imagine how will you feel in such situation...also, I have never received any help and encouragement from my co-workers...I wanted to learn some cooking skills, so that, I asked with some of my co-workers to teach but they didn't care about it. (Siba)

Few other participants shared that the pressures from seniors to juniors at the workplace make their work even more difficult. For instance, *Harka*, who is working in the dishwashing position in foreign owned restaurant shared:

I am a dishwasher, however, my seniors tell me to do extra works like cutting or peeling vegetable and salads, bringing things from the store, and cleaning the kitchen...also, seniors are dominant at the workplace, and we juniors have to work according to their instructions...they become angry if we do not follow their instructions...I personally don't like this, because it makes my work even more confusing and difficult. (Harka)

Issues related to the remuneration were identified as other key stressors by almost entire participants from foreign owned restaurants. According to them, their payment rates are lower than the standard rate for restaurant workers in Norway. In this regard, a participant had this to say:

According to the rule, the standard payment rate for the restaurant workers in Norway is 158 NOK per hour, however, my payment rate is 110 NOK per hour. (Dipa)

Again, *Dipa* added:

It is very difficult to find waitress job for non-Norwegian speakers...I applied for job in many restaurants but the current work-place is the only one from where I got the call for job interview...unfortunately, during the interview, the owner said that he can pay only 110 NOK per hour otherwise he cannot offer me the job... since there was no alternatives for me, I agreed to work even though with the lower payment. (Dipa)

Some other participants from foreign owned restaurants revealed that there lacks transparency regarding the payment. For example, *Bimla* revealed:

Well, the payment system at my workplace is not transparent...there is no software used to record employees check-ins and outs, and worked hours...the manager keeps records for these on notebook...until now, I have not received any of my pay slips so that I could not know about my paid hours and tax deductions...many times I felt that I was paid less hours than I worked, so that, I asked for pay slips with the manager but I am not provided yet. (Bimla)

In addition, *Rajesh* shared:

Well, my payment rate is 130 NOK per hour, but the employers decrease my worked hours and increases the payment rate making at least 158 NOK or more per hour on my pay slips, to show that they pay me the standard rate...but I receive only 130 NOK per hour, not 158 NOK or more. (Rajesh)

Conversely, all the participants from Norwegian restaurants reported that their payments are transparent. They were paid the standard rate (158 NOK per hour) or more and provided pay slips. (See section 5.2.2)

Lack of facilities such as paid sick leaves and holidays, breaks for lunch/dinner and refreshment, discounts on foods, and tips were recounted as other stressors by many participants from foreign owned restaurants. For instance, *Bimla*, a server from foreign owned restaurant said:

There is no provision for paid sick leave at my workplace...I suffered from abdominal ache some months ago, so that, I stayed on leave for 15 days, but I was not paid for the leave. (Bimla)

Another participant from an foreign owned restaurant complained about lack of short breaks during the work.

There is no facility of short breaks except 15-20 minutes lunch/dinner break at my workplace...working 8 or more hours without taking short breaks is very difficult job...I wish I could have 30 minutes of lunch break and short breaks (5-6 minutes) breaks in every 2 hours. (Rajesh)

Experiences of stress were also related to the issues of tips, allowances and discounts on foods at the workplace for many participants from foreign owned restaurants. For instance, *Siba* shared:

We used to receive tips in the past but it is not available today...there is a reason behind this, my payment rate was 100 NOK per hour in the past but the new rule came into force in January 2018 that declared the minimum payment rate for restaurant workers must be 158 NOK per hour...thus, my payment rate increased to 158 NOK per hour but the employer cut the provision of tips and discounts on food. (Siba)

Another participant, *Harka* said:

I have no idea about other staffs whether they get tips or not, but I never received any tips or allowances at the work. (Harka)

However, all participants from the Norwegian owned restaurants considered that paid sick leaves and holidays, breaks for lunch/dinner, washroom and refreshment, discounts on foods, and tips at the work, were available. (See section 5.2.2)

Uncertain or unpredictable work schedules was mentioned as another stressor by almost all participants from foreign owned restaurants as it hindrance their ability to plan other activities such as dedicating time to study, sports and get together with friends. In this matter, *Raju* said:

Well, in my experience, the work schedule at my workplace is very unpredictable...many times, my work shifts were cancelled and changed...I was sent home earlier for several times due to low business and I also worked overtimes when the workload was high...I was also called for new shifts when there need more staffs. (Raju)

In addition, *Rajesh*, who is working as a kitchen helper in a foreign owned restaurant had this to say:

There is no system of publishing work-schedule at my workplace...the manager tells me when to come for work...the manager may call me anytime for the work, so that, I need to be prepared all the time...now you see, how uncertain my work schedule is...many times, I was called for work when I was having parties with friends, and I had to leave in between. (Rajesh)

Again, almost entire participants from foreign owned restaurants revealed role ambiguity as another stressor to them. They were recruited for one position but given different responsibilities at work, which made them confused with their work roles. In this regard, *Siba* shared:

*Well, I was recruited as a dishwasher, but practically I am not limited only on the dishwashing job...I am involved in different responsibilities such as peeling and cutting vegetables, cutting meats, bringing things from the store and cleaning the kitchen...
...actually, my manager did not explain to me about my roles yet...in my experience, unclear work roles make your work more confusing and difficult. (Siba)*

Another participant, *Rajesh* said:

I work as a kitchen helper but there is no fixed role for me...the restaurant where I work is run by a family and four of the family members work there as chefs and managers...I do whatever they tell me to do...the most stressful thing for me is different owners say different things to do...I wish I could have well-described job responsibilities. (Rajesh)

However, all participants from Norwegian owned restaurants were found to be aware about their work roles. Also, their work-schedules were certain. Their workplaces publish work shifts for the whole month in advance using software/an app, and that remain stable except any emergency cases. (See section 5.2.1)

One other stressor that was reported by many participants from foreign owned restaurants was job insecurity. *Dipa*, a server from foreign owned restaurant said:

I am involved in this job for 13 months but the type of my job contract is temporary...I asked with the manager for permanent job contract but he denied to give...thus, with my current job contract, the employer can fire me anytime...one of my co-worker was fired without any pre-notice...I am worried because I can be fired at any time. (Dipa)

On the contrast, all participants from Norwegian owned restaurant reported that their jobs are secured, they were provided fast/permanent job contracts. (See section 5.2.1)

Tensions related to health and safety measures at the workplace were also found to be another key source of stress for almost entire participants from foreign owned restaurants and few participants from Norwegian owned restaurants. Unavailability of first aid box, lack of trolley and lifts to carry and deliver heavyweights, slippery floor, congested kitchen, no provision of the

doctor or medical person for emergency health issues and lack of health and safety instructions for employees were recounted issues by the participants. A participant said:

At my workplace, the kitchen's floor is very slippery that has high risk of falls or slips...also, the kitchen is very congested, so that, it becomes very uneasy for us to move around...the temperature gets very hot inside the kitchen...you believe or not, but there is even no provision for first aid box. (Rajesh)

Another participant, *Bimla* said:

Well, it has been long since I joined in this job, but I have never received any health and safety instructions at my workplace yet...therefore, I lack knowledge about how to remain safe and healthy at work...seriously, I don't know what to do in case of any emergency health issues at work. (Bimla)

In addition, unavailability of trolley and elevator to carry and deliver heavy things at the workplace was recounted as one other stressor by all the participants from foreign owned restaurants and two participants from Norwegian owned restaurants, due to that they have to carry heavy weights by hand putting them at high risk of back, legs and hands problems. For example, *Harka*, a participant from foreign owned restaurant said:

There is no facility of trolley and elevator at my workplace...we have to carry and deliver weights like a chunk of plates, sacks of rice, big packets of meat items and vegetables by hands...these give lots of pressure on back, shoulders, hands and legs. (Harka)

Another participant, *Raju* added:

My back got pained when I was bringing a sack of rice from store to the kitchen...the pain was acute and I was in need of emergency health care at the time but I could not get it because there was no provision of the doctor or medical person for emergency cases at my workplace...I came home by myself and booked an appointment with my personal doctor...now you see, there is no preparation or provision for employee health and safety at my workplace. (Raju)

However, many participants from Norwegian restaurants considered that health and safety measures are well provisioned in their workplaces. They were given instructions about how to remain healthy and safe, trollies and elevators were available to prevent from possible health issues caused by carrying heavyweights, first aid box and private doctors for emergency cases were provisioned at their workplaces. (See section 5.2.1)

5.1.3 Social life related stress

Most of the participants were challenged by tensions associated with their family and social life. Due to work, they have had less time to spend with family and friends. Also, they had to miss different social events like birthday parties, marriage ceremonies, baby shower ceremonies, festival celebrations, sports competitions, and many other entertainment programs, that were revealed as the sources of stress in relation to their family and social life. Many of them shared that they feel sad and sometimes alienated when they have a little time to spend with their families and friends. Regarding the family life, *Dipa* had this to say:

I and my husband do not get sufficient time to spend together due to our jobs...we like to spend time together, go outing for dinner, site seeing and so on, but we have to wait long for this to happen because my husband also work in the deferent restaurant, we rarely get off day together. (Dipa)

Again, *Dipa* added:

I used to communicate with my family and relatives in Nepal during the evening time before start the restaurant job because the evening was suitable time for them and me...but I go to work in the evening these days due to that we have less communications...sometimes, we do not talk for long which makes me feel isolated. (Dipa)

Another participant, *Lalita*, revealed that she is not getting enough time to spend with and care for her son due to the job.

