A Study on the Assessment of Social Security Practices by the Personnel at the Hotels in Gaziantep

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Abstract

Main purpose of this study is to determine to what extend the personnel who work at the hotels in Gaziantep Province, which has an important place in trade, industry and tourism benefit social security rights, benefit social security rights. Data on the social security rights of the personnel who work at hotels which operate in Gaziantep are analyzed in the study. In the study, by using survey technique, it is determined to what extend the personnel who work at the hotels in Gaziantep can benefit social security rights. In addition, it is discussed that whether or not a statistically meaningful difference is between the levels at which the personnel benefit social security rights and the variable of star numbers of the hotels. In consequence of the study; it is concluded that social security rights of the personnel who work at the star hotels which operate in Gaziantep are mostly protected by the employers and a statistically meaningful difference is between the level at which the personnel benefit social security rights and the variable of star numbers of the hotels.

Keywords: Hotels, hotel personnel, social security rights, Gaziantep.

I. Introduction

Throughout the history, humankind has been in need of securing himself and his family from the possible risks which he may encounter and thought of various methods and precautions for this purpose. These considerations have developed to the point at which concept of social security has been guaranteed under constitutions and accepted as a right to be provided by the state at the minimum level.

Social security is the system which enables an individual who works actively to save in order to minimize the risks which he may encounter throughout his career and in order for him to maintain his life as a social being after his career in retirement (Diamond, 2002: 3). Furthermore, social security is the effort to minimize the risks which an individual may encounter as long as he lives in the society, and the income reducing effects of the social threads on both him and those under his responsibility, which an individual encounters uncontrollably and thus create individuals who can stand on his own legs and lead a life compatible with human dignity (DPT, 2005: 29).

Social security means being active for a guarantee which will prevent economic and social risks concerning individuals and their families or which will prevent decrease in their life standards in the event that the said risks realize (Güzel & Okur, 1992: 16).

Individual as a social being is in interaction with the society starting from birth till death. In process of time, this interaction has brought about certain risks against human being such as disease, disability and senility (Güzel & Okur, 2004: 1).

These risks and threads have inclined individuals to seek some solutions such as securing their existence, maintaining the life standards at a certain level and meeting basic needs. These solutions vary society to society; oblige individuals to take some protective measures (Güvercin, 2004: 89).

Some protective measures change the structure of sectors. This change also affects the service sector (Olcay, 2008: 43). Service sector includes various fields of activity such as banking, insurance, transportation, tourism, health, culture, mass communication, construction and free arts (Akın, 2012: 28). Tourism is one of the most important sectors of the said. Tourism is the act of changing one's place temporarily due to various reasons, except business, such as entertainment, curiosity, travel, participation to meetings and health (Hazar, 2010: 3). In the world ranking of tourism revenue, the USA is the first, Spain is the second, France is the third and Turkey is the twelfth with $ 126, 5 billion, $ 55, 9 billion, $ 53, 7 billion and $ 29, 4 billion, respectively (UNWTO, 2013: 6). According to the data of 2012; the rate of tourism receipts in GNP (Gross National Product) is approximately 4% (TURSAB, 2012). Tourism has become a sector which provides the labor which has become more qualified and improved and developed worldwide with employment opportunities. Tourism remains one of the most important sources of income. Considering these aspects, those who are employed in this sector must be provided with all of the social security rights in order for them to display maximum performance. Within the scope of this information, following questions will be answered: Do the personnel who work at hotels in Gaziantep benefit the social security rights precisely and adequately? Is there a statistically meaningful difference between the level at which the personnel benefit social security rights and the variable of star numbers of the hotels?

II. Methodology

2.1. Purpose of the Study

Gaziantep trades with 174 different countries and is in the sixth place among the provinces which export at the most and seventh place among the provinces which import at the most, in Turkey. As of 2012, total number of the tourists is 338.739 and its share in Turkey's export is about 4%. Thus, conducting such a study in Gaziantep, economically the most important center in Southeastern Region of Anatolia has importance. Within this framework, it is aimed to determine the level at which department manager, department chief and all of the other personnel working at various departments at the 3, 4 and 5 star hotels in Gaziantep benefit the labor and social security rights.

