

Entracte Work Perception in Tourism Sector: An Evaluation in Terms Of Five Star Hotels Employees in Antalya

Nilgün KANER KOÇ

Akdeniz University
Vocational School of Social Sciences
Antalya, Turkey
orcid.org/0000-0002-9620-4272
nilkaner@hotmail.com

Pınar ÇELİK

Akdeniz University
Vocational School of Social Sciences
Antalya, Turkey
orcid.org/0000-0003-0599-4086
pnr.celik@gmail.com

Extensive Summary

Introduction

The basic philosophy of business law and its reason for existence is protection of workers' who are economically and socially dependent and therefore remain behind of the game. For this reason their daily and weekly working times have been limited and their rest breaks have been regulated by the compulsory legal rules. Today's global economies cause flexible, precarious and low-paid jobs in labor market, resulting in changed working and break times. Therefore working and break times of the workers can be regulated according to the workload and working times of the workers can be extended illegally. In practice this type of working is called "Entracte Work" or "Double Work". In "Entracte Work" system, working and break times are regulated nonstandard in accordance with the work-flow and the competitiveness of the firm in the market. However there isn't any definition or regulation for this working type in national and international regulations. Even so entracte work is often applied in working places belong to mainly in accommodation and other service market.

According to the "Working Time Regulation" which is based on 63rd Article Legislative Regulation of The Labor Law 4857, including periods written in the first paragraph of 63rd Article of The Labor Law, "Working Time" is described as "the time periods of the worker has been employed" in Turkey (Astarlı, 2008: 8–35). Weekly working time in Turkey is maximum 45 hours according to the 61/1st article of the "Labor Law". The parties, i.e. the employee and the employer may agree upon a working time of less than 45 hours per week as well. Unless the weekly working hours otherwise determined in law or contract, daily working hours is applied by equally divided working days in workplace (Demircioğlu and Kaplan, 2016: 125). People need to rest for eating, drinking, sleeping and need to rest to work again in the workplace the next day. For this reason the legislation doesn't only limit the working time of the workers but also regulate the lower limit of the working time required for the employees to rest during the day, week and year. The 3rd article of Working Time Regulation

related to Labor Law in Turkey, suggests that long rest breaks given to the workers shouldn't be preventive of 12 hours of continuous rest time within a working day. Collins (2003) suggests that the common purpose of all of these regulations is to protect the occupational health safety by limiting the working hours and to reduce the unemployment.

According to the Entracte work type applied in accommodation firms, employees work at busy hours during the day, besides they have long rest breaks when the intensity decreases. The main purpose of the long rest breaks to get away the employees from work both physically and psychologically and let them resting. Although the workers don't work actively, the periods they wait for the employer's orders and instructions or waiting to be available at any time, can not be accepted as rest breaks (Demir, 2003: 90–112).

Methodology

The aim of the study is to reveal the perception of the entracted workers in tourism sector. Survey technique has been selected as the quantitative research method in the study. The most important reason why this method is preferred, to provide the validity and reliability of research findings by objective evaluations. The research population is consist of the entracted employess of five-star hotels in Antalya. The questionnaire was applied to the 394 entracted working hotel employees reached by simple random sampling in Antalya between March 2017 and June 2017. The study was conducted according to the literatur review about working conditions and entracted working type and through the questionnaire developed by the researchers. The questionnaire includes 38 questions in total. There are 7 questions including demographic information, 15 questions for the working conditions and 16 questions about ideas of the employees for the entracted working type. The questions about the entracted work type were ranked in five point Likert Scale. The data obtained by the answers of the entracted type workers in five-star hotels in Antalya was analysed by Statistical Package.

Findings

The sample group consists of %37,3 female and %62, male. %74,4 employees are single whereas the married employees are %25,6 which is a remarkable low percentage. %67,3 of the participants work at the food and beverage, %13,2 work at the front office, %7,9 work at the housekeeping, %3,6 work at accounting office, %2,8 work at technical service and %5,3 work at the other departments. While %48 of the participants work with indefinite period contract, %24,6 of the participants work with fixed term contract, %5,12 work with on-call working and %3,3 work with part-time working contract. According to the entracted work type, %42,9 of the employees stated that the total working time is about 11-12 hours, while %2,5 of the employees' total working time is between 18-20 hours. %51,5 of the employees stated that they take just for one long rest break, while %29,9 of them take two times, %12,9 of them three times, and finally %5,6 of them take four times long rest break in a day.

As a result of developed 16 scale factor analysis for determining the perceptions of the employees about the entracted work, the results were factorized in four dimensions and there are eigenvalue statistics of four factors greater than one according to the factorloading. First factor explains %20,6 of total variance. First and second

factors explain %41,2 of total variance. The dimensions revealed in factor analysis explain %68,71 of total variance and factorloading of the items changes between 0,490 and 0.876. First dimension is named as “Effect of entracted work to the social life and regulatory compliance” and consists of six items; second dimension is named as “Perceptions for the rest breaks in entracted work” and consists of four items; third dimension is named as “Perceptions for the negative effect of the entracted work on employees” and consists of three items and finally fourth dimension is named as “Satisfaction with entracted work and perception for the employer” and consists of three items. According the t-test results made within the scope of the study, there is a statistically significant difference between the perception of “Satisfaction with entracted work and perception for the employer” factor of female and male employers ($p=0,003<0,01$).

Conclusion

Accomodition firms are 24-hours service enterprises. In this firms there is an “entracted work system” applied in order to ensure the continuity of the service during the busy hours and to not employ too many workers during the work on and off periods and between the time periods when working starts and finishes again. There is no legislative regulation for this type of work neither in national nor international laws. In fact in the inspection report of Ministry for Labor and Social Security for the accommodation sector dated 2013, it has been detected that long rest break work (entracted) is applied and the workers are employed for 12 hours without rest in 24 hours (Açar, 2013: 23-35). The result of the study also showed that this working and resting time are against the legislative arrangements. According to the survey results, because the entracted work is not a regular type of working, it is not preferred by female and married employers. The younger employers constitute the majority of this working type employer group, because they are more dynamic and can adapt easier to this irregular working pattern. Another result of the study showed that the workers’s continuity rate of working in tourism sector decreases, as the years of working increase in the sector. It can be argued that this is caused by difficult and irregular working conditions in the accommodation sector. Continuation of these working conditions in the accommodation sector causes experienced staff to shift to other sectors.

The findings of this study are limited with the data obtained from the research sample. It can be suggested for the further studies that this type of working can be studied in different areas of the service sector with different samples. Besides in the further studies, the relationship between this type of working and issues such as work satisfaction, performance, level of burnout and intention to leave the work can be analysed as well.