Usually, I get back home late from the work...my son is sleeping when I come home, and he goes to school early in the morning...and, I go to work before he come home...my son told me several times that I have little time to spend with him...I am worried for not being able to give enough time and care to my son. (Lalita)

Almost entire participants considered that they felt alienated from friends and relatives because of not being able to participate in different social events. Overlap of social events and work shifts were revealed as the main reason for missing such social events. In this regard, *Raju* said:

Well, I had to miss many get together parties, festival celebrations, movie shows, and many other interaction programs organized by my friends due to overlapping with my work shifts...most of these programs happen weekends and my most work shifts also

happen in weekends...as I am not being able to participate in such events, I don't feel good, and sometimes I feel like alienated. (Raju)

In addition, *Santosh* shared:

I was invited to my best friend's birthday party, but I could not attend the party due to the work shift...I really wanted to join the party so that I asked for leave with my manager but he refused my request...oh my god, my friend was very disappointed as well as angry with me. (Santosh)

Some participants recounted that they were not able to take part in different sports competitions such as volleyball, tug of war, football, table tennis and marathon due to their jobs. According to them, such sports competitions were organized by various Nepalese societies active in Norway such as Non-Resident Nepali Association, Jana Samparka Samiti and Nepali Bergen Society. In this regard, *Harka* said:

Jana Samparka Samiti (JJS) had organized volleyball competitions in July 2018 for Nepalese people living in Norway...I wanted to participate in the competition, but I had day work shift on that day so that I could not take part in that event...since I love to play volleyball, I felt so bored for missing the event. (Harka)

Another participant *Surbir* said:

Non-Residential Nepalese Association (NRNA), Norway organizes football competition every year...I have participated in the competition for the past year but I missed this year due to my job...my manager did not give me leave for that day...to be honest, my job is very important for my survival in Norway, but when it restricts me to take part in such interesting events, I don't feel good, I hate my jobs at that times. (Surbir)

For some participants, sport competition events were not only for playing sports but also the time for meeting and having fun with friends, and thus missing such events were sad moments for some participants. A participant, *Bimla* shared:

Well, I do not play any sports, but I would love to go in the sport competition events because I meet my friends there, we watch games together, we do lots of fun like singing and dancing, cracking jokes and enjoy with Nepalese foods...however, I had to miss many of such events due to overlapping with the work shifts. (Bimla)

5.1.4 Health stressors

Issues related to employee health were revealed as other key stressors by almost entire participants. Both physical and mental health impacts such as injuries, back pain, leg pain, hands pain, headache, abdominal pain, fatigue or tiredness, gastric ulcer, high blood pressure, problem with sleeping, loss of concentration, feeling sad due to misbehaviour from co-workers, employers and customers, and feeling guilty for not being able to provide quality service to the guests were the most recounted issues by participants. For instance, *Rajesh* said:

Well, small injuries like fingers cut by a knife, burned by heat and slips or falls on the floor are common at my workplace... my fingers were cut several times when cutting vegetables, meat items and salads...also, the kitchen floor gets very slippery when it is wet, I fell down many times with minor injuries. (Rajesh)

For *Surbir*, fatigue or tiredness was the most felt health issue.

I got very tired at the end of my shifts...my legs and hands got pain, they feel like burning because of moving a lot at work and working for long hours. (Surbir)

The issue of back problem was revealed as one of the main health impacts for many participants. According to them, the nature of their jobs is the main reason affecting their back because their jobs are overloaded, they have to lift or carry weights, they need to work on standing position for long hours, and they need to bend down and up a lot during the work. In this regard, *Lalita*, a cook helper from Norwegian owned restaurant said:

I am suffering from back problem since long...this issue was started when I was lifting a pile of plates at work... still I feel pain on my back if I carry heavy weights and work for long hours. (Lalita)

Another participant, *Harka*, who is working as a dishwasher in foreign owned restaurant said:

Well, you know the nature of restaurant jobs...workers need to stand for long hours, they bent down and up several times and they have to lift heavy weights during the work...with these all characteristics of restaurant jobs, what will you expect? ...back problem is on the rise among restaurant workers...I am the example for this...I am suffering from lower back pain. (Harka)

During the interviews, one other participant reported about gastric ulcer that was reoccurred after joining in the job.

I suffered from gastric ulcer long years ago and it recovered well after undergoing treatment in Nepal...but now after joining in this job, the same health problem reoccurred because of uncertain timings for food, sleep, and exercise...when there is high pressure of work, there is no certainty when you eat...also, you never know what time you go for bed when you have work shifts...in addition, my job effects on my regular routine for exercise. (Siba).

In addition, another participant shared about the knee problem.

I had knee surgery two years ago due to a problem in my left knee patella, and it became normal after surgery and following physiotherapy...but after starting restaurant job, I have been experiencing pain on my knee again because I need to stand for long hours and move a lot at work, and there is least chance for taking break during the rush hours. (Raju)

Many participants revealed that they feel lazy and exhausted on the next morning of the work shift. For example, *Bimla* shared her experience:

I feel so lazy as well as exhausted on the next morning of my work shift...I don't want to do anything at that time, I just want to sleep...in such time, I cannot concentrate on study, discussions and many other activities. (Bimla)

Some participants shared that they suffer from headache and high blood pressure when they get stressed at work. *Sontosh* said:

I suffer from headache when I am stressed at work...when the restaurant is full, I need to give service as fast as possible...being a server, I need to deal with cooks and customers at the same time which is very difficult task during the rush hours...such situations give too many tensions on my head. (Santosh)

Another participant shares his experience regarding high blood pressure:

Seriously, my blood pressure is on the rise...the work overload and mental pressure of employers make me physically and mentally stressed...because of these all stress, my blood pressure is getting higher now than before. (Rajesh)

Some other participant revealed that they cannot fall asleep when they are tired, and their body parts are pained. For instance, *Banu* said:

The workload is high at my workplace, so that, I get tired at the end of my shift...usually, I back home around 3 am from work but I cannot fall asleep because my legs, hands and other body parts feel pained. (Banu)

Many participants recounted that they feel mentally pressured or stressed when they think about the workload. In this regard, *Kailash* had this to say:

I feel mentally pressured when I think about the workload...to be honest, I never go to work with a happy mood because there is so much work to do...I had thoughts about quitting the job many times because work overload. (Kailash)

Some participants considered that they were hurt by experiencing discrimination or abuses from the employers, customers, and co-workers at the workplace. *Rajesh* said:

In my experience, the employers' behaviours to workers, especially Nepalese workers are not that respectful at my workplace...many times the employers got angry on me for even a small mistake using some bad or discriminating tones...at that times, I felt so hurt and humiliated. (Rajesh)

In addition, *Lalita* shared:

Ok, tell me what will you feel if you come to know that your co-worker lied and made complaints against you to the manager?...this happened to me, one of my co-workers lied and made lots of false complaints against me...when the managers told me about this issue, I was shocked, and I felt very sad for knowing this. (Lalita)

Some participants revealed that they felt guilty when they were not able to provide quality service to the guest because of high workload and language barriers. For example, *Banu*, as server from Norwegian owned restaurant said:

Many times, customers were disappointed with my service because I was not able to provide good service to them when the restaurant was full...also, I became unable to explain or answer non-English speaker customers' queries for several times because I can speak only English language...at that times, I felt guilt and emotionally stressed for not being able to provide good service to the guests. (Banu)

During the interviews, few participants reported that their jobs have influenced their routines for workout or exercise that has effects on their fitness. For example, *Surbir* said:

Well, I am health conscious, so that, I used to go to the fitness center every evening for a workout, but now this routine has been influenced by my job because my work shifts happen in the evening...nowadays, I hardly manage to go fitness center 2 or 3 times a week...maybe because of irregular exercise and work pressure, I feel lazy and less fit today than the past. (Surbir)

5.1.5 Study related stress

The effect of jobs on studies was also reported as another source of stress by the participants. According to many participants, they missed many lectures and group discussions, they had insufficient time for reading, practice and doing assignments, and they felt less concentrated in the classroom when they were fatigued from work, that lead them to the poor class performances and results. For instance, *Raju* said:

Well, some of my classes were scheduled in the evening time in first and second semesters, and I missed some very important lectures and group discussions due to overlapping with my work shifts. (Raju)

Many participants revealed that they feel exhausted because of work, so that, they cannot concentrate in the classroom. A participant, *Bimla* said:

I feel so lazy and exhausted on the next day of the work and I cannot concentrate in the classroom in such situations...really, it becomes very difficult for me to concentrate or get into the lectures and group discussions in the classroom. (Bimla)

For many other participants, their class performances and exams results were affected by their jobs, because they missed some important lectures and group discussions, and they had less time for reading course materials and preparation for exams, so that, their class performances and results remained poor. For example, *Rajesh* had this to say:

Well, I missed many important lectures and group discussions due to the work shifts at the same time...I could not concentrate in the classroom when I am tired from the work...I did not get enough time for reading course materials and preparations for the

exams due to the work...therefore, my class performances and exams results are poor.
(Rajesh)

Another participant, *Santosh* said:

In my experience, doing job and study together is very difficult task...many times, I had classes for the whole day and then work until the late night, and I get so tired...thus, it becomes very difficult for me to focus on study when I am physically and mentally stressed. (Santosh)

During the interviews, almost entire participants shared that their main goal for coming to Norway is to gain an international degree. However, many of them mentioned that their study progress is not that good, which make them worried. In this regard, *Siba* shared:

There is no doubt that my main goal for coming to Norway is to achieve an international degree with good grades, but my work has been affecting my goal...to work and make some income is obligatory for me to survive in Norway...and, it has been directly affecting on my study performance...I am worried whether I will be able to achieve my goal or not. (Siba)

However, some participants reported that their jobs did not affect their studies rather it helped them to sustain in Norway and then to give continuity with their studies.

Well, my job has no effect on my study...being a student, I am not allowed to work more than 80 hours per month...in this way, I work around 20 hours or 2-3 shifts per week which does not affect my study...instead, my job helped me to cover my living expenses and costs for study such as semester fees and expenditures of study materials. (Kailash)

In addition, few participants mentioned that there are many Nepalese students who are working more than 80 hours per month and their main intention for coming to Norway is to earn money rather than study. In this matter, *Lalita* revealed:

There are many Nepalese students who came to Norway for earning money rather than studies purposes...I know many Nepalese students who are working more than allowed hours (80 hours) per month and some are even doing full-time jobs...they are only concentrated about how to make money; they don't care about their studies. (Lalita)

5.2 Resources

Work stress was not the only experience shared by the participants in this study, there were accounts of resource experiences that helped participants to deal with stressors and thus to remain healthy and productive. From the discussions with participants about resource experiences revealed that many sources of stressors such as workplace environment, facilities, payments, family and social relationships and study performances were also identified and utilized as resources. In addition, individual characteristics: self-motivation, tolerance of tensions, self-control and job interests, and personal developments: learning opportunities and promotions at work were recounted as other resources by the participants. However, there were remarkable differences between foreign owned and Norwegian owned restaurants regarding the availability of resources.

5.2.1 Workplace environments as resources

Though participants encountered stress in their workplace environment, there were also instances of resource experiences. According to participants, positive worker-to-worker and employee-employer relationships, proper management, respectful or well-behaved customers, and participations in staff meetings and parties were revealed as key sources of resource at their workplace environments. These resources helped them to remain healthy, productive and motivated to the work. In this regard, many participants reported that supportive or helpful co-worker became a strong resource to them at the workplace.