2.2. Hypotheses of Study

According to the purpose of the study, the followings have been hypothesized in order to test the relations which have been presented:

H_1: Opinions of the personnel working at the hotels on the level at which they benefit social security rights.
H_2: A statistically meaningful relation is between the opinions of the personnel working at the hotels on the social security rights and the variable of star numbers of the hotels.

2.3. Population and Sample

Population consists of total 1093 staff members who work at total 18 hotels having 3, 4 and 5 stars which operate in Gaziantep. Following formulation has been utilized to calculate the sample size (Ryan, 1995: 24).

$$n = \frac{N\,p\,q}{\frac{(N-1)B^2 + P\,q}{Z^2}} \quad \dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots. 1$$

$$n = \frac{1093(0,5)(0,5)}{\frac{(1093-1)(0,05^2) + (0,5)(0,5)}{1,96}} \quad \dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots\dots 2$$

$$= 179$$

Following is the symbols and their meanings in the formula:

  n: Number of samples
  N: Community subject to the research.
  P: Community rate or estimation.
  q: 1-p
  B: Acceptable error rate (5%).
  Z^2: Confidence interval (95%).

As can be seen in the formula, researcher must decide upon certain aspects in defining the number of samples. In the event that any research has not yet been performed on the research subject, value of P is often taken 0,5.

Acceptable error in determining the number of samples, error rate as a mathematical concept indicates the nonsuitability of the mass chosen as sample to the community subject to the research and researcher often needs to estimate it in advance. Acceptable error rate is always between 3% and 5%. Acceptable error rate in this study is envisaged 5%. However, having a confidence interval is of vital importance in terms of the reliability of the study (Hurst, 1994: 46). This acceptable confidence interval is +-2, 5%. In other words, 95% is the confidence interval. Z^2 value is determined to be 1, 96. According to this, sample size is calculated to be n=179 and analyses are performed on the basis of 272 participants. It is observed that the number can represent the population.

2.4. Content of the Questionnaire Form Used in the Research and Data Analysis Method

The questionnaire form used in the research includes 2 parts and 25 questions. The first and the second part consist of the questions about demography and the questions to determine the views of the personnel working at hotels on social security rights, respectively. Questionnaire form has been applied to senior and medium level managers, personnel and the interns working at the hotels and it is considered whether or not the level at which the personnel benefit social security rights is adequate. *SPSS for Windows 16.0*, a statistical packaged program, has been used for analysis of the obtained data.

This study was conducted by getting the personnel working at the hotels to fill in questionnaire forms in January-February, 2013. The questionnaire forms which were returned were computerized. Total 272 questionnaire forms were evaluated and 9 of them were excluded because they were erroneous or had not been answered completely. In order to demonstrate the relevancy of the prepared questionnaire forms, a pilot scheme was conducted on 100 personnel beforehand. Then, validity and reliability analysis of the questions were performed in the pilot scheme. In consequence of the analysis, it was concluded that structure and content of the questions did not require any alterations and all the questionnaire forms were applied. 3 point Likert Scale was utilized in order to demonstrate that to what extend the participants agreed with the questions in the second part of the questionnaire. Main function of the Likert Scale is to scale the views of the related people by classifying them in a range (Arıkan, 2000: 5). The questionnaire form was scaled as *Yes, Neutral and No*. In order for the questions to be comprehended and commented better, the agreement expressions presented in Table.1 were pointed from 1 to 3 starting from *Yes*. The range was calculated as in the following:

Range= 3-1= 2
Range= 2/3= 0, 66

Based on the above calculation, the range which will be obtained by analysis of the answers to the survey questions and to which option it will correspond is presented in Table1:

Table 1: Distribution of the Options to Which Arithmetic Mean Corresponds Based on the Range

Weight	Options	Range
1	Yes	1,00 – 1,66
2	Neutral	1,67 – 2,33
3	No	2,34 – 3,00

Analyzing the data obtained from the survey, frequency and percentage tables of the variables of gender, age, educational level, professional position, department and length of service have been created. Analyzing the graded judgments in the second part of the survey, frequency, standard deviation and arithmetical mean calculations were made in relation to the agreement levels which the participants had. Furthermore, the *One Way Anova* analysis was performed for the agreement levels which the participants had and star numbers of the hotels. *Tukey's Method*, one of the *Post Hoc tests,* was utilized in order to determine among which groups are difference in terms of the variable of star numbers of the hotels which have statistically meaningful difference.

