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Employee motivation in the tourist industry in Cyprus in Crisis

Constantinides, Rafaella

Business Administration Program, School of Economics Sciences and Business, Neapolis University Paphos

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Employee Motivation in the Tourist Industry in Cyprus in Crisis



Rafaella Constantinides

Student card: 1133103856

Tutor: Kyriakos E. Georgiou

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***In memory to my father who passed on a long
journey without return on 25.09.2014 after a two-year-
battle against cancer***

*Come father in my dream
your companionship to have
and to see you and tell me
don't worry my child I exist!*

Acknowledgement & Preface

This MBA dissertation is dedicated to my father who has lost the battle with cancer one year ago. My father supported me very much to the end of his life and he guided me to see everything in life in a positive spirit including my studies at Cyprus Technical University of Limassol as well as my studies at the Neapolis University of Paphos. I have also to express many thanks to my mother who helps me a lot throughout my life. She has taught me to talk, to read, and she has been helping me with my lessons in school. I have wonderful parents and I would like to thank them for their infinite patience.

I also thank my husband for his patience and support for these difficult two years with my father, studies and pregnancy. He is a wonderful man and accepts me the way I am and of course my speech impairment and my hearing aids.

I need to acknowledge our small, unborn son that he stands strong through his own difficult time to survive. I also would like to acknowledge my uncle, brother of my father, who made me laugh and supported me in my difficulties.

Thanks also are due to my supervisor, Kyriakos E. Georgiou who helped and encouraged me after the death of my father and also his help academic and editorial in completing this dissertation. Without his support and devotion, I would probably not have completed my dissertation.

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Executive Summary – Abstract

Employee motivation is perceived as a critical success factor in business. This research focuses in the tourist sector in Cyprus under crisis and aims to study the levels of motivation, motivation factors and job satisfaction of people working in the hospitality industry.

The purpose of this research was to explore the employee's motivation factors in the tourist sector under crisis periods in the Cyprus.

The present study is a case study research, which involves both quantitative and qualitative data. This study collected data from employees structured Questionnaire. There were 30 employees in this study from three (3) hotels and two (2) restaurants in Limassol and Paphos.

The main findings from this research provide evidence that the employees working in the tourist sector of Cyprus feel safety with their work and believe that the working environment is friendly. Another finding of this research provides evidence that employees have good relationships and share their thoughts and opinions with their workmates. Also, this study provide evidence that the economic crisis leads the managers of the tourist sector in Cyprus to cut off the employee's compensation, increase the working hours for the employees.

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