Ok, my co-workers are very supportive and encouraging...we help each-other...dishwashers and servers help us if the workload is high in the kitchen and the same we do to them...my co-workers commend my work and they always encourage me to learn more cooking skills...I feel good and less stressed having such co-workers. (Smita)

Another participant, *Harka* added:

My co-workers are very friendly...we make jokes and laugh during the work...we chat or have conversations a lot at work...you will never know how fast the time passes when you have funs and interactions with co-workers...you will forget the work stress momentarily. (Harka)

Many participants shared their positive relationships with the employers as the resource. However, the discussions on the issue revealed notable differences between workers from foreign owned and Norwegian owned restaurants. Almost entire participants from Norwegian owned restaurants had more to say about positive aspects of the employers such as friendly, supportiveness and encouraging, while workers from foreign owned restaurants had little experiences in this regard. A participant from the Norwegian owned restaurant, *Lalita* said:

Well, my relationship with the manager is good...he is very friendly and supportive...I never felt any pressure from him at work, instead, he always encourages me to learn and develop myself...such behaviors of my manager give me motivations to the work. (Lalita)

Another participant Norwegian restaurant, *Banu* said:

Sometimes, the owner of the restaurant call for staff meetings where she updates new systems and rules, as well as she asks for suggestions from us...In addition, the restaurant organizes staff parties sometimes aiming to encourage us and to increase interactions among workers...participating in meetings and parties made me feel included in the restaurant management and to be familiar with co-workers. (Banu)

In contrast, many participants from foreign owned restaurants shared different experiences. As they said, their employers are not friendly and supportive, instead, they are biased and dominant to them. (See section 5.1.2)

Many participants from Norwegian owned restaurants were agreed that their workplaces are well managed including availability of requisites for everyday work, up-to-date rules and regulations, clearly defined employee work roles, certain work schedule, provision for health and safety measures and presence of enough workers, which helped in reducing work stress. In this regard, *Smita* shared:

Yes, my workplace is well managed...requisites are always available there...work responsibilities are clearly introduced to everyone...I am provided job contract...there is a software/an app in where we can get all the information about work shifts, pay slips and other important updates...setting of the restaurant, kitchen, store, toilets, lifts, and dishwashing area are perfect...I would say, there is well established system at my workplace that makes our work easier. (Smita)

In addition, *Santosh*, shared about health and safety measures for workers provisioned by the workplace.

Well, I was clearly explained by the manager about possible health issues or risks at the work and how to remain safe and healthy, and things to do in case of any emergency health issues...the first aid box is available for normal health issues like small injuries and other normal sicknesses...the restaurant has its private doctor in case of any emergency during the work... also, to take fire course is mandatory for all the staffs at my workplace. (Smita)

One other resource that was reported by participants was respectful and interactive customers. Participants revealed that they feel good and encouraged to the work when customers are respectful and interactive. *Bimla*, a server from foreign owned restaurant said:

Yes, some guests are so nice...they come and sit calmly without disturbing other people...they speak respectfully when asking for orders, bills and so on...also, they commend on my service...I feel so good and encouraged for having such nice customers. (Bimla)

Another participant, *Banu* shared:

Some customers are so frank and interactive...they ask me about where I come from, what am I doing in Norway, what are my interests...as well as they share about them too...also, they give good advises about how to improve my qualities at work...since I am interested in interacting with different people, my job is the right place for this. (Banu)

5.2.2 Remunerations and facilities as resources

In addition to the resources deriving from the workplace environment, good payments and facilities available at the workplace were identified and utilized as other resources by many participants. Satisfying salary, tip, bonus/allowance, and facilities for discounts on food items, breaks during the work, paid sick leaves and holidays, and pension fund were the most recounted resources by participants. However, there revealed significant differences regarding amenities between participants from Norwegian owned and foreign owned restaurants. The availability of these facilities found to be more in Norwegian owned restaurants in comparison to foreign owned restaurants. A participant from Norwegian owned restaurant, *Surbir*, reported:

I am quite satisfied with my payments...I earn 165 NOK per hour...I get about 200 NOK tip per shift which is very good amount for me...also, the owner gives allowances and gifts to employees in different occasions such as Easter, Christmas and New year...In addition, I get a holiday money (feriepenger) too. (Surbir)

Kailash, a participant from Norwegian owned restaurant had this to say about the facilities provisioned for workers at the workplace:

Well, I can say that facilities are well provisioned at my workplace...I can take 30 minutes lunch break and short breaks if needed during the work...there is discounts on food items for workers...I will be paid if I take leaves in case of health problems...also, the restaurant provisioned pension funds for me. (Kailash)

Conversely, most participants from foreign owned restaurant shared different experiences regarding the payment and amenities. Their payments and amenities were lower in comparison to the participants from Norwegian owned restaurants. (See section 5.1.2)

5.2.3 Personal development as resources

Personal development such as growth in confidence level and communication skill, improvement in Norwegian and English language proficiency, gain knowledge about restaurant jobs, and promotions at the work were identified as other resources by many participants which gave them some level of satisfaction and motivations to the job. In this regard, Deepa had this to say:

I can say that there has been notable growth in my communication skill and confidence level after joining in this serving job...I learned more from co-workers about communication skills like how to be polite, how to use respectful words and sentences, and how to perform in front of guests...in addition, facing or dealing with different customers at work have levelled up my confidence. (Dipa)

In addition, Banu shared:

I am thankful to my job because my English language proficiency has improved now...interactions in English language with customers and co-workers helped me to learn more vocabularies, correct pronunciations and speak fluently...also, I have been able to learn basic Norwegian language from co-workers and guests. (Banu)

For some participants, promotions at the work became the resource motivating them even more to the work.

I started the job from a dishwasher and now my position is cook...I have been able to learn cooking skills with the help of my co-workers, then the owner promoted me in the position of cook...I gave my best thus I am promoted...I found a cooking job far better and easy than dishwashing job...now I am happy and even more dedicated to my job.
(Lalita)

5.2.4 Personal characteristics as resources

A range of personal strengths such as work carefully, control themselves from possible conflicts, tolerance of tensions/pressures and self-motivation to the work were identified and utilized as other resources by the participants that helped them remain physically and mentally strong, as well as motivated to the work. In addition, participants' personal interest in their jobs was also seemed to be another important resource to them. In this regard, *Smita* had this to say:

Ok, as I know, there are risks of mistakes at work...I made many mistakes while preparing foods in the beginning days of my job, and my manager became disappointed with me for this...therefore, nowadays I work very carefully to avoid mistakes...also, I always be aware of my health and safety like falls/slips, cuts by knife, burned by heat, and other possible health issues during the work. (Smita)

In addition, *Rajesh* said:

There were several issues at my workplace that may cause conflicts between me and my co-workers, but I controlled myself in such situations...I did not react to them...I think, I am still in this job because of my ability to tolerate tensions and control myself, otherwise, I could have quit this job or fired long ago. (Rajesh)

Many other participants recounted that they motivate themselves to the work.

Ok, I motivate myself...most of my friends are involved in restaurant jobs at different levels...if they can work then why not me?... I can do as well...I am stronger and hard-worker. (Santoshi)

Physical and mental preparedness or fitness were perceived as crucial strengths to cope with restaurant work situations by many participants.

It is important to remain physically and mentally healthy for restaurant job...I go to fitness centre/gym 2-3 times a week and play volleyball on weekends to remain physically fit...also, I make myself mentally prepared to deal with possible tensions at work.

(Kailash)

For some participants, interests to the jobs such as cooking and serving jobs were found to be other job motivations. For instance, *Banu* said:

I am interested in serving job, as well as I am fond of having interactions with different people...my workplace is giving me these opportunities...Indeed, I am enjoying my job.

(Banu)

Another participant, *Lalita* said:

I love cooking...I enjoy cooking varieties of items...in my experience, if you do the job of your interest, you will never feel bored or stress at work...the time passes so fast when you enjoy your work. (Lalita).

5.2.5 Social relationships as resources

Participants' resource experiences were also associated with their social relationships. For many participants, support, love, and encouragements they received from their family and friends helped them to deal with the work stress and gave motivations to work. Many participants felt relieved from the stress by their participations in different social events like festival celebrations, birthday parties, marriage ceremonies, baby showering ceremonies, sports competitions and other many get together programs. For instance, *Bimla* said:

My husband is my resource...he supports and encourages me when I am stressed from work...he is so loving and caring to me...he gives me a massage when I am tired...he makes jokes or does funny things to make me laugh...indeed, such caring from my husband makes me relief from work tensions. (Bimla)

In addition, *Siba* said:

I would say my kids as my resources...I feel so good when I play, sing and dance with them...they make me laugh a lot...they are so adorable, and I love them so much...I forget work stress when I am with my kids. (Siba)

Friends' companionships, supports, and encouragements were found to be other greatest resources for many participants. *Raju* had this to say in this regard:

Most of my Nepalese friends are involved in the restaurant job in different positions, therefore, we share and discuss about our work situations when we meet...I feel relieved when sharing my work tensions with them...they say you are not the only one undergoing such tensions, this is the issue for many of us, there is no job without stress, so, don't worry, things will get fine...such encouragements from my friends make me feel good and motivated to the work. (Raju)

Another participant, *Surbir* said:

Well, I feel refreshed and relieved from the work stress when I am with my friends because we do lots of fun like parties, hiking, play sports, swimming, visit pubs and night clubs and so on... (Surbir)

Participation in different social events such as birthday celebrations, marriage ceremonies, baby showering ceremonies, festival celebrations and sports competitions: football, volleyball, table tennis and tug of war, were mentioned as other resources by many participants. The enjoyments they get from social events helped them in reducing the stress and gave motivations to the work, according to participant accounts. *Santosh* said:

Well, I have been participated in different social events such as festivals celebrations, birthday parties, marriage ceremonies, baby showers and get together parties that were organized by my friends and relatives...we do lots of fun during the events, we cook Nepalese food, drink alcohol, play music, sing songs and dance...taking part in such events make me feel relaxed and relieved. (Santoshi)

In addition, *Harka* said:

Yes, Nepalese people organize sports trainings and competitions very often...as I am interested in sports, I took part in volleyball, football, table tennis and tug of war training and competitions...I enjoy playing sports/games...I forget everything when I engage in games...this helped me to remain physically fit, as well as relief from the work stress. (Harka)

5.2.6 Economic motivations as resources

The economic benefits that participants obtain from their jobs were found to be the greatest resource for all the participants. The income from their jobs were crucial for covering their living expenses and study related expenditures. Also, savings, investments and economic supports to the families in Nepal were revealed as other benefits of their incomes. In addition, the earnings from their jobs were helpful for repayment of the loans. Regarding the income, *Kailash* shared:

Ok, I am earning very good money from my job...the payment rate in Norway is very good...being a student, I work 80 hours per month and my monthly income is around 13000 NOK before tax which is good earning...this amount becomes a lot if you convert into Nepalese rupees...I am quite happy with my income. (Kailash)

All the participants considered that the income generation is important for them to survive in Norway. Thus, they revealed this situation always has been motivating factor for them to continue the work.

