



**Job – Related Ethics of Four -Star Hotel Employees
In Kuala Lumpur**

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ABSTRACT

This research aims to investigate the job-related ethical beliefs of four – star hotel employees in Kuala Lumpur, Malaysia. The results show that the four-dimensional factors model as suggested by Vitell and Muncy (1992) can explain hotel employees' job-related ethics.

The result revealed that employees working in departments, which have direct contact with hotel guests such as Food & Beverage, have higher tolerance for unethical behaviours. Significant differences were observed when analyzing the demographic variables (i.e. sex and education level) with the four factors identified including: no harm; unethical behaviours; actively benefiting; and passively benefiting. There were no significant differences observed for other demographic variables (i.e. age and position level). Correlation analysis revealed that there was a significant relationship among the four factors identified and the general attitudinal statements used in the survey.

Even though the results show that there is an overall "ethical" atmosphere among Kuala Lumpur hotel employees, there is a need for a proper ethical education, training and clearer ethical policy for hotel employees. Hotel management will benefit by being able to identify those areas where employees need guidance and education such as the identification of the behaviours that are viewed as "no harm" in the work environment.

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