



## **Journal of Recreation and Tourism Research**

Journal home page: [www.jrtr.org](http://www.jrtr.org)

ISSN:2148-5321

DOI: 10.31771/jrtr.2019.35

### **THE EFFECT OF PSYCHOLOGICAL PROBLEMS ON THE ORGANIZATIONAL SILENCE OF THE INTERNSHIP STUDENTS IN THE TOURISM SECTOR**

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#### **EXTENSIVE SUMMARY**

The aim of this study is to determine the effects of psychological problems experienced in internship period by students in tourism sector on organizational silence. For this aim, a quantitative study was conducted on 233 students who study in tourism and completed their internship at Ondokuz Mayıs and Giresun University. The findings show that the psychological problems and organizational silence levels experienced by tourism students were low. On the other hand, the results of simple linear regression analysis show that students' psychological problems have a significant effect on their organizational silence. Within the framework of the results obtained in the study, suggestions were developed for supervisors who worked in tourism establishments.

The problems experienced by tourism students during their internship are due to physical conditions related to working conditions, but can be also personal and psychological. Physical problems related to working conditions can be evaluated as long working hours and insufficiencies in wage and promotion opportunities (Kuşlivan and Kuşlivan, 2000; Maxwell et al., 2010). Personal problems can be generalized as the mismatch between private and working life (Jiang and Tribe, 2009) and poor workplace relationships. On the other hand, psychological problems can be considered as the problems that arise as a result of interaction with the manager and colleagues and shape the employee's point of view towards the work environment. Students may sometimes choose to remain silent due to different reasons (successful, unobtrusive, good relations, completing their compulsory internship, etc.) in the face of these problems. It is possible that the silence that may arise due to the problems experienced especially during the internship periods when the first impression of the tourism sector is obtained will create negative attitudes towards the work of young people who have qualified education in the tourism sector.

Silence adversely affects organizations and employees, and the effects of silence in organizations often appear to be contributing to employees' ideas, ignoring problems, avoiding negative feedback, filtering information and reacting to problems (Pelit et al., 2015: 85). Silence of organizations in tourism sector means poor quality service delivery, being closed to innovations and becoming disadvantaged in an ever-increasing competitive

environment. From this point of view, the effect of psychological problems experienced by the students receiving tourism education on their organizational silence was investigated in this study.

Both the psychological problems experienced in internship and low levels of organizational silence of tourism students can be evaluated as positive results determined in the research. After the students receive their education at school, the less problems they experience in the internship, which generally constitute their first experience in the sector, will increase the knowledge, widen their perspectives and express their thoughts. In fact, the experience gained in this way will positively affect the students' perspective on the tourism sector.