Honestly, to work and generate income is necessary for me to survive in Norway because I do not have enough bank balance to fulfil my needs...thus, my job which is the only source of income is very important to me...my need is my motivation to the work indeed. (Santosh)

Again, all the participants mentioned that the income from their jobs has the greatest contribution to cover their living expenses such as costs for accommodation, food, electricity, internet, transportation, clothes, study related expenditures, and other needs. In this regard, *Smita* said:

There is no doubt that the income from my job has the greatest contribution to cover my living expenses...it covers my room rent, costs for food and transportation and other needed things like clothes, study materials and many more... if there was no job for me then I could have been back to Nepal long ago...thus, I am serious as well as motivated to my job. (Smita).

Many participants revealed that they have become able to make some savings from their income. A few of them shared that they have made small investments on private schools, hydropower projects and for buying properties such as lands and houses in their home country, Nepal by using their savings. Therefore, such economic benefits from their jobs were considered as other significant motivations to the work for many participants: For instance, *Lalita* said

Ok, my monthly income is around 13,000 NOK and even more during the university holidays...normally, I save around 6,000 NOK per month which is a very good amount, this becomes around 80,000 Nepalese rupees which is a big amount in Nepal...I want to work more and increase my saving for the future. (Lalita)

Another participant, *Kailash* said:

Well, I bought a house in my hometown in Nepal that became possible through my income from the job...also, I invested small portion of amount in a private school in Nepal, and I hope this will be one of my sources income when I am back in Nepal... You know, working in restaurant is not easy, however, when I think about these economic achievements, I feel like encouraged to the work. (Kailash)

Almost entire participants revealed that the income from their jobs helped them to send some money to their families in Nepal. Such economic supports were helpful to cover their family expenditures such as for education, health and many other needs. And thus, participants expressed their satisfaction for being able to support their families, which indeed revealed as another source of motivation to their work. In this matter, *Surbir* had this to say:

Ok, my family's economic background is not that strong...from the income of my job, I am being able to send some money to them in Nepal, that has the greatest help for their living expenses, my sisters' education, and many other needs...when I think about the importance of my job on me and my family, it gives me even more motivation to the work. (Surbir)

Another participant, *Santosh* shared:

Some months ago, my mother got sick and she had to stay at the hospital for about a month and it cost quite a lot money...at the time, my saving that I earned from my job remained crucial to manage the cost of her treatment. (Santoshi)

Some participants shared that they had borrowed loans from banks and relatives for different purposes such as for education, healthcare and to fulfil other needs. Their jobs have been helping them to repay the loans, according to participant accounts. For some of the participants, the importance of their jobs for paying back their loans were revealed as another encouraging factor to the work.

Well, I had some loan to repay that I borrowed from my relative long time ago, and I was not able to pay back because I had a little income when I was in Nepal...but, after coming to Norway and start earning money from this job has helped me a lot to pay back the loan...now, I feel so relieved. (Smita)

5.2.7 Study motivations as resources

Resource experiences were also found to be associated with participants' study motivations. For almost entire participants, to achieve international university degree from Norway was identified as the main reason for coming to Norway, however, they lacked scholarships or enough money to cover their expenses for the whole period of their studies. In this situation, their jobs were found to be crucial for covering their living expenses and study related expenses, so that, they can continue with their studies. As their jobs have the greatest contribution to their studies, they were found to be even more motivated to the work. For example, *Dipa* said:

Ok, the reason why I came to Norway is to gain an international university degree...we know that the living cost in Norway is high, thus, I had to struggle a lot for my sustenance in the beginning days because of not having enough money and scholarship...but, since I started the job, it helped a lot for covering my expenditures...I would have stopped my study and went back to Nepal a year ago if I did not get the job...thus, this job is very important for me, and I am very much serious and dedicated to my job. (Dipa)

Another participant, *Siba* said:

There is no doubt that my job has a huge contribution to my study...in addition to my sustenance in Norway, it is crucial for covering my study-related expenses and travel costs...I am doing good progress with my study, I have completed 60 credits with good grades and I hope the same or even better for the remaining credits...and, I can see remarkable growths on my research, writing and presentation skills. (Siba)

In addition, many participants believed that the knowledge, skills, and experiences that they have been receiving from the universities have made notable growth on their level of confidence and competency, thus, they hope for the bright futures after completing their studies in Norway. Again, their hopes for the better future were interlinked with their jobs as it has the greatest importance for their sustenance in Norway, that is why they were found even more committed to

their jobs. In this regard, *Bimla* revealed about her personal and academic development, and the importance of the job for these progresses:

My study program is very much practical and interesting to me...participations in different lectures, group discussions, group works, presentations and other many class activities have levelled up my knowledge, skills, confidence, and competency...I am hopeful that I will find a better job in the future...actually, my job has the greatest contribution for all of these progresses...therefore, I am very much serious and motivated to my job that is crucial for me to sustain in Norway until the completion of my study. (Bimla).

Another participant, *Banu* shared about the merits of an international degree for finding jobs when she back to Nepal in the future, and the contribution of her current job for achieving the degree from Norway.

Well, to have an international degree at your hand is a strong advantage to you for finding better jobs in Nepal, this is the reason why I come to Norway...my interest is to enrol in development organization in the future, and I hope my dream will come true after completing my study...however, to be honest, income generation is must for me to sustain here in Norway until the completion of my study...at the moment, my job is the only source of my income, therefore, I take my job very seriously...I don't want to lose my job anymore. (Banu)

With these findings, it became clear that participants experienced various forms of stress at different levels of their jobs and work environments. To summarize the key findings, the nature of jobs such as work overload, difficult customers and language barrier; workplace situations such as poor relationships between worker-to-worker and employee-employer, low remuneration, lack of facilities, uncertain work roles and schedules, job insecurity, and lack of health and safety measure were identified as the key sources of stress among participants. In addition, impacts of participants' jobs on their health, family ties and social relationships, as well as study performances were also found to be other stressors. Interestingly, many sources that produced stressors such as worker-to-worker and employee-employer relationships, payments, facilities, social relationships and study performances were also explored to be the sources of resources for many participants. Furthermore, personal development such as learnings and

promotions at work, and personal characteristics like self-motivation, abilities to control over difficult situations and interest to the jobs were identified as other resources. Overall, the participants in this study experience different forms of stressors, however, they identified and utilized varieties of resources available within themselves and in their work environments that helped them to cope with the stressors, thus, remain healthy and productive.

CHAPTER 6: DISCUSSION

With this study I aimed to explore stress-resource experiences among Nepalese students working in foreign owned and Norwegian owned restaurants in two different cities of Norway and the implications of these experiences for their well-being. Following this aim, accounts of work-related stress-resource experiences of participants emerged from my findings, revealing how Nepalese students working in restaurants understand their work and work situations, how do they manage or cope with work situations and how do they make meaning from work. As inspired by the salutogenic theoretical approach, the findings show how the three components of the SOC: comprehensibility, manageability and meaningfulness play out for Nepalese students in their working life. Therefore, the discussion of the findings will be framed according to the SOC components of comprehensibility, manageability and meaningfulness.

Before starting the discussion of findings in accordance with the SOC components, I want to highlight some of the issues arising from my findings. My findings revealed some differences between the participants from foreign owned and Norwegian owned restaurants in terms of stress-resource experiences. In this regard, the level of stress experiences arose from employee-employer relations and various organizational factors such as remuneration, facilities, job security and management of the workplace that include availability of requisites for everyday work, up-to-date rules and regulations, clearly defined employee work roles, provision for health and safety measures and presence of enough workers in work environment were higher among the participants from foreign owned restaurants. While employee-employer relationships were reported to be positive among the participants from Norwegian owned restaurants, as well as they were reported to be less stressed because of organizational factors as their remunerations, facilities, workplace management and job security found to be better in comparison to the participants from foreign owned restaurants. Nepalese students' experiences of unequal payments and facilities, and discriminations in their workplaces (especially in foreign owned restaurants) even in one of the developed country Norway challenge the Sustainable Development agenda of reducing inequalities (SDG10) by 2030.

There were no significant differences recorded between the participants from both types of restaurants when it comes to the stress experiences emerged from worker-to-worker

relationships, family and social relationships, work load, difficult customers, language barrier and poor study performances. There were also seen some differences on resource experiences between the participants from foreign owned and Norwegian owned restaurants. For the participants from Norwegian owned restaurants, relationships with managers/employers, availability of amenities, job security and well-managed workplace became significant sources of resource, however, these were lacked among the participants from foreign owned restaurants. Apart from this, there were no significant differences recorded between them regarding experienced resources derived from relationships with co-workers, economics benefits of work, opportunities for personal development and advancement, personal interests to the job, self-motivation, family and friends, and their study motivations.

In this study, participants from different work positions, gender, ages and different cities were involved (*See table no. 1*), to understand whether there are differences in their stress-resource experiences according to these factors. In this respect, there were no significant differences reported according to the participants' job types, gender, ages and different cities because most sources and types of stress and resource as shown in *table no. 2 and 3* were common for the participants from all job types, gender, ages and cities. The only difference derived from my findings indicates how servers seemed to experience a little more stress as well as resource from their interactions with customers than other job types. The finding contrast as well as correspond with the study results from O'Neill and Davis (2011) which revealed that the hotel employees working in managerial levels experience significantly higher stress emerged from work overload and interpersonal tensions than hourly workers which is contrasting with my finding because stress experiences from workload and relationship between worker-to-workers and work-employers exists for all job types among my participants. Also, O'Neill and Davis (2011) revealed no significance difference by gender regarding the work stress experiences among workers. My findings correspond with this, because there were no significant differences on sources and types of stressors among my participants according to their gender. However, those participants who were married and have children were seemed experience more family related stress than unmarried participants (*See section 5.1.3*). My findings also correspond with the study finding from Petree et al. (2012), which unveiled work overload, busy shifts and negative relationships with co-workers as key stressors for restaurant workers of all age groups.

