EXPLORING THE EFFECTS OF PERSONALITY TRAITS ON HOTEL EMPLOYEES' JOB BURNOUT

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ABSTRACT

It is a stressful working situation to work in the hotel industry and usually makes hotel employees leave the industry. Therefore, the purpose of this study is to explore the effects of personality traits on hotel employees' job burnout. The Five-Factors Model (neuroticism, extraversion, conscientiousness, agreeableness, openness to experience) was used as personality dimensions. Data were analyzed through a series of hierarchical regression analyses. The results indicated that agreeableness is a useful predictor of two job burnout dimensions (cynicism and professional efficacy). Therefore, when looking for suitable employees, hoteliers should pay close attention to people with agreeableness.

Keywords: Job burnout, Five-Factors Model, Employee personality

REFERENCES


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