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.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Acknowledgements</th>
<th>i</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abstract</td>
<td>ii</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>iii</td>
</tr>
<tr>
<td>List of Tables</td>
<td>v</td>
</tr>
</tbody>
</table>

## CHAPTER 1  INTRODUCTION

1.1 Introduction

1.2 Research Objective and Significance of Study

1.3 Scope of the study

1.4 Limitations of the study

1.5 Organization of the study

### CHAPTER 2  LITERATURE REVIEW

### CHAPTER 3  RESEARCH METHODOLOGY

3.1 Research Hypotheses

3.2 Selection of Measures and Test Statements

3.2.1 Respondents Demographic Profile

3.2.2 Development of Test Measures

3.2.3 Sampling Design

3.3 Data Analysis Techniques

3.3.1 Respondents Demographic Profile

3.3.2 Factor Analysis

3.3.3 Correlation Analysis

3.3.4 Independent T-test by Gender
CHAPTER 4  RESEARCH FINDINGS

4.1 Respondents Demographic Profile 19
   4.1.1 Respondents Gender 19
   4.1.2 Respondents Age Group 20
   4.1.3 Respondents Education Level 20
   4.1.4 Respondents Working Department 21
   4.1.5 Respondents Position Level 22

4.2 Analysis of Statistical Results 23
   4.2.1 Mean Score Analysis 23
   4.2.2 Factor Analysis 23
   4.2.3 Correlation Analysis 26
   4.2.4 ANOVA Analysis by Working Department 28
   4.2.5 Independent T-test by Gender 30
   4.2.6 ANOVA Analysis of Demographic Variables 30

4.3 Summary of Results 33

CHAPTER 5  CONCLUSION AND RECOMMENDATIONS

5.1 Conclusions 34
5.2 Recommendations 34
5.3 Recommendation for Future Research 36

BIBLIOGRAPHY 38

APPENDICES

Appendix 1: Sample of Research Questionnaire
## LIST OF TABLES

<table>
<thead>
<tr>
<th>Table No</th>
<th>Title of Table</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 1</td>
<td>Research Population</td>
<td>15</td>
</tr>
<tr>
<td>Table 2</td>
<td>Respondents Gender</td>
<td>19</td>
</tr>
<tr>
<td>Table 3</td>
<td>Respondents Age Group</td>
<td>20</td>
</tr>
<tr>
<td>Table 4</td>
<td>Respondents Education Level</td>
<td>21</td>
</tr>
<tr>
<td>Table 5</td>
<td>Respondents Working Department</td>
<td>22</td>
</tr>
<tr>
<td>Table 6</td>
<td>Respondents Position Level</td>
<td>22</td>
</tr>
<tr>
<td>Table 7</td>
<td>Results of Factor Analysis</td>
<td>24</td>
</tr>
<tr>
<td>Table 8</td>
<td>Factors Mean Score (N=102)</td>
<td>25</td>
</tr>
<tr>
<td>Table 9</td>
<td>Mean Score and Ranking of Attitudinal Statements</td>
<td>26</td>
</tr>
<tr>
<td>Table 10</td>
<td>Result of Correlation Analysis : Pearson Coefficient</td>
<td>28</td>
</tr>
<tr>
<td>Table 11</td>
<td>ANOVA Analysis : Departmental Mean by Factors</td>
<td>29</td>
</tr>
<tr>
<td>Table 12</td>
<td>Independent T-test Analysis between Gender</td>
<td>30</td>
</tr>
<tr>
<td>Table 13</td>
<td>ANOVA Analysis by Age Group</td>
<td>31</td>
</tr>
<tr>
<td>Table 14</td>
<td>ANOVA Analysis by Education Level</td>
<td>32</td>
</tr>
<tr>
<td>Table 15</td>
<td>ANOVA Analysis by Position Level</td>
<td>32</td>
</tr>
</tbody>
</table>