6.1 Discussion of findings in relation to *Comprehensibility*

Within the realm of salutogenic approach, comprehensibility forms through experiencing consistency: receiving consistent messages to similar situations results in stimuli becoming more familiar and routinized—contributing to a sense of comprehensibility (Eriksson & Mittelmark, 2017; Slootjes, Keuzenkamp, & Saharso, 2017). In line with this, my findings indicate general comprehensibility of work situations and environments among Nepalese students working in foreign owned and Norwegian owned restaurants in Norway, as their responses show consistency in the natures and sources of stress that they experienced in their work environments. For example, stress experiences emerged from the nature of job, relationships with co-workers, supervisors and customers, payments and facilities, job security, workplace management, health effects, social life and study performances were consistently came out from my participant accounts.

The nature of restaurant jobs that include high workload, standing and walking for long hours, carrying heavyweights in awkward postures, insufficient workers present at work, language barrier and dealing with difficult customers consistently emerged as stressors from my participants. As they regularly experience these stressors in work environments, they seemed to be aware of their work situations and thus motivate them to draw on resources available to cope (I will discuss in detail in *section 6.2* about resources available as identified and utilized by the participants to cope). The findings correspond with previous studies on restaurant workers from Kjaerheim et al. (1997); Petree et al. (2012) and Wesolowski, 2016). These study results showed the nature of restaurant jobs that involve work overload, long working hours and high degree of speed as the key sources of stress for restaurant workers.

My findings show that many participants perceived poor relationships with co-workers in work environment as one of the key stressors. This is evident in my participants account that tell a lie or making false complaints against co-workers, backbiting and making jokes on fellow workers, and giving more work pressures on juniors by senior co-workers were frequently experienced stresses by many participants. These created interpersonal tensions and lower level cooperation among participants, leading to the stressful situations at work that can demotivate then when working. This finding confirms similar studies on workers in the hospitality industry: restaurants

and hotels from O'Neill & Davis (2011); Petree et al. (2012); and Sampson & Akyeampong (2014). These studies revealed unsupportive, hostile, rude and lazy co-workers as key sources of stress for employees, resulting interpersonal tensions such as avoiding arguments and lack of cooperation with co-workers at work, as well as lower job satisfaction and turnover intent.

An issue of discrimination from the employers and managers such as verbal abuses, bullying and sometimes practices of racism were revealed as the key source of stress at work for international students working partly in restaurants in Australia (Campbell et al., 2016). In this manner, my findings also show that my participants experienced several issues of discriminations and biases from the employers and managers in their work environments, which lead them to the stress. For instance, employers were dominant for every decisions, participants experienced several verbal abuses from the employers, and workers who come from other countries than Nepal or those in good relationships with employers were well treated and had access to more opportunities and facilities than Nepalese. However, an issue of discrimination from the employers was prevalent among participants from foreign owned restaurants, while all the participants from Norwegian owned restaurants revealed that they never felt discriminated by employers and supervisors.

The findings in this study reveal low remuneration and lack of facilities as other key stressors for my participants. This is evident in my participant accounts which depicts that Nepalese students were paid lower than the standard payment rate (158 NOK per hours) for restaurant workers in Norway. These findings complemented previous studies from Campbell et al. (2016); Kwadzo (2014); Nyland et al. (2009) and Wilken & Dahlberg (2017), which revealed international students trapped in low pay, low skilled, low status and semi-legal employment in the hospitality industry. My participants also raised issues relating transparency regarding their payments because there were no proper tools to keep records of worked hours (check ins and outs) at their workplaces, and they were never provided their pay slips so that they remain ignorant about their payment details. Even though the payments were lower and non-transparent, due to lack of alternatives, my participants were obliged to work for their sustenance in Norway, according to participants responses. In addition, lack of facilities such as discount on food, tips or allowances, breaks for lunch/dinner, wash room and refreshment and paid sick leave and holidays were other frequently experienced stressor by my participants. In respect to facilities, my participants' experiences align with the findings of previous studies among workers from the hospitality

industry which shown the lack of breaks for lunch/break, refreshment and unavailability of paid sick leave and paid holidays as key stressors for workers (Campbell et al., 2016; Wesolowski, 2016). However, again stress experiences in relations to remunerations and amenities differ between participants from foreign owned restaurants and Norwegian owned restaurants. This is because these experienced stressors consistently came out from most participants from foreign owned restaurants, while they are non-existent among participants from Norwegian owned restaurants as they were receiving payments according to the standard payment rate. In addition, their payments were transparent and all basic facilities to be provided by their workplaces were available.

Previous studies show uncertain or unpredictable work schedules as another source of stress for restaurant workers, which challenge their ability to engage with friends and family, and for managing romantic relationships, as a result, they felt socially isolated (Petree et al., 2012; Wesolowski, 2016). My findings confirm this as participant accounts reveal how their work schedules were unpredictably changed, cancelled, and assigned new shifts for several times, and their work shifts were also overlapped with different social events organized by their families and friends. These situations hindered their ability to engage with family and friends because they were not able to take part in several social events like birthday parties, marriage ceremonies, baby showering ceremonies, festivals celebrations and sports competitions. Due to this, my participants experienced different forms of stresses such as feeling sad, bored and socially alienated. The stress caused by uncertain or irregular work schedule was widely uncovered by participants working in foreign owned restaurants than those working in Norwegian owned restaurants. However, the stress experienced as a result of overlapping of events with work shifts consistently emerged from my participants of both foreign owned and Norwegian owned restaurants.

One other stressor recognized in my findings was role ambiguity. This finding corresponds with the studies of Sampson & Akyeampong (2014) and Zohar (1994) which explore how unclear work roles of employees in the hospitality industry increase workers' interdependence and poorer co-ordinations with co-workers, resulting even more complexities at work and as a result, lower decision latitude. Again, stress experience in relation to role ambiguity differs between my participants from foreign owned and Norwegian owned restaurants. In terms of all my

participants from Norwegian owned restaurants, they were clearly explained about their work roles and thus they were aware of their roles. While most of my participants from foreign owned restaurants were unaware about their work roles as they did not receive a clear explanation about their work roles. As a result, they were interdependent on other co-workers which creates lots of tensions at work. In addition, even though my participants were recruited for a specific position, they were told to do other various tasks by the employers. For example, one of my participants from foreign owned restaurant was recruited for the position of dishwasher but he needed to do many other tasks in addition to dishwashing such as helping in the kitchen, disposing garbage, cleaning the kitchen floor and so on.

My study findings also show that job insecurity became another stressor for my participants. This is because the type of job contracts for all my participants from foreign owned restaurants were temporary and also lacked a guarantee of job security from their employers. This made them worried about losing the job. This finding corresponds with the study from Simons & Enz, (1995), in which they found out that a promise of job security as the strong motivation for workers in the hospitality industry, while job insecurity could lead workers toward stress and thus job demotivation. However, stress experience in relation to job insecurity does not exist among my participants from Norwegian owned restaurants as they provided permanent job contracts.

The findings also reveal that my participants experienced stress because of the effect of their jobs on their studies. This is because they missed lectures and discussions as they overlapped with work shifts. Furthermore, they faced time constraints for assignments and exams preparations because of jobs, and they lacked concentration in their studies when they got physically and mentally exhausted from work, resulting poor study performance. These findings corresponds with the studies on international students' from the USA and Australia (Campbell et al., 2016; Kwadzo, 2014). These studies revealed that many international students experience stress due to time constraint as they have to manage their school work and job responsibilities, as well as irregular work shifts, and short notice of shift changes were reported to have significant effects on their study plans.

The findings in this study show that participants suffered from various negative physical and psychological health consequences in their work environments. These include cuts and burns due to their interaction with knives and fire at work; limbs and back pains resulted from long hours walking and working in awkward posture; and gastritis because of imbalanced and untimely diet at work. Furthermore, they experience headache, high blood pressure, fatigue and emotional exhaustion as a result of high work pressures; relaxation problem and difficulty for sleeping when they exhausted from work; feeling hurt and sad because of discriminations from co-workers and employers; and feeling guilt when they were unable to deliver good service to the customers consistently emerged from my participants. These findings corresponds with various studies on restaurant workers from Jung & Yoon (2014); Kjaerheim et al. (1997); Kokane & Tiwari (2011); Lovers (2016) and Wesolowski (2016). These studies revealed several physical and psychological health issues among restaurant workers such as musculoskeletal symptoms like low back pain, body ache and limbs pain; gastrointestinal complaints like heartburn, pain in abdomen and stomatitis; burns and injuries; slips and falls; and feeling of guilt for not being able satisfy customers; and fatigue and emotional exhaustion.

6.2 Discussion of findings in relation to *Manageability*

My findings show general manageability of work situations and environments on the part of Nepalese students working in foreign owned and Norwegian owned restaurants in Norway. From the viewpoint of salutogenic approach, the concept of manageability is related to perceptions of availability of resources in the environment and one's ability to identify and utilize these available resources to deal with the stressors at hand (Eriksson & Lindström, 2008; Eriksson & Mittelmark, 2017; Sloopjes, Keuzenkamp, & Saharso, 2017). This is confirmed in my findings as they reveal different forms of resources such as positive work environment, attractive payments and amenities, opportunities for personal development and advancement, self-motivations, friends and family, and importance of income to sustain oneself in Norway were identified and utilized to cope with the stressors by my participants. Regarding positive work environment, my participant accounts show that supportive co-workers and employers, interactive and well-behaved customers and proper management of the workplace are significant resources that helped them to deal with work stress, as well as motivated them to work. The finding correspond with the studies from Dermody et al. (2004); Dupnock et al. (2010); Y. Lee et al. (2015) and

Timothy (2017). These studies revealed that supports and encouragements from co-workers and supervisors, and well managed workplace are key resources for workers in the hospitality industry, which reduce work stress and motivate workers to work. However, the findings also show that resource experiences from the employers' supports and proper management were almost non-existent among participants from foreign owned restaurants (*See Section 5.2.1*). But, most participants from both foreign owned and Norwegian owned restaurants shared similar sentiments about the availability and utilization of resources from co-workers as a way of coping.

