The Effects of Managers' Business Ethics Applications on Employees' Job Satisfaction: A Study of Five-Star Hotels' Establishment

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Extensive Summary

An important part of the lives of individuals is spent in the business environment and internal factors are effective as well as external factors in shaping their behaviors. One of these external factors is the practices by the managers towards business ethics in the enterprise. The fair, impartial and equal practices of the managers, which brings support to the positive realization of both their duties / responsibilities and their opinions and evaluations regarding their jobs, as well as the fact that employees will become more compatible and contribute to the business. The aim of this study was to determine the impact of business ethics perceptions on job satisfaction levels of employees working in five-star hotels. Within this scope, the business ethics perceptions job satisfaction levels of the hotel employees were determined and the effect of the employees' business ethics perceptions on job satisfaction levels were determined. Also whether the business ethics perceptions, job satisfaction level of hotel employees change according to some demographic characteristics was identified. Survey technique was used for determining the business ethics perceptions job satisfaction of employees in the hotel establishments. In this respect, the business ethics and job satisfaction scale were implemented on employees of five-star hotels operating in Afyonkarahisar. The data obtained by the questionnaire was analysed in the SPSS program and descriptive statistics (percentage, frequency, arithmetic mean and standard deviation), the t test and variance analyses were used in analysing the data. According to the perceptions of participants about business ethics within this research have a significant relation with the seniority criterions for the participants. As the employers levels of job satisfaction have a significant relation among department and seniority. When the opinions of the participants

regarding business ethics are examined, it concluded that managers are generally unethical behaviors. However, especially on issues such as 'accidents at work', 'degrading',' kindness' and ' health issues', it has been concluded that managers are not acting more ethically than other issues. When the opinions of the participants regarding their job satisfaction statements are examined, It was concluded that their job satisfaction levels were negative. But compared to other expressions about job satisfaction, it has been found that employees had a more positive view of 'busy work' and 'a chance to help others'. It has been found that there is a strong significant relationship between business ethics and job satisfaction. According to the results of basic linear regression analysis business ethics effects job satisfaction at the upper medium level.