In order to perform reliability analysis (internal consistency) of the questions in the scale, Cronbach's Alfa value was considered. Reliability analysis, which means the consistency of the questions forming the surveying instrument, is performed by measuring the relation among them. Reliability coefficient has values between 0 and 1 and the reliability increases as this value closes to 1 (Ural & Kılıç, 2005: 258). Accordingly, Cronbach's Alpha value was calculated 0,773. If Cronbach's Alpa value is above 0, 70, it means the scale is reliable (Durmuş et.,2013: 89). Therefore, the survey is reliable.

Table 2: Results of Reliability Analysis

Cronbach's Alpha	N
0,773	272

KMO Test was used in order to test the convenience of the sample size before performing factor analysis. In the event that KMO value proves to be below 0.50, factor analysis does not continue and number of subjects needs to be increased in order to proceed the analysis (Akbulut, 2010: 87). KMO value was calculated to be 0,829 and the size of the sample including 272 people proved to be adequate. It is suggested that minimum KMO value is 0, 60 in order to perform factor analysis on data (Pallant, 2001). Consequently, the value of KMO, which is 0,829, is quite higher than the suggested KMO and this indicates that the data is sufficiently convenient for factor analysis. In addition, results of the Barlett's Test (p<0.01) demonstrates that the data has a normal distribution (Kalaycı, 2008: 117). KMO and Barlett's Tests results are presented in Table 3.

Table 3: Results of KMO and Bartlett's Test

Kaiser-Meyer-Olkin Value		,829
Bartlett's Test	Approx. Chi-Square	837,468
	Df	66
	Sig.	,000

2.5. Limitations of the Study

In this study, certain limitations are introduced. The study has been limited due to the fact that chief executive officers and owners of the hotels were uncomfortable with the content of the questions and did not consent to the survey; certain personnel were busy and reluctant and the questions are on the social security rights. Furthermore, among the limitations of the study is the fact that total 35 star hotels are in Gaziantep and the survey was not applied to alien labor.

III. Findings

3.1. Introductory Information Concerning the Participants to the Survey

Demographic details and other data about the survey are presented in Table 4.

Table 4: Personal and Professional Details of the Participants

Personal Details	Frequency	Percentage
Gender	**N**	**%**
Male	198	72,8
Female	74	27,2
Total	**272**	**100**
Age	**N**	**%**
16-22	38	14
23-29	110	40,4
30-36	99	36,4
37 and over	25	9,2
Total	**272**	**100**
Professional Details	**Frequency**	**Percentage**
Professional Position	**N**	**%**
Senior Manager	12	4,4
Mid-level Manager	37	13,6
Wage Earner	199	73,2
Intern	24	8,8
Total	**272**	**100**
Star Numbers of The Hotels	**N**	**%**
5 Star / Number of Participants	3/86	33,3
4 Star / Number of Participants	3/133	33,3
3 Star / Number of Participants	3/53	33,3
Total	**9/272**	**100**

72, 8% (n=198) and 27, 2% (n=74) of the participants are male and female, respectively. 14% (n=38), 40, 4% (n=110), 36, 4% (n=99) and 9, 2% (n=25) of the participants are between 16-22, 23-29, 30-36, 37 and over, respectively. 4, 4% (n=12), 13, 6% (n=37), 73, 2% (n=199) and 8, 8% (n=24) of the participants are senior manager, mid-level manager, wage earner and interns. The study has been conducted with the personnel who work at 3 5 star, 3 4 star, 3 3 star hotels. In addition, 31, 7% (n=86), 48, 9% (n=133), 19, 4% (n=53) of the participants work at 5, 4, 3 star hotels.

