



شبكة المعلومات الجامعية

بسم الله الرحمن الرحيم



شبكة المعلومات الجامعية  
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# شبكة المعلومات الجامعية التوثيق الالكتروني والميكروفيلم





شبكة المعلومات الجامعية

# جامعة عين شمس

التوثيق الالكتروني والميكرو فيلم

## قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها  
علي هذه الأفلام قد أعدت دون أية تغيرات



## يجب أن

تحفظ هذه الأفلام بعيدا عن الغبار

في درجة حرارة من ١٥-٢٥ مئوية ورطوبة نسبية من ٢٠-٤٠%

To be Kept away from Dust in Dry Cool place of  
15-25- c and relative humidity 20-40%

# بعض الوثائق الأصلية تالفة

# بالرسالة صفحات لم ترد بالاصل



**A STUDY ON EMPLOYEES TURNOVER AS  
A PROBLEM FACING RESORT HOTELS**

**BY**

**Samy Wageh Mahmoud Mohamed Moustafa**

**(B. Sc. in Hotel Management)**

**Faculty of Tourism and Hotel Management**

**Suez Canal University, 1999.**

**A THESIS**

**Submitted in Partial Fulfillment of the Requirements**

**Of The Master's Degree of Science**

**In Hotel Studies**

**SUPERVISED BY**

**Prof. Dr. Ahmed N. Elias**

**Ex - Dean, Faculty of Tourism  
and Hotel Management  
Helwan University**

**Prof. Dr. Abdel-Rahman A. Mohamed**

**Dean, Faculty of Tourism  
and Hotels  
Suez Canal University**

**To**

**Department of Hotel studies**

**Faculty of Tourism and Hotels**

**Suez Canal University**

**2005**



# APPROVAL SHEET

## A STUDY ON EMPLOYEES TURNOVER AS A PROBLEM FACING RESORT HOTELS

BY

**Samy Wageh Mahmoud Mohamed Moustafa**

(B. Sc. in Hotel Management, 1999)  
Faculty of Tourism and Hotel Management  
Suez Canal University

This thesis has been approved by :

**Prof. Dr. Said Salama Ibrahim**

Head of the Hotel Studies Department, Faculty of Tourism and Hotels, Suez Canal University

**Prof. Dr. Ahmed Nour El-Din Elias**

Head of the Hotel Management Department, Faculty of Tourism and Hotel Management, Helwan University.

**Prof. Dr. Abdel – Rahman Abdel – Fatah Mohamed**

Dean, Faculty of Tourism and Hotels, Suez Canal University.

