Organizational Behavior Challenges in the Tourism Industry

Şule Aydin
Nevsehir Haci Bektas Veli University, Turkey

Bekir Bora Dedeoglu
Nevsehir Haci Bektas Veli University, Turkey

Ömer Çoban
Nevsehir Haci Bektas Veli University, Turkey

A volume in the Advances in Hospitality, Tourism, and the Services Industry (AHTSI) Book Series

IGI Global
DISSEMINATOR OF KNOWLEDGE

Published in the United States of America by
IGI Global
Business Science Reference (an imprint of IGI Global)
701 E. Chocolate Avenue
Hershey PA, USA 17033
Tel: 717-533-8845
Fax: 717-533-8661
E-mail: cust@igi-global.com
Web site: http://www.igi-global.com

Copyright © 2020 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher. Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

Library of Congress Cataloging-in-Publication Data

Names: Aydin, Şule, 1970- editor. | Dedeoglu, Bekir Bora, 1985- editor. | Çoban, Ömer, 1985- editor.
Title: Organizational behavior challenges in the tourism industry / Şule Aydin, Bekir Bora Dedeoglu, Ömer Çoban, editors.
Description: Hershey, PA : Business Science Reference, 2020. | Includes bibliographical references and index. | Summary: “”This book explores relevant theoretical frameworks in terms of organizational behavior issues and provides the opportunity for tourism organizations to understand their employees’ behavior”--Provided by publisher”-- Provided by publisher.
Identifiers: LCCN 2019030367 (print) | LCCN 2019030368 (ebook) | ISBN 9781799814740 (hardcover) | ISBN 9781799814757 (paperback) | ISBN 9781799814900 (ebook)
Subjects: LCSH: Tourism--Personnel management. | Organizational behavior.
Classification: LCC G155.A1 O735 2020 (print) | LCC G155.A1 (ebook) | DDC 910.68/3--dc23
LC record available at https://lccn.loc.gov/2019030367
LC ebook record available at https://lccn.loc.gov/2019030368

This book is published in the IGI Global book series Advances in Hospitality, Tourism, and the Services Industry (AHTSI) (ISSN: 2475-6547; eISSN: 2475-6555)

British Cataloguing in Publication Data
A Cataloguing in Publication record for this book is available from the British Library.

All work contributed to this book is new, previously-unpublished material. The views expressed in this book are those of the authors, but not necessarily of the publisher.

For electronic access to this publication, please contact: eresources@igi-global.com.

Table of Contents

Preface xvi

Chapter 1
The Relationship Between Organizational Exclusion and the Tourism Industry 1
Volkan Altintas, Izmir Katip Celebi University, Turkey
Hande Karakus, Izmir Katip Celebi University, Turkey

Chapter 2
A Brief Debate on Alienation, Authenticity, and Tourism 17
Onur Sevket Yildiz, Nevsehir Haci Bektas Veli University, Turkey
Duygu Eren, Nevsehir Haci Bektas Veli University, Turkey

Chapter 3
Separate Works, Same Behaviors: Organizational Cynicism in Tourism Businesses 27
Elif Tuba Tamer, Kutahya Dumlupinar University, Turkey
Harika Ozkan, Kutahya Dumlupinar University, Turkey

Chapter 4
Think Positive, Focus on Positive: How to Develop Psychological Capital in Tourism Businesses.... 43
Eda Ozgul Katlav, Nevsehir Haci Bektas Veli University, Turkey
Nilufer Sahin Percin, Nevsehir Haci Bektas Veli University, Turkey

Chapter 5
Fourth Generation of Rights and Their Reflections on Human Resources Practices in Tourism Businesses 60
Füsun Istanbullu Dinçer, Istanbul University, Turkey
Gul Erkol Bayram, Sinop University, Turkey
Ozlem Altunoz, Ankara Haci Bayram Veli University, Turkey

Chapter 6
#Bystandereffect: A Perspective of Tourism Businesses 82
Gaye Deniz, Nevsehir Haci Bektas Veli University, Turkey
Sule Aydin, Nevsehir Haci Bektas Veli University, Turkey