My findings in this study reveal that the economic benefits from work such as good salary, tips and bonus/allowances are strong resources by my participants. In fact, their earnings from jobs were found to be crucial for covering their living expenses in Norway, and repayment of their loans. For some of my participants, they were able to make some savings and investments from their earnings, as well as economic supports to their families in Nepal. Indeed, these economic benefits obtained from their works encouraged them even more to work, according to participant accounts. The findings confirm studies from Dermody et al. (2004) and Hasan and Subhani (2011) which depicted that good salaries, tipped wages, bonuses/allowances and other incentive pay programs as the main motivating factors for restaurant workers. My findings also show that facilities available at workplaces were recognized as other resources by many participants. This is evident in my participant accounts as they expressed how paid sick leaves and holidays, breaks for lunch/dinner and refreshment, discounts on foods and provision of pension fund at work were important motivating factors by my participants. The findings compliment studies by Campbell et al. (2016); Poster POS (2017) and Wesolowski (2016), in which revealed that the availability of facilities like breaks for lunch/dinner, washroom and relaxation help restaurant workers to cope with different forms of mental and physical stresses at work, as well as, provisions of paid sick leaves and holidays were mentioned as other sources of job motivations for restaurant workers. However, the findings show significant difference between participants from foreign owned and Norwegian owned restaurants in terms of economic benefits and facilities available. In short, participants from Norwegian owned restaurants were reported to have more economic benefits and facilities than those from foreign owned restaurants (*See section 5.2.2*). It is also to be noted that the money they earn from either foreign owned restaurants or Norwegian owned

restaurants, and more or less, reported to have the greatest contribution to my participants' sustenance in Norway.

Opportunities for personal development and advancement were recognized as other strong resources by my participants. These include opportunities for learning about restaurant jobs and business at work, growth in communication skills and confidence levels due to frequent interactions with co-workers and customers at work, and chances to practice and improve Norwegian and English language skills in work environments, which were discussed as important resources and job motivations for my participants. In addition, promotion at work in respect to their hard work and work skills was identified as another significant resource by my participants. The findings confirm studies from Sherry et al. (2010) and Simons and Enz (1995), in which they reported that receiving opportunities for development of interpersonal and communication skills, and promotions at work give positive message to workers, which increase employees dedication to the work.

The findings show that many participants identified and utilized their personal characteristics as resources to cope with stressors at work. This is evident in my participant accounts as they used several strategies like avoiding possible conflicts at work, tolerating workloads and pressures from supervisors, and trying not to make any mistakes, which have been crucial in reducing interpersonal tensions at work. In addition, self-motivation was another important resource for my participants, giving them strength for work. For instance, self-proclamations such as *'I am hard worker and stronger'* *'People are doing this kind of jobs then why can't I?'* were generated within themselves by many participants and utilized to motivate them to work (See section 5.2.4). These findings correspond with studies from Jung and Yoon (2016) and Wesolowski (2016), which unveiled that restaurant workers' ability to generate positive feelings/self-efficacy and their intelligence to handle difficult situations as significant strengths for workers to cope with work stress. In addition, a study by Lieberman (2016) explored some strategies from restaurant workers that they identified and utilized to cope with work stress, such as learning to relax in stressful situations, creating time to do enjoyable activities, and doing exercises like work out/gym, running and play sports to remain physically and mentally healthy. Likewise, my findings confirm that many of my participants are aware about of the importance of physical and mental fitness in their jobs. Therefore, strategies such as going to fitness centre or gym, playing

sports: football, volleyball, table tennis and tug of war, and mental preparedness to face challenges at work were identified and utilized by my participants, which gave them both physical and mental strengths to cope with stressful work situations.

The findings show that according to my participants, social relationships such as family and friends have been important resources to them for work. For instance, receiving love, care and support from loved ones or family members, playing with kids, doing funs things with friends, encouragements from family and friends, and taking parts in different social events like birthday celebrations, marriage ceremonies, baby showering ceremonies, festival celebrations and sports competitions were found to be helpful for many participants to refresh from work stress, as well as keep them motivated to the work. None of reviewed literature in this study reported resource experiences of restaurant workers from social relationships like friends and family (outside from workplaces). In this regard, this finding is an additional exploration on resource experiences of restaurant workers.

My findings also reveal that the participants' resource experiences were also interrelated with their studies. This is evident in my participant accounts which clearly demonstrated that the main reason for all the participants coming to Norway is to attain an international degree from Norway, which seemed to have great importance for their future. However, inadequate money appeared as a hindrance to them for sustenance in Norway. In such situation, their involvements in restaurant jobs became crucial to generate some incomes, which have been helpful for covering their living costs and enabling them to further studies. Indeed, such importance or contribution of jobs on their studies became the greatest job motivation for my participants, making them even more serious and motivated to work. It should be noted that though education is free in Norway, the cost of living is high in Norway, and all my participants were self-sponsored. This is why their jobs became crucial for them to sustain a living in Norway. Similar to this, some previous studies on international students from Australia, Denmark and the USA reported that to do jobs or income generation remained crucial for international students to cover their tuition fees and livings costs, mainly for those who are self-sponsoring students (Campbell et al., 2016; Kwadzo, 2014; Nyland et al., 2009; Wilken & Dahlberg, 2017).

6.3 Discussion of findings in relation to *Meaningfulness*

My findings reveal general meaningfulness of the work among Nepalese students working in foreign owned and Norwegian owned restaurants in Norway. From the salutogenic point of view, meaningfulness refers to the extent in which one believes that things make sense and that what people do in life is worth the energy they invest in it (Antonovsky, 1993 cited in Darkwah, E., Asumeng, M., & Daniel, M. 2017, p. 61). Despite experiencing stressful situations in their work environments, my participants still seemed to make sense from the work they do and seemed to believe that the energy they invested to engage with the stressors was worth it. In line with this, many participants derived a sense of satisfaction from their personal developments and advancements that they achieved from their work. For example, many participants were satisfied with their improvements in interpersonal communication skills, confidence levels, restaurant work skills, and English and Norwegian languages proficiencies after having worked in a restaurant. Also, the sense of satisfaction in relation to promotion at work were shared by many participants. For instance, some participants were promoted from dishwashers to cook helpers and cooks because of their dedication and ability to learn cooking skills at work, which made them feel that the efforts they put into the work have been considered by their workplaces. The findings confirm previous studies from Dermody et al. (2004) and Sherry et al. (2010), which reported that opportunities for personal development and advancement such as opportunities for learning skills and promotions in respect to the employees' abilities increase workers' dedication and job satisfaction in the hospitality industry. The findings also corresponds with the study findings from Y. Lee et al. (2015), which reported that restaurant workers feel satisfied and even more motivated to the work when they perceive that their commitments and devotions to the work are to be paid off.

My findings also show that almost all participants were reported that they gained a huge sense of satisfaction from the economic benefits that they gained from their works. This is clearly demonstrated in my participant accounts as their income from work has been crucial for covering their living expenses in Norway. In addition, some participants shared that they were able to make good amount of savings from their jobs. Moreover, their savings have contributed to the purchase of properties (lands or houses) and investments (private schools and hydro powers projects) in Nepal, as well as payback their loans. Furthermore, most participants were able to

send some amounts of money to their families in Nepal thus significantly contributing to their family members' education, health and living expenditures. In fact, they seemed to derive a huge sense of satisfaction from these economic benefits from work. The findings compliments on the study from Dermody et al. (2004), which revealed that workers primarily attracted to the restaurant jobs by economic benefits such as good salaries, tipped wages and incentive pay programs.

Also, many participants gained a sense of satisfaction when they receive compliments from co-workers, managers and customers. This is evident in my participant accounts that the participants were reported to feel good and even more encouraged at work when their colleagues, managers or employers and clients are satisfied with their services and give compliments on their services. The findings confirm study from Hasan and Subhani (2011), which revealed that being praised in meetings, certificates of appreciation and giving awards to employees in respects to their hard work and dedication to the work as crucial for employee job satisfaction and higher job performance. In addition, many participants expressed that they gain a sense of enjoy while doing the jobs in which they are interested. They revealed that they are really interested in cooking and serving jobs, and thus they feel happy and enjoy while cooking varieties of dishes and having interactions with customers at work (*See section 5.2.4*).

The findings also reveal that the contribution of my participants' jobs on their studies have generated a sense of satisfaction. According to my participant accounts, all my participants came to Norway for study purposes. But due to economic constraints they had to struggle to fund their living costs during their beginning days in Norway, many of them had thoughts about discontinuing their studies and going back to Nepal. However, after being involved in the restaurant jobs, they became able to cover their living costs and then continue with their studies in Norway. Due to this, all the participants revealed how they were very grateful for their jobs. The finding corresponds with previous study on international students from Sherry et al. (2010), which unveiled that the income from jobs (including restaurant jobs) among international students has become significant for them to cover their living and educational costs in the host countries. However, almost all studies on international students from Campbell et al. (2016); Chris at al. (2009); Valentin (2012) and Wilken & Dahlberg (2017) that I reviewed in the literature review part (*chapter 3*) explored only work stress of international students in the host

countries. In contrast to these studies, my findings reveal not only stressors, but also resources to cope with stressors among Nepalese students working in restaurants in Norway. Here, I would argue that the theoretical framework of salutogenesis provided a guide for exploring work stressors, resources and motivations among the participants—usefulness of the salutogenic approach.

In addition, most participants seemed to derive a sense of satisfaction from the education and experiences that they have been receiving from their universities. This is clearly revealed in my participant accounts that they dream for better jobs or bright future after completing their studies from Norway, as having international degree at hand has the greatest advantage for finding jobs in Nepal. Therefore, they believed that the education and practices they have been receiving from the universities have increased their knowledge, skills, confidence and competencies, which are important to reach their future goals. Again, as mentioned above, almost all the participants' incomes from their jobs were reported to be significant for their sustenance in Norway, and thus enabling them to continue their studies, which are interlinked with their future goals. The finding partially corresponds with previous studies from Campbell et al. (2016); Chris et al. (2009) and Sherry et al. (2010) because these studies also found that the income from jobs (including restaurant jobs) has become crucial for international students to fund their living and study expenses in the host countries. However, these studies (as well as no other reviewed studies) have not shown meaningfulness of international students' jobs in relation to their academic progresses, which is an additional useful finding from my study.

