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Employee motivation in the tourist industry in Cyprus in Crisis

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Employee Motivation in the Tourist Industry in Cyprus in Crisis



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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.

Contents

Executive Summary – Abstract	4
List of Tables	8
List of figures	9
Chapter 1: Introduction	10
1.1. Introduction	10
Table 1.1.: Details of tourism with arrivals and profits	14
Figure 1.1: Arrival of Tourists and profits for the period 2012 – 2014.	14
Table 1.2: Arrivals of tourists by country	15
1.2. Research Objectives	16
1.3. Structure of the Dissertation.....	17
1.4. Conclusions	18
Chapter 2: Literature Review	19
2.1. Introduction	19
2.2. Definition of terms	20
2.3. Importance of motivation.....	20
2.4. The motivation Theories	21
Maslow’s hierarchy of needs.....	21
Figure2.1: The Maslow’s Hierarchy of Needs	22
Theory X and Theory Y.....	23
Two Factor Theory.....	24
McClelland’s theory of Needs	24
Alderfer’s ERG theory	25
Table2.1: Description of the motivation theories.....	26
The Adam’s equity	26
Figure 2.2.: Adams’ Equity Theory Diagram – Job Motivation provides an illustration of the theory	27
Vroom’s Expectancy Theory	27
Figure 2.3 Vroom’s Expectancy Theory	28
Figure 2.4: Force of motivation in an employee.....	29
Figure 2.5: In the workplace, a view the order in this way	29
2.5. Market, Industry, or Organizational Background.....	35
Figure 2.6: Factors affecting the choice of destination of tourists	36

Table 2.2: Type of tourism.....	36
Table 2.3: Economic indexes for years 2012-2016.....	37
Table 2.4: Tourist Arrivals by country, 000's	38
Figure 2.7: Tourist arrivals per year	40
Figure 2.8: Revenue from tourism.....	41
Table 2.5: Tourist expenditure in Cyprus	41
Table 2.6: Distribution of accommodation units in Cyprus	42
2.6. Conclusions	43
Chapter 3: Methodology	45
3.1. Introduction	45
3.2. Research Strategy	46
3.3. Research Paradigm.....	46
3.4. Research Hypothesis	46
3.5. Necessity of Research	47
3.6. Significance of Research	47
3.7. Process of Research	48
3.8. Data Collection	48
3.9. Sample.....	50
3.10. Data Analysis.....	50
3.11. Research & Business Ethics.....	51
3.12. Conclusion	51
Chapter 4: Results – Data Analysis	52
4.1. Introduction	52
4.2. Descriptive analysis.....	52
Table 4.1: What degree do you think each of the following statements apply in your case.....	55
Table 4.2: What degree the economic crisis has affected?	60
Figure4.1: Distribution of the respondents by gender	61
Figure4.2: Bar chart for education level	62
Figure 4.3: Box Plot for the number of the year within the organization and age by gender.....	63
Table 4.3: Demographic information.....	64
Table 4.4: Employment changes due to economic crisis	65
Table 4.5: Motivation factors due to economic crisis	66

4.3. Conclusions	68
Chapter 5 Conclusions & Recommendation	69
5.1. Introduction	69
5.2. Purpose and Objectives	69
5.3. Conclusions	69
5.4. Limitations-Suggestions	71
5.5. Future research	72
5.6. Suggestions to improve motivation and pleasure of employees	73