

A Practice onto Personnel In-Service Training's Affect to Job Satisfaction

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The kitchen which is qualified as the hearth of hotels is a department includes kitchen staff whose responsibilities, authority and duties are identified related to an organizational structure and in a hierarchy instead of being merely a physical space with equipment and working areas that are built for food production. The aim of kitchen is to realize food production in the limits of cost, quality and hygiene standards of hotel.

Beside many factors which affect job satisfaction and organizational loyalty the training which is going to be received is also important. As knowing the job increases the job satisfaction and self confidence and it also affects the organizational loyalty in a positive way.

This study aims that groups hotel, how does in-service training affect kitchen personnel. In this study applied filed technique used in and firstly searched the factors affect job satisfaction and thoughts about in-service training then applied an one-week training to the same personnel. A different survey performed order to measure the affect to job satisfaction of personnel who was in training and to determine is the in-service training suitable.

This survey has been applied to the hotel staff in the kitchen department of X group hotels which have 22,370 bed capacities and tourism management certificate in Turkey.

In-service-training has been given by the researcher using F&B services Field modules prepared by MEGEP which are one week at a hotel and 3-hours a day total 21 hours.

Job satisfaction or unsatisfaction, organizational loyalty, thoughts and feelings towards in-service-training have been determined with the first poll, one week later another poll containing the same questions have been applied to the kitchen staff after the one-week-training. Two different questions which weren't in the first poll are whether they anticipated in the training, the other one is whether they anticipated in the poll.

For the purpose of the research is to measure the job satisfaction after the in service training, the survey forms of those who stated that they hadn't participated the in service training hasn't been included in the evaluation.

400 hundred kitchen workers had participated to both surveys applied after and before the in service training.

Assessing the data; distribution of the ages of the kitchen staff included in the survey determined as: 5% ,age 15-21 (22 people) 27,5% age 22-28(110 people)33,5% age 29-35 (134 kişi) 24 % age 36-42(96 people) and 9,5% ages over 42(38 people)distribution according to sexes determined as: 21,5% women(86 people) 78,5 men(314 people)distribution according to education level determined: 39,5% primary school(158 people)20% secondary school(80 kişi) % 34 high school (136 people) % 6,5 university(40 people)distribution according to time spent in the job determined as: % 6,5 less than a year(26 people) % 38 1-5 years(152 people) % 24,5 6-10 years (98 people) % 21 11-20 years(84 people and % 10 more than 20 years(40 people)distribution according to time spent in the current work place determined as: % 35,5 less than a year(142 people)% 5,5 1-3 years(22 people) % 14 4-6 years(56 people) % 23,5 7-9 years(94 people) and % 21,5 more than 10 years(86 people)

After the in service training an increase is observed in the points kitchen workers has given to the question about emotional commitment which is a sub dimension of the organizational commitment. As a result of applied t-test, for $p < 0,05$ it is concluded that the applied in service training has statistically caused a meaningful difference on emotional commitment.

After the in service training a drop is observed in the points kitchen workers has given to the question about continuance commitment which is a sub dimension of the organizational commitment. As a result of applied t-test, for $p < 0,05$ it is concluded that the applied in service training has statistically caused a meaningful difference on continuance commitment.

After the in service training a drop is observed in the points kitchen workers has given to the question about normative commitment which is a sub dimension of the organizational commitment. As a result of applied t-test, for $p < 0,05$ it is concluded that the applied in service training has statistically caused a meaningful difference on normative commitment.

The goal of this work is to study the effect of the in service training which has was completed after a long period of time on kitchen workers' organizational commitment and job satisfaction in group hotels. For this reason first a survey was conducted to measure the tendencies an ideas of the kitchen staff on job satisfaction and in service training then a week's in service training has been applied.

When the responses analysed together given to the first survey and the one after the in service training, it is seen that the in service training has caused an increase in job satisfaction and emotional commitment which are sub branches of organizational commitment. These results has highlighted the necessity of the in service training for the enterprises however the methods of trainings should be determined systematically before the training, and according to results trainings should be given in the necessary areas.

This field research includes kitchen workers within x group. For that reason to reach more general results it is important that the works that will be conducted from now should include other departments and other staff.