6.4 Implication of findings for participants' wellbeing

Within the realm of salutogenesis, elevated the three components: comprehensibility, manageability and meaningfulness reflect a strong SOC, which enables individuals to cope with stressful situations in their environments and thus positive impact on their health and wellbeing (Darkwah, Asumeng, & Daniel, 2017; Moons & Norekvål, 2006). In this regard, my findings reveal the implication of my participants' SOC for their wellbeing, because their responses represent some wellbeing outcomes. Well-being has been perceived as feeling happy, healthy, socially connected, and purposeful (Centers for Disease Control and Prevention, 2016; Davis, 2019), with comprising two main elements: feeling good and functioning well (Aked, Marks,

Cordon, & Thompson, 2008). The sense of feeling good was prominently discussed in participant accounts in relation to their skill developments and promotions at work, economic benefits from work which has the greatest contribution for their survival and studies in Norway, and academic achievements which are interlinked with their future goals. Similar to this, previous studies from Dermody et al. (2004) and Sampson & Akyeampong (2014) also revealed economic benefits from work, and opportunities for personal development and promotions in work environment as the greatest sources of job satisfaction and motivation for workers from the hospitality industry.

Also, the sense of socially connectedness among my participants can be traced out from their positive relationships with co-workers and supervisors at work, and friends and families outside from work. Supports and encouragements that they have been receiving from inside and outside their work environments seemed to be crucial for them to cope with stressful work situations. The findings correspond with studies from Lee et al. (2015) and Timothy (2017), in which they unveiled that supportive co-workers and supervisors to be crucial for maintaining positive relationships in work environment for restaurant workers, making them feel socially connected in work environment and giving them more strength to cope with stressful situations. In addition, the sense of being included or given valued at work has been came out as another wellbeing outcome from my participants' participations in staff meetings and parties, and decision-makings regarding workplace management. This finding compliments on the study from Hasan & Subhani (2011), which explored employee participation in meetings, certificates of appreciations and praises in meetings and providing autonomy in their job as key job motivations and satisfaction among restaurant workers.

The findings also show the participants' sense of wellbeing in relation to proper management of their workplaces that include well-defined rules and regulations, clearly defined employees' work roles, availability of requisites for everyday work, and willingness to help each other among workers, which led to the well-functioning of their everyday work with reducing work stress—workplace wellbeing. The finding corresponds with the study from Dermody et al. (2004), which found out that the proper management of the workplace has become significant in reducing work stress among restaurant workers. In addition, many participants' workplaces were concerned about employee health and safety (which comes under the workplace management).

In this manner, many participants were frequently given instructions on how to remain safe and healthy at work environment, they were encouraged to build up positive relations with co-workers, trolley and elevators were provisioned for lifting or carrying heavy weights, breaks for lunch/dinner, washroom and refreshment were provisioned, and first aid box and private medical persons were available in case of any emergency employee health issues at their workplaces. And thus, the availability of these health and safety measures at work were portrayed as helpful for many participants to remain safe and healthy at work—workplace wellbeing.

6.5 Linking findings with health promotion and global development

My findings have relevance for the field of health promotion (HP). HP has been defined as the process of enabling people to increase control over their health, by covering a wide range of social and environmental interventions that are designed to benefit and protect individual people's health and quality of life by addressing and preventing the root cause of ill health, not just focusing on treatment and cure (WHO, 2016). In line with this, my findings reveal a wide range of health promoting factors that enabled the participants remain healthy and be motivated to the job. For example, creating positive relationships in work environments, opportunities for personal development and advancement at work, well-managed workplaces, availability of health and safety measures at workplace, respectful payments and facilities for employees, supportive family and friends, and personal characteristics such as self-motivation were identified and utilized by many participants to cope with stressor, enabling them remain healthy.

Also, Antonovsky (1996) suggested that the salutogenesis is an appropriate theory for health promotion. In addition, Lindström & Eriksson (2006) argued that the SOC generates health-promoting abilities. My findings clearly demonstrated this. By using theoretical framework of salutogenesis in this study, it enabled me to understand the participants' perceptions on work stressor that they experienced in their work environment, resources available as identified and utilized by the participants to deal with stressors and then motivations toward work or how they make sense from the work they do. Therefore, by exploring my participants' stress-resource experiences, and the implications of these experiences for their wellbeing, this study hopes to contribute a small body in the field of workplace HP literature.

My findings also link with global health promotion priorities, including some of the actions from the Ottawa Charter for HP (WHO, 1986). 'Build Healthy Policy' calls for the identification of obstacles to the adoption of healthy public policies—particularly in the field of work—enabling people to make the healthier choice; 'Creating Supportive Environment' shouts for a systematic assessment of health impacts of rapidly changing environment—particularly in the area of work; 'Strengthen Community Actions' shouts for community empowerment that draws on human and material resources in the community to enhance self-help and social support, requiring full and continuous access to the information and learning opportunities for health; and "Develop Personal Skills" calls for the provision for information and education for health, and enhancing life skills, by doing so, it increases the options available to people to exercise more control over their own health and over their environment, and to make choices conducive to health. Each of these action areas can be related to stressors and resources in this study. (*See Section 5.1 and 5.2*).

My findings also linked with some of the Sustainable Development Goals (SDGs) (UNDP, 2019). My findings clearly demonstrated the participants' abilities to understand work related stressors and to identify and utilize resources available to cope with stressors, which have positive impact on their health and wellbeing (*See chapter 5 and section 6.4*). This supports Sustainable Development agenda of good health and well-being (SDG 3). My findings also revealed that the main reason for all the participants coming to Norway is to achieve an international degree from Norway, which has great value for their better future. In this manner, my participant accounts demonstrated that there has been significant growth in their academic skills such as research, writing, presentation, English language and communication from their involvement in lectures, group discussions and practical activities in their universities. (*See section 5.2.7*). This can be related to the SDG 4—quality education. Despite unequal payments and facilities among participants from foreign owned restaurants, there were equality in remuneration and amenities for all the participants from Norwegian owned restaurants. This can be related to the SDG 10—reduced inequality. In addition, my participant accounts revealed no significant differences in stress-resources experiences of participants in work environment by their gender. This can be related to SDG 5—gender equality.

6.6 Limitation of the study

A limitation of this study lies in limited number of participants. While all the participants share same identity as Nepalese students, the generalization derived from this study does not represent the situations of the whole Nepalese students who are involved in restaurant jobs in Norway.

Another limitation of this study concerns the process of translation of the interviews from Nepalese language to English language. The English translations were sometimes inadequate to deliver exact meaning for some of Nepalese words and dialogues, therefore, in such situations the translations had to be adjusted by making slightly changes to make the English reader understand the texts or meanings.

CHAPTER 7: CONCLUSION

The overall objective of this study was to explore work-related stressors and resources as experienced by Nepalese students working in restaurants in Norway, and the implication of these experiences for their wellbeing.

My first sub-objective in this study was to explore the stressors as experienced by the participants in their work environments. In this regard, the nature of restaurant jobs that include work overload, walking and standing for long hours, high speed of work, evening or night shifts, lifting weights in awkward postures, interactions with customers (demanding and drunk customers) and language barrier were emerged as key sources of stress among the participants. In addition, unhealthy relationships in work environment was another key stressor for the participants. Accounts of issues of discrimination, biasness and verbal abuse from employers to workers, and mistrust, backbiting and interpersonal tensions between co-workers were significantly revealed in the findings. Furthermore, organizational factors such as low payments, lack of facilities, uncertain work schedules, role ambiguity, job insecurity and lack of health and safety measures at work were other stressors for the participants. However, stress experiences arose from employers and organizational factors were prominent among the participants from foreign owned restaurants in comparison to the participants from Norwegian owned restaurants.

Participants' stress experiences were also linked with their social life and studies. Due to work, many participants became unable to spend enough time with their families and take good care of their children. Also, many participants were unable to join social events organized by relatives and friends such as birthday parties, marriage ceremonies, baby shower ceremonies, festival celebrations, sports competitions and get together programs due to overlapping with their work shifts. In addition, most participants experienced stress regarding their poor study results. This is clearly shown in the findings that the main reason for all the participants coming to Norway was to achieve international degree from Norway, and all of them were self-sponsored, therefore, to generate income became obligatory for them to fund their living expenses in Norway so that they can give continuity to their studies. However, due to their works, they missed several lectures, they had time constraints for reading and practices, and they lacked concentration in the classroom when they were fatigued from the work, which resulted in poor study outcomes.

The study findings also revealed several negative physical and psychological effects of stressors on the participant's health. Such as fatigue, back pain, limbs pain, headache, abdominal pain, gastritis, high blood pressure, problem for relaxation or sleeping after work, cuts and burns and several emotional tensions such as feeling exhausted, feeling hurt and feeling guilt were prevalent among participants. These health effects were basically arose from the nature of their jobs like work overload, long hours of walking, lifting weights, untimely diet, interactions with knives and fire and relationships with co-workers, employers and customers.

My second sub-objective in this study was to explore the resources available as identified and utilized by the participants to cope with the stressors. Despite the stress, there were accounts of resource experiences among the participants that helped them to cope with stressful work situations. In this regard, positive relationships in work environment were reported to be significant resources for many participants. Supports and encouragements from co-workers and employers, making jokes and fun things with co-workers, and compliments from customers in work environments became strong resources for many participants that helped them to cope with stressful situations and be motivated at work. Also, proper management of the workplace that includes availability of requisites for everyday work, up-to-date rules and regulations, clearly defined employee work roles, provision for health and safety measures and presence of enough workers at work was another key resource for many participants, which have been vital for the well-functioning of their everyday work and thus reducing work stress. However, resource experiences from the supportive employers and well-managed workplaces were higher among participants from Norwegian owned restaurants than those participants from foreign owned restaurants.

The economic benefits from jobs were also found to be other strong resources for the participants, giving them more dedication and motivation to the work. For examples, many participants were receiving good salaries, tips and allowances from work; the incomes from jobs were significantly helpful for covering living expenses for all the participants; and many participants became able to make some savings, investments and economic supports to their families in Nepal. In addition, facilities provided by the workplaces such as paid sick leaves and holidays, discounts on foods, pension funds and breaks for lunch/dinner and refreshments at work were other motivating factors toward jobs for many participants.

Moreover, opportunities for personal development and advancement such as improvement in communication skill, confidence level, restaurant work skills, Norwegian and English language proficiencies and promotions at work were reported to be other resources as well as job motivations for many participants. Furthermore, personal characteristics such as control themselves from possible conflicts with co-workers and supervisors, tolerance of workload, self-motivation to work, personal interests to their jobs and doing exercises like workout/gym and playing sports were explored to be the greatest resources for many participants, that remained helpful for them to maintain positive relationships at work, to remain physically and mentally healthy, and thus to cope with stressful work situations.