3.2. Data on Social Security Rights

In the second part of this study, 19 questions which examine the social security rights of the hotel personnel have been asked, they have been compared based on the obtained average scores. The results are seen in Table 5.

Table 5: Arithmetic Averages, Standard Deviations, Frequencies and Percentages pertaining the Social Security Rights of the Personnel Working at Hotels

Survey Questions	Yes 1	Neutral 2	No 3	Average	SS (±)
	N (%)	N (%)	N(%)		
1. I have signed a labor contract having legal validity with my employer.	204 75	16 5,9	52 19,1	1,4412	0,794 49
2. I can receive severance payment in the event that I am laid off .	220 80,9	24 8,8	28 10,3	1,2941	0,644 22
3. I can take breaks at regular intervals (15, 30, 60 minutes based on working hours).	207 76,1	41 15,1	24 8,8	1,3272	0,630 93
4. I can take leave in such events as death and marriage.	228 83,8	33 12,1	11 4	1,2022	0,493 05
5. I take my weekly and monthly leave seasonably.	194 71,3	39 14,3	39 14,3	1,4301	0,730 65
6. Young employees (between 16-18) have specific rights and practices (flexible work hours, being free from hard work etc.)	174 64	58 21,3	40 14,7	1,5074	0,738 97
7. I receive my wage in full and on time.	197 72,4	31 11,4	44 16,2	1,4375	0,756 13
8. Female employees take maternity and breast-feeding leave.	195 71,7	56 20,6	21 7,7	1,3603	0,621 54
9. My social security contributions are paid in full and on time.	246 90,4	12 4,4	14 5,1	1,1471	0,478 77
10. I receive my overtime wage in full and on time.	167 61,4	29 10,7	76 27,9	1,6654	0,885 63
11. I am free to be a member of any trade union.	139 51,1	60 22,1	73 26,8	1,7574	0,850 41
12. Management takes necessary precautions against occupational accidents.	202 74,3	33 12,1	37 13,6	1,3934	0,715 94
13. Check-ups are done routinely (health check, lung x-ray etc.)	193 71	39 14,3	40 14,7	1,4375	0,736 35
14. Management arranges training sessions for employees on worker's health and safety.	182 66,9	31 11,4	59 21,7	1,5478	0,827 08
15. Management protects my rights in the event of an occupational accident (sick leave, pension against incapacity to work etc.)	213 78,3	38 14	21 7,7	1,2941	0,602 79
16. Employees are not discriminated by the management.	215 79	27 9,9	30 11	1,3199	0,663 14
17. I have personal protective equipment related to my occupation (working cloth, glove, bonnet etc.)	251 92,3	14 5,1	7 2,6	1,1029	0,379 93
18. I take great pleasure in doing my job.	244 89,7	23 8,5	5 1,8	1,1213	0,379 34
19. There is peace at my working place	210 77,2	38 14	24 8,8	1,3162	0,627 80

It is observed that 18 and 1 of the employees working at the hotels respond predominantly *Yes* and *Neutral,* respectively. Thus, *opinions of the personnel working at the hotels on the implementation level of their social security rights are generally positive.* H_1 hypothesis is accepted while H_0 hypothesis is rejected.

3.3. Data on the Star Numbers of the Hotels

The results of the Oneway Anova which has been conducted in order to determine whether or not a statistically meaningful relation is between the opinions of the personnel working at the hotels on the social security rights and the variable of star numbers of the hotels (H_2) are presented in Table 6. According to this, it is concluded that a statistically meaningful relation is between the opinions of the personnel working at the hotels on the social security rights and the variable of star numbers of the hotels considering 1st , 2nd , 5th , 7th , 13th , 15th and 16th questions(P<0,05).

