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A RESEARCH ON THE PSYCHOLOGICAL CAPITAL LEVELS OF HOTEL CULINARY STAFF WORKERS

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EXTENSIVE SUMMARY

It is not possible only with financial and physical capital to reach the aims efficiently determined by the tourism sector which has an organizational structure. The motivations of the employees in the sector, their thoughts, expectations, satisfactions and performances are also important factors in the organizational success. It is highly important for the success of the organization to examine the psychological conditions of the employees and increase their well-being. Concepts such as human, social and psychological capital that emphasize the importance of the human factor in interfirm competition, are approaches that aim to reveal the strengths of individuals rather than their weaknesses (Luthans and Youssef, 2004).

The psychological capital concept examined by Martin Seligman in 1999 is defined as the improvement of processes and conditions that contribute to the development of employees. Seligman mentioned what psychology science should do to reveal the good aspects of people and developed the concept of psychological capital (Gable and Haidt, 2005; Linley et al., 2006). Psychological capital appears to be very important in contributing to the improvement of development and performance of employees, as well as in increasing operational efficiency and competitive advantage (Çetin and Basım, 2012). Psychological capital, which is based on individual development and facilitates adaptation of individuals to organizational structure, is a concept that comes from the components of self-sufficiency, optimism, hope and endurance.

The aim of this study is to determine the difference between psychological capital levels and individual characteristics of kitchen employees of hotel. The data were obtained through questionnaires from the kitchen employees of four-star and five-star hotels in Nevşehir. It may be possible to say that the psychological capital levels (3.99) of the employees participating in the survey are high and there is a significant difference between psychological capital and gender, education, age and duration of employment.