



Impacts of the Quality of Working Life on the Hotel Employees

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Extensive Summary

Introduction

People spend a significant part of their lives at work. Their satisfaction from work mostly affects their lives. Complex functioning of hotel management structures, intense pace of work, as it shows itself in every moment of the system of human relationships with being dynamic and having long tiring working hours, hypersensitivity in the demand for the goods and services offered in the hotel enterprises increase the need for the working life quality of the hotel enterprises

The main purpose of this study is to detect what kind of working life quality practices do the hotel employees experience in the enterprises they work. With this study, it was also aimed to determine which elements of the working life quality the employees care about. The main feature of the tourism managements is labor-intensive production and presentation of a range of services most of which aim to satisfy psychological feelings of the people. During the literature review, although it is seen that there existed studies on the quality of working life, limited work has been seen about the tourism industry. It is believed that with the application of the working life quality in hotel enterprises in the sense of using quantitative and qualitative research methods together this study will bring an innovation to the literature

Method

In the quantitative part of the study, the sample consisted of 114 employees from Ankara, and 115 from Antalya region. With the help of SPSS 19 program of data analysis, paired samples t test was applied and it was aimed to determine the levels of the importance and satisfaction for the working life quality. In qualitative research, an interview form consisting of eight half-structured questions has been prepared. This interview form, 'the quality of working life applications of hotels enterprise under the heading prepared in a single theme. In this research, in accordance with the method of confirming and disconfirming cases sampling which is among the qualitative research methods, in total ten employees were chosen including two administrators working in five star hotel enterprises in Ankara and Antalya, and the sample of the research consisted of these employees. For each region, five employees including one

administrator were chosen from Ankara and Antalya. Data obtained from the interview forms have been summarized according to the questions prepared in the context of the theme determined in advance by the method of descriptive analysis, the information obtained from the interview forms is supported with quantitative data and interpreted

Results and Conclusion

It is possible to say that healthy and safe working conditions are generally positive in city hotels. However, for some of the resort hotels, it is possible to say that about this situation a more negative perception exists. It is seen that hotel staff were displeased to find an environment in order to develop their skills and take advantage of the opportunities both in the city and resort hotels. It is asked to the employees what kinds of applications about the social integration exist. According to the responses to this question given by hotel employees, hotel employees were pleased about this subject both in the city and resort hotels. According to their assessments related to the responsibilities and rights of employees, it is seen that in the city hotels the rules and rights are carried out in a particular order, but in resort hotels they are not carried out regularly. Looking at the views of employees about the total life of the employees and its impact on the working life quality, it can be said that the situation is better in the city hotels. However, in the resort regions employees say that they are not satisfied with the length of working hours, shift and overtime due to the intensity of practices. From the hotel staffs' views on social responsibility, as well as resort hotels and businesses in the city understood the importance of this issue, this situation has been found to be satisfactory in terms of the employees. In the city hotels there exist a higher perception of a fair wage relative to the resort hotels.

As a result, with this research, it can be said that for the hotel staff the quality working life is an important reason of working. For this reason, the enterprises should develop the quality of working life, thus it will be possible for the employers to get more efficiency from the employees.