Table 6: Comparison of the Opinions of the Personnel on Social Security Rights Based on the Star Numbers of the Hotels through OneWay Anova

Questions	Number of Stars	N	Average	SS (±)	Std.Error	F	P
1. I have signed a labor contract having legal validity with my employer	3 star	53	1,3019	,66751	,09169	12,047	,000
	4 star	133	1,6692	,91056	,07896		
	5 star	86	1,1744	,53560	,05776		
2. I can receive severance payment in the event that I am laid off	3 star	53	1,5283	,77469	,10641	8,439	,000
	4 star	133	1,1429	,46291	,04014		
	5 star	86	1,3837	,73834	,07962		
3. I can take breaks at regular intervals.(15, 30, 60 minutes based on working hours)	3 star	53	1,3208	,70092	,09628	,016	,984
	4 star	133	1,3233	,62218	,05395		
	5 star	86	1,3372	,60606	,06535		
4. I can take leave in such events as death and marriage	3 star	53	1,1321	,44018	,06046	,799	,451
	4 star	133	1,2331	,52059	,04514		
	5 star	86	1,1977	,48068	,05183		
5. I take my weekly and monthly leave seasonably.	3 star	53	1,4151	,71881	,09874	3,971	,020
	4 star	133	1,3233	,63424	,05500		
	5 star	86	1,6047	,84407	,09102		
6. Young employees (between 16-18) have specific rights and practices (Flexible work hours, being free from hard work etc.)	3 star	53	1,4151	,69154	,09499	1,034	,357
	4 star	133	1,4887	,74485	,06459		
	5 star	86	1,5930	,75736	,08167		
7. I receive my wage in full and on time.	3 star	53	1,5849	,79503	,10921	3,167	,044
	4 star	133	1,4812	,80342	,06967		
	5 star	86	1,2791	,62593	,06750		
8. Female employees take maternity and breast-feeding leave.	3 star	53	1,3585	,55796	,07664	,097	,908
	4 star	133	1,3459	,64014	,05551		
	5 star	86	1,3837	,63558	,06854		
9. My social security contributions are paid in full and on time.	3 star	53	1,0755	,38476	,05285	1,850	,159
	4 star	133	1,2030	,54716	,04744		
	5 star	86	1,1047	,40668	,04385		
10. I receive my overtime wage in full and on time	3 star	53	1,6415	,87912	,12076	1,180	,309
	4 star	133	1,7444	,90163	,07818		
	5 star	86	1,5581	,86234	,09299		
11 I am free to be a member of any trade union.	3 star	53	1,9245	,93745	,12877	1,280	,280
	4 star	133	1,7218	,85594	,07422		
	5 star	86	1,7093	,78014	,08412		
12. Management takes necessary precautions against occupational accidents	3 star	53	1,3585	,76194	,10466	1,753	,175
	4 star	133	1,3308	,63630	,05517		
	5 star	86	1,5116	,79327	,08554		
13. Check-ups are done routinely (health check, lung x-ray etc.)	3 star	53	1,1132	,37521	,05154	17,023	,000
	4 star	133	1,6842	,85607	,07423		
	5 star	86	1,2558	,55701	,06006		
14. Management arranges traning sessions for employees on worker's health and safety	3 star	53	1,7170	,90676	,12455	1,564	,211
	4 star	133	1,5338	,83981	,07282		
	5 star	86	1,4651	,74672	,08052		
15. Management protects my rights in the event of an occupational accident (sick leave, pension against incapacity to work etc.)	3 star	53	1,4151	,71881	,09874	3,157	,044
	4 star	133	1,2030	,53314	,04623		
	5 star	86	1,3605	,61190	,06598		
16. Employees are not discriminated by the management.	3 star	53	1,4528	,82196	,11290	4,180	,016
	4 star	133	1,2030	,53314	,04623		
	5 star	86	1,4186	,71068	,07663		
17. I have personal provective equipment related to my occupation.(working cloth, glove, bonnet etc.)	3 star	53	1,1321	,48189	,06619	1,129	,325
	4 star	133	1,0677	,28057	,02433		
	5 star	86	1,1395	,43825	,04726		
18. I take great pleasure in doing my job.	3 star	53	1,1321	,48189	,06619	,350	,705
	4 star	133	1,1353	,36477	,03163		
	5 star	86	1,0930	,32999	,03558		
19. There is peace at my working place	3 star	53	1,4151	,79503	,10921	1,017	,363
	4 star	133	1,2707	,52408	,04544		
	5 star	86	1,3256	,65873	,07103		

The result of the Tukey's test, among Post-Hoc tests, which has been conducted in order to determine in which star groups is the meaningful difference is presented in Table 7.

