



Journal of Recreation and Tourism Research

Journal home page: www.jrtr.org

ISSN:2148-5321

THE RELATIONSHIP BETWEEN EMPLOYEE SATISFACTION AND EMPLOYEE COMMITMENT: A RESEARCH IN HOTEL BUSINESSES

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EXTENSIVE SUMMARY

The tourism sector has evolved into a continuously developing and prospective sector. Especially since 2000 years, the tourism sector, which has become widespread in the world, has its own characteristics and fragile structures. Which allows access to all kinds of information in today's world of communication epoch / information epoch, the tourism sector was also affected and the negativities in the sector started to spread among the users. The tourism sector also has ethical values in the axis of its dynamics as in every business sector.

Resarches on unethical behaviors in business ethics and tourism businesses have gained more importance in recent years. Tourism businesses, especially It is possible for the employer to act in accordance with rules of business ethics written or verbally, in order to keep the hotel's businesses in a good shape, to maintain their continuity and to increase their productivity. Ethical values in this tourism sector are more important than other sector so as to the tourism sector is centered on "people". Adopting business ethics in tourism ethics causes increase in service quality and also It has an effect on the image of hotel operation. There are certain written or verbally rules that should and should not be made in any business sector. These rules are rules that are perceived like restricting freedom of the person, however it is necessary rules to apply. These rules, which limit the freedom of the person, are in fact the rules that maintain the employee to work in harmony with others in the same environment. The occupational ethic concept what existing in businesses, due general structure of hotel management as intensive-labour sector, require collaboration between employeesand, due provide service as face to face, worker satisfaction reflects to customers. For this reason, importance of ethic factors come into prominence at lodging insustry.

Ethics opinions concept has been gaining importance day by day at the same time importance. Especially the importance of ethical opinions by hotel businesses has led to positive and negative effects on employees' satisfaction. This situation, the concept of employee satisfaction led to the concept of commitment to business. In this research, Ethics and business ethics opinions evaluation of effect aimed on the, employee satisfaction and employee commitment. Ethical opinions, employee satisfaction and employee commitment survey has been implemented on the 153 employees of the four and five star hotels which have run in İstanbul. Employee demands are increasing nowadays, and businesses often can not respond to this request. This case has caused employee dissatisfaction and reduced commitment to business. Likert type questions were asked and data was obtained by using survey method in the study. The results were interpreted using statistical analysis methods. In the study conducted, it was determined that the dimensions of business ethics in hotel enterprises affect employee satisfaction and employee satisfaction also affect employee commitment. This situation, hotel raises

the quality standards among the enterprises, the conduce to the developing service concept and the causes raising the competition among enterprises, so it provides a broad perspective at service concept.