ANALYSIS ON THE FACTORS AFFECTING JOB SATISFACTION OF HOTEL HOUSEKEEPING STAFF WITH THE PERSPECTIVE OF THEIR MANAGERS

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EXTENSIVE SUMMARY

Undoubtedly, job satisfaction is one of the most important issues that is extremely essential in terms of both employers and employees within the today’s competitive business environment. In this regard, employees’ job satisfaction plays a vital role on the success of any business. The principal aim of this study is to reveal the main factors affecting housekeeping employees’ job satisfaction in a hotel industry. First of all, hospitality industry, structure of housekeeping department, the concept of job satisfaction and the main factors affecting employee job satisfaction were identified through a broad literature review. Secondly, data was collected through carrying out structured in-depth interview with five housekeeping managers from different five-star hotels in İzmir. The interviewees for the qualitative analysis were selected through convenience sampling. As a result of conducted interviews, it was found that seven factors; relationship with supervisor, work itself, pay, job security, career development, brand recognition of hotel, and positive relationship with co-workers have positive influence on housekeeping employees’ job satisfaction. Among these seven factors, “Brand recognition of hotel” was confirmed by three interviewees as a very important factor that affects housekeeping employees’ job satisfaction in a positive way.

In contrast, the result indicated that three factors; working conditions, unfulfilled career development and negative relationship with co-workers have negative influence on housekeeping employees’ job satisfaction. Results show that, the “Working conditions” is the most frequent factor which affects housekeeping employees’ job satisfaction negatively.

In conclusion, it is suggested to hotel managers to turn their attention on employee satisfaction in the context of housekeeping department. Additionally, based on study findings following recommendations can be made to hotel managers:

- To create safe and pleasant work conditions for housekeeping employees.
- To build effective interpersonal relations with employees.
- To improve the wages and salaries of housekeeping employee.
- To made fair distribution of work among housekeeping employees.
- To crate career development opportunities
- To ensure housekeeping employees about job security within the company.