Table 7: Comparison of the Star Numbers of the Hotels through Tukey's Test

Dependent Variable		(I) Number of Stars	(J) Number of Stars	Difference of Averages (I-J)	Std. Error	P
1. I have signed a labor contract having legal validity with my employer.	Tukey HSD	3 star	4 star	-,36729*	,12410	,009
		4 star	5 star	,49475*	,10571	,000
2. I can receive severance payment in the event that I am laid off.	Tukey HSD	3 star	4 star	,38544*	,10189	,001
		4 star	5 star	-,24086*	,08679	,016
5. I can take leave in such events as death and marriage.	Tukey HSD	4 star	5 star	-,28134*	,10001	,015
13. Check-ups are done routinely (health check, lung x-ray etc.)	Tukey HSD	3 star	4 star	-,57100*	,11311	,000
		4 star	5 star	,42840*	,09635	,000
16. I have personal protective equipment related to my occupation (working cloth, glove, bonnet etc.).	Tukey HSD	5 star	4 star	,21560*	,09070	,048

Following is the results of the Tukey's Test which has been applied to the data in order to determine where the established difference results from:

It is observed that a meaningful difference is between the variable of the star numbers of the hotels and the expression in the first question that *I have signed a labor contract having legal validity with my employer*s.

The highest and the lowest agreement rate to this expression are in the 4 star and 5 star hotels, respectively.

It is observed that a meaningful difference is between the variable of the star numbers of the hotels and the expression in the second question that *I can receive severance payment in the event that I am laid off.* The highest and the lowest agreement rate to this expression are in the 3 star and 4 star hotels, respectively.

It is observed that a meaningful difference is between the variable of the star numbers of the hotels and the expression in the fifth question that *I take my weekly and monthly leave seasonably.* The highest and the lowest agreement rate to this expression are in the 5 star and 4 star hotels, respectively.

It is observed that a meaningful difference is between the variable of the star numbers of the hotels and the expression in the thirteenth question that *Check-ups are done routinely*. The highest and the lowest agreement rate to this expression are in the 4 star and 3 star hotels, respectively.

It is observed that a meaningful difference is between the variable of the star numbers of the hotels and the expression in the sixteenth question that *Employees are not discriminated by the management.* The highest and the lowest agreement rate to this expression are in the 3 star and 4 star hotels, respectively.

IV. Conclusion and Suggestions

This study has been performed intended for the social security right practices of the personnel who work at the hotels in Gaziantep. For this purpose, frequency, percentages, arithmetic mean and standard deviation of the responses to the survey questions which was applied in order to determine the opinions of the personnel working at the hotels on the implementation level of their social security rights have been obtained. It is observed that the personnel working at the hotels respond *yes* to 18 out of 19 questions and *neutral* to the remaining 1. Thus, the weighted mean of the responds to the survey questions performed in order to determine opinions of the personnel working at the hotels on the implementation level of their social security rights is positive.

Another question answer of which has been sought in this study is that whether or not a statistically meaningful difference is between the levels at which the personnel benefit social security rights and the variable of star numbers of the hotels (H_2).

With this design, the Oneway Anova has been conducted in order to determine whether or not a statistically meaningful relation is between the opinions of the personnel working at the hotels on the social security rights and the aforesaid variable and it is concluded that a statistically meaningful relation is between the opinions of the personnel working at the hotels on the social security rights and the variable of star numbers of the hotels considering 1st , 2nd , 5th , 7th , 13th , 15th and 16th questions(P<0,05).

Suggestions concerning the study are as the following:

- Conducting a similar study at 1 and 2 star hotels is crucial in terms of maintaining the research integrity and removing lack of data.
- It is essential that similar studies be conducted at travel agencies which are among the important businesses in Tourism sector.
- The delicacy of the subject matter ensnarls the survey conduct at hotels. Consequently, it is of vital importance for the researchers who will conduct a similar research to overcome prejudice and uneasiness which hotel managements have.
- Conducting surveys trough trade unions will ensure healthier and more objective data to be obtained.

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