Participants' resource experiences were related to their social relationships and studies as well. Supports, love, care, and encouragements from family members, relatives and friends, and participations in different social events became important resources for them to remain mentally refreshed and be motivated to the work. In addition, contribution of jobs on their studies was another strong job motivation among almost entire participants. This is clearly demonstrated in the participants' account that all the participants came to Norway for educational purposes, however, inadequate money appeared as hindrance to cover their living costs in Norway. In such situation, the income from their jobs became crucial to generate some incomes, which have been helpful for covering their living costs, enabling them to continue their studies. Thus, such importance of jobs became the greatest resource for almost entire participants, making them even more serious and motivated to work.

Using the salutogenic approach and in particular the components of SOC, has shown that participants comprehensibility, manageability and meaningfulness of their work and work situations enabled them to cope with the stressors they faced. In this line, a wide range of sources of stress such as work overload, poor relationships with co-workers and employers, poor remuneration and facilities, health problems and issues related to their social life and studies were consistently mentioned by most participants, that were indicative of the level of predictability of their work situations—*comprehensibility*. By understanding work situations, many participants identified and utilized various forms of resources such as supportive co-workers and employers, the income from work and its contribution to their living in Norway, opportunities for personal development and advancement, self-motivations, family and friends

and study progresses to cope with the stressors—*manageability*. Many participants were seemed to derive a sense of satisfaction when it comes to the economic benefits of work, personal development and advancement from work, feedback from co-workers, employers and customers, and their study progresses on which their jobs have the greatest contribution—*meaningfulness*.

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Appendix A: Interview guide

1. Interview briefing

First, I would like to thank you for taking time to participate in my research project. My name is Tanka Prasad Gurung, I am a master's student in the Global Development Programme at the University of Bergen. My research project is about stress-resource experiences of Nepalese students working in restaurants in Norway. I would like to talk to you today about your work-related experiences and thoughts on the issue.

I would first ask you to read the informed consent letter here which will give you information about my research project. It also explains your rights as a participant and explains how your responses will be used or managed. Please feel free to ask me any questions you have about this. I want to emphasize couple of points in the informed consent letter: you can refuse to answer any question and you can stop the interview at any time without giving any reason. Data that you provide me will be anonymous, so you will not be identifiable in any written work, all the personal information that you give me will be treated confidentially. I will ask your permission to take an audio-recording of our conversation, if you allow, then I will take an audio-recording of the interview so that I can write down and analyse interview responses in more detail at a later time.

This interview should last no more than one and half hours. Do you have any questions before we begin?

1. Introductory questions

- How long have you been living in Norway?
- Since how long have you been involved in this job?
- As I informed you before, I am interested in learning work-place stressors and resources as experienced by Nepalese students working in restaurants in Norway, can you tell me a little about your work experiences?

2. Context of stressors

- How do you perceive your job?
- How do you find the workload?
- What is your perception about the working hours? (short/long hours?)
- Are you clear about your role? How do you find it?
- How secured is your job?
- How do you perceive your remuneration?
- How do you find facilities at your work place?
- What is your perception about the management of your workplace?
- Have been participated in any decision-making processes?
- How do you find the social environment at the work-pace?
 - Relationships with the employers, co-workers and customers

- How does your job effect your social life?
 - Personal relations, friendships, family ties, social relationships, participations in social events.
- Have you experience any health issues because of your job?
- Does your job effect your study?

3. Context of resources

- Can you tell me what helps you to deal with the challenges/stressors?
- What social networks/relationships help?
 - Relationships with the employers and co-workers, friends, family and other social relationships.
- What personal strengths do you draw on?
 - Self-motivation, job interest, tolerance or self-control
- Do you think facilities provided by the restaurant help?
- Do you think the income from the job help?
 - How does the income from your job help to cover your expenditure?
- If you are included in the decision-making processes, do you think this helps you feel better at work?
- Is there job motivation in relation to your study?
- Can you tell me about the things that motivate you to continue with your job?

4. Concluding question

- Would you like to say more about anything we have talked about?

Thank you very much for taking part in this interview and participating in my research project.

Appendix B: Informed consent form

Project title: An exploration of workplace stressors and resources among Nepalese students working in restaurants in Norway.

1. Background and purpose of this research

My name is Tanka Prasad Gurung, I am a master's student in the Global Development programme in the Department of Health Promotion and Development at the University of Bergen, Norway. As part of the requirement of my master's degree, I am doing a research project on the work-place experiences among Nepalese students in Norway. Specially, the purpose of this study is to explore work-related stressors and resources as experienced by Nepalese students working in restaurants in Norway. For this study, I will be interviewing Nepalese students working in foreign owned and Norwegian owned restaurants in two different cities of Norway. You have been asked to take part in the interview because you meet the requirements for participants for this research, as you are involved in restaurant work in Norway.

2. What does participation in the research imply?

You are asked to participate in the interview which will last approximately an hour. Interview questions will be about your experiences and thoughts regarding restaurant jobs. Such as, how do you find your work environment? What are the major sources of stress at your workplace? What conditions/resources available at the work place which help you to deal with stressors and what are the things that motivate you to continue with your work? The interview will be conducted at a location and time convenient for you, in where, only you and me will be present. I will ask your permission to take an audio recording of our conversation, if you allow, then I will take an audio recording of the interview so that I can write down and analyse responses in detail at a later time. In addition, I will also take some written notes. You are not required to answer the questions if they make you feel uncomfortable. You are free to decide, such as withdrawal from participating in the study and stop or reject conversation in between the interview.

3. What will happen to the information about you?

All personal data you provide will be treated confidentially. All the responses to the questions that you give in this interview will not be shared with anyone. Only myself and my supervisor,

Associate Professor Marguerite Daniel, Ph.D. in the Department of Health Promotion and Development at the University of Bergen will have access to the information that you provide. Your responses will be made anonymous and pseudonyms will be used instead of using your direct name. You will not be identifiable in the master's thesis. Data will be stored using password protected software. All data and audio recordings will either be erased or made anonymous as necessary after the completion of this project.

4. Voluntary participation

Your participation in this project is complete voluntary, and you can at any time withdraw your consent without stating any reason. If you decide to withdraw, all your personal data will be destroyed.

5. Contacts

If you have any questions concerning the project, please contact me at tanka.gurung@student.uib.no or +47 40595985. You can also contact my supervisor Associate Professor Marguerite Daniel, Ph.D., University of Bergen at Marguerite.Daniel@uib.no or +47 55 58 32 20.

The study has been notified to the Data Protection Official for Research, Norwegian Centre for Research Data (NSD).

I have received information about the research and

I am willing to participate in the interview

Signature _____

Date ____/____/____

Appendix C: Ethical clearance from NSD

11/10/2019

Meldeskjema for behandling av personopplysninger



NSD's assessment

Project title

An exploration of work-place stressors and resources among Nepalese student working in restaurant in Norway.

Reference number

204910

Registered

31.07.2018 av tanka gurung - tankagurung26@gmail.com

Data controller (institution responsible for the project)

Universitetet i Bergen / Det psykologiske fakultet / Hemil-senteret

Project leader (academic employee/supervisor or PhD candidate)

Marguerite Daniel, Marguerite.Daniel@uib.no, tlf: 4755583220

Type of project

Student project, Master's thesis

Contact information, student

Tanka Prasad Gurung, tankagurung26@gmail.com, tlf: 40595985

Project period

01.08.2018 - 20.11.2019

Status

03.09.2019 - Assessed

Assessment (2)

03.09.2019 - Assessed

NSD has assessed the change registered on 03.09.2019.

The research period has been extended until 20.11.2019.

Please note that in case of further extensions, it may be necessary to inform the sample.

NSD will follow up the progress of the project at the new planned end date in order to determine whether the

processing of personal data has been concluded.

Good luck with the rest of the project!

Contact person at NSD: Belinda Gloppen Helle
Data Protection Services for Research: +47 55 58 21 17 (press 1)

20.09.2018 - Assessed

Our assessment is that the processing of personal data in this project will comply with data protection legislation, presupposing that it is carried out in accordance with the information given in the Notification Form and attachments, as well as dialogue with NSD. Everything is in place for the processing to begin.

NOTIFY CHANGES

If you intend to make changes to the processing of personal data in this project it may be necessary to notify NSD. This is done by updating the Notification Form. On our website we explain which changes must be notified. Wait until you receive an answer from us before you carry out the changes.

TYPE OF DATA AND DURATION

The project will be processing general categories of personal data until 31.08.2019.

LEGAL BASIS

The project will gain consent from data subjects to process their personal data. We find that consent will meet the necessary requirements under art. 4 (11) and 7, in that it will be a freely given, specific, informed and unambiguous statement or action, which will be documented and can be withdrawn. The legal basis for processing personal data is therefore consent given by the data subject, cf. the General Data Protection Regulation art. 6.1 a).

PRINCIPLES RELATING TO PROCESSING PERSONAL DATA

NSD finds that the planned processing of personal data will be in accordance with the principles under the General Data Protection Regulation regarding:

- lawfulness, fairness and transparency (art. 5.1 a), in that data subjects will receive sufficient information about the processing and will give their consent
- purpose limitation (art. 5.1 b), in that personal data will be collected for specified, explicit and legitimate purposes, and will not be processed for new, incompatible purposes
- data minimisation (art. 5.1 c), in that only personal data which are adequate, relevant and necessary for the purpose of the project will be processed
- storage limitation (art. 5.1 e), in that personal data will not be stored for longer than is necessary to fulfil the project's purpose

THE RIGHTS OF DATA SUBJECTS

Data subjects will have the following rights in this project: transparency (art. 12), information (art. 13), access (art. 15), rectification (art. 16), erasure (art. 17), notification (art. 19), data portability (art. 20). These rights apply so long as the data subject can be identified in the collected data.

NSD finds that the information that will be given to data subjects about the processing of their personal will meet the legal requirements for form and content, cf. art. 12.1 and art. 13.

We remind you that if a data subject contacts you about their rights, the data controller has a duty to reply within a month.

FOLLOW YOUR INSTITUTION'S GUIDELINES

NSD presupposes that the project will meet the requirements of accuracy (art. 5.1 d), integrity and confidentiality (art. 5.1 f) and security (art. 32) when processing personal data.

To ensure that these requirements are met you must follow your institution's internal guidelines and/or consult with your institution (i.e. the institution responsible for the project).

FOLLOW-UP OF THE PROJECT

NSD will follow up the progress of the project underway (every other year) and at the planned end date in order to determine whether the processing of personal data has been concluded/is being carried out in accordance with what is documented.

Good luck with the project!

Contact person at NSD:

Data Protection Services for Research: +47 55 58 21 17 (press 1)