Chapter 7
Does Being Present Mean Available? Presenteeism in Tourism Businesses 104
Saadet Pinar Temizkan, Eskisehir Osmangazi University, Turkey
Isil Cankul, Anadolu University, Turkey

Chapter 8
Is Silence the Source of Peace, a Heaven, or a Catastrophe? Implications From Tourism Businesses 126
Rahman Temizkan, Eskisehir Osmangazi University, Turkey
Duran Cankul, Eskisehir Osmangazi University, Turkey

Chapter 9
Job Crafting for Tourism Employees: Conceptual Overview, Dimensions, Antecedents, and Consequences 147
Derya Toksoz, Mersin University, Turkey
Ali Dalgic, Isparta University of Applied Sciences, Turkey
Kemal Birdir, Mersin University, Turkey

Chapter 10
The Changing Nature of Psychological Contract in the Tourism Industry: Importance of Employability 168
Aziz Gokhan Ozkoc, Nevsehir Haci Bektas Veli University, Turkey
Nurgul Caliskan, Nevsehir Haci Bektas Veli University, Turkey

Chapter 11
Organizational Symbolism: An Overview of the Tourism Industry 188
Bekir Esitti, Canakkale Onsekiz Mart University, Turkey
Buket Buluk, Çanakkale Onsekiz Mart University, Turkey

Chapter 12
Is It My Fault or Yours? Exploring From a Sabotage Point of View 207
Kamil Yagci, Pamukkale University, Turkey
Sureyya Akcay, Gazi University, Turkey
Mahmut Efendi, Adnan Menderes University, Turkey

Chapter 13
Can Whistleblowing Be a Solution to Unethical Behaviors in the Tourism Industry? 227
Gulsevim Yumuk Gunay, Trakya University, Turkey
Basak Ozyurt, Trakya University, Turkey

Chapter 14
Psychological Empowerment: How Can the Tourism Industry Adopt It? 249
Nilgun Avci, Ege University, Turkey

Chapter 15
Social Loafing: Why Does It Matter in Tourism Industry? 266
Selcen Seda Turksoy, Ege University, Turkey

Chapter 16
Hotel Employees' Psychological Empowerment Influence on Their Organizational Citizenship Behavior Towards Their Job Performance 284
Ruth Sabina Francis, Taylor's University, Malaysia
Elangkovan Narayanan Alagas, Taylor's University, Malaysia

Chapter 17
Understanding the Nature of Deviant Workplace Behaviors 305
Murat Yeşiltaş, Burdur Mehmet Akif Ersoy University, Turkey
Mert Gürlek, Burdur Mehmet Akif Ersoy University, Turkey

Chapter 18
The Relationship Between Psychological Contract Breach and Work Alienation: The Moderating Effect of Psychological Capital 327
Engin Unguren, Alanya Alaaddin Keykubat University, Turkey
Serdar Arslan, Alanya Alaaddin Keykubat University, Turkey

Chapter 19
Relationship Between Organizational Stress and Organizational Cynicism in the Tourism Industry: A Study 353
Murat Ak, Karamanoglu Mehmetbey University, Turkey

Chapter 20
Relationship Between Work-Family Conflict and Turnover Intention: A Meta-Analysis of the Researches on Tourism 372
Ebru Dusmezkalender, Eskisehir Osmangazi University, Turkey
Cihan Secilmis, Eskisehir Osmangazi University, Turkey

Chapter 21
The Mediating Role of Proactive Personality in the Relationship Between HEXACO Personality and Motivation to Learn: A Study on Hospitality Sector Employees 387
Mehmet Dinc, Isparta University of Applied Sciences, Turkey
Tahsin Akcakanat, Suleyman Demirel University, Turkey

Chapter 22
The Effects of Organizational Support Perception Among Tourism Employees on Job Satisfaction: The Role of Job Crafting and Work Engagement 411
Hasan Huseyin Uzunbacak, Suleyman Demirel University, Turkey

Compilation of References 433

About the Contributors 513

Index 520