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THE EFFECTS OF RESILIENCE AND HOPELESSNESS ON LIFE SATISFACTION: AN INVESTIGATION ON HOTEL EMPLOYEES

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EXTENSIVE SUMMARY

Today, it is important that individuals have wellness and abilities to cope with problems and to create solutions to problems. These abilities influence individuals' life satisfaction and resilience levels. Life satisfaction refers to well-being and predominance of positive feelings over negative feelings. There are many factors in daily life both cause individuals to be unhappy and not to get satisfaction from life. In the face of these factors, the immediate drop of the guard or fighting with this factor will vary depending on the resilience of the individual. As the resilience level of the individuals increases, he struggles with difficult situations more comfortably. On the contrary, a high level of hopelessness leads to negative consequences for the individual's life. In this respect, it can be said that it is important to examine the resilience, hopelessness and life satisfaction levels of the employees working in hotel business.

The main purpose of this research is to investigate whether resilience and hopelessness affect the life satisfaction of employees. The population of the study consists of employees of five star hotels operating in Alanya. But, since there would be some difficulties in reaching the population in terms of time and resources, random sampling method has been chosen to represent the determined population. In this scope, sample of the study consisted of 408 employees in total working in five star hotel businesses operating in Alanya. Survey form has been distributed to 500 people but only 408 of them have been returned. Return rate of the survey has been 81.6%.

Survey forms have been used as data gathering tools in the study. Survey form consists of four main sections. First section consists of personal information form, second section consists of life satisfaction, third section consists of resilience scale and fourth section consists of hopelessness scale. First section consists of questions related to age, gender, marital, education and seniority status in order to determine demographic characteristics of employees. In second section, using a scale that has been developed by Diener et al (1985) with the purpose of determining life satisfaction levels of employees. Five point Likert scale (1=definitely disagree, 5=definitely agree) has been evaluated by total score obtained from 5 items. The increase in total points indicates high levels of life satisfaction. Cronbach's alpha coefficient has been calculated as 0.81 as a result of reliability analysis and the scale has been proven to be reliable. Third section consists of resilience scale developed by Smith et al (2008) with the purpose of determining resilience levels of employees. Five point Likert scale has been evaluated by total score obtained from 6 items. The increase in total points indicates high levels of resilience in employees. Cronbach's alpha coefficient has been calculated as 0.80 as a result of reliability analysis. And the last section of survey consists of hopelessness scale developed by Beck et al (1974) with the purpose of

determining hopelessness levels of employees. There is 20 items in scale, 11 items 'yes' option have a score 1 point, while 9 items 'no' option have a score 1 point. The total scores obtained are classified by a scale.

Raw data obtained through survey has been analyzed by SPSS 22.0 package program. Descriptive statistics such as frequency, percentage, mean, standard deviation were used in analyzing the data. Pearson correlation coefficient was computed to determine the relationships between variables and regression analysis was conducted to determine to what extent resilience and hopelessness predict life satisfaction.

As a result of the analysis, it was determined that the life satisfaction ($\bar{x}= 3.44$) and resilience ($\bar{x}= 3.23$) of employees working in hotel businesses is above the middle value and the level of the hopelessness of employees is weak ($\bar{x}= 5.56$). The results of the research showed that a positive and moderate correlation between resilience and life satisfaction, but there was a negative and low correlation between hopelessness and life satisfaction. The results indicate that, resilience and hopelessness predicted life satisfaction of employees and the resilience and hopelessness together explain 29,5% of life satisfaction.