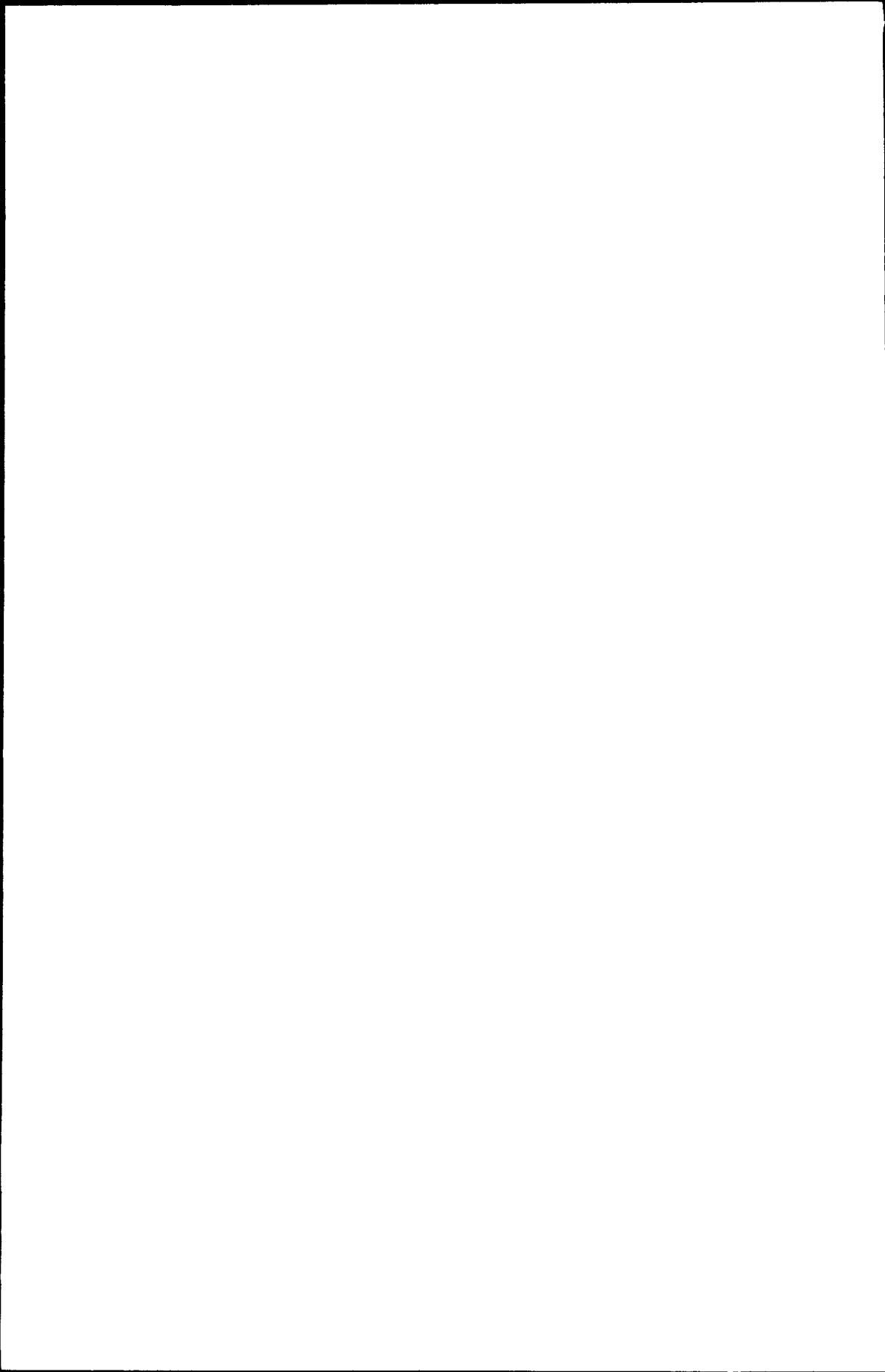
**Dr. Mohamed Abdel – Rahman Hegazy**

Vice dean, Sinai Higher Institute of Tourism and Hotels

**Committee in charge**

Examination date: 23/3/2005





## Summary Report

<b>Author:</b> Samy Wageh Mahmoud Mohamed Moustafa
<b>Title:</b> A Study On Employees Turnover As A Problem Facing Resort Hotels
<b>Faculty:</b> Tourism and Hotels
<b>Department:</b> Hotel Studies
<b>Location:</b> Ismailia – Egypt
<b>Degree:</b> M.Sc.
<b>Date of approval:</b> 23/3/2005
<b>Language:</b> English
<b>Supervision Committee:</b> Prof.Dr. Ahmed Nour El-din Elias, Head of the Hotel Management Department, Faculty of Tourism and Hotel Management, Helwan University Prof.Dr. Abdel-Rahman Abdel-Fattah Mohammed, Dean, Faculty of Tourism and Hotels – Suez Canal University <i>A.A. Mohamed</i>
<b>Abstract:</b> The hospitality Industry has long been characterized by its notoriously high turnover rate. The study aims at shedding light to the root reasons, types and impacts of employee turnover. The context for this study is the case of food and beverage employees in some five and three star resort hotels in Sharm El-Sheikh. Results revealed that, the most important reasons for turnover were, low compensation, lack of advancement and unfavorable working environment .
<b>Field of application:</b> Establishing a newly constructed community for workers in the remote areas, adopting more integrated approach encompassing recruitment, selection and orientation processes, creating a fairly incentive compensation system, fostering a favorable, working environment and creating a true opportunities for promotion.





## **ACKNOWLEDGEMENT**

First, I would like to thank our merciful **ALLAH**, who is always by my side giving me strength, guidance and every thing I have.

The thesis would not have been possible without the encouragement and guidance of a number of people to whom I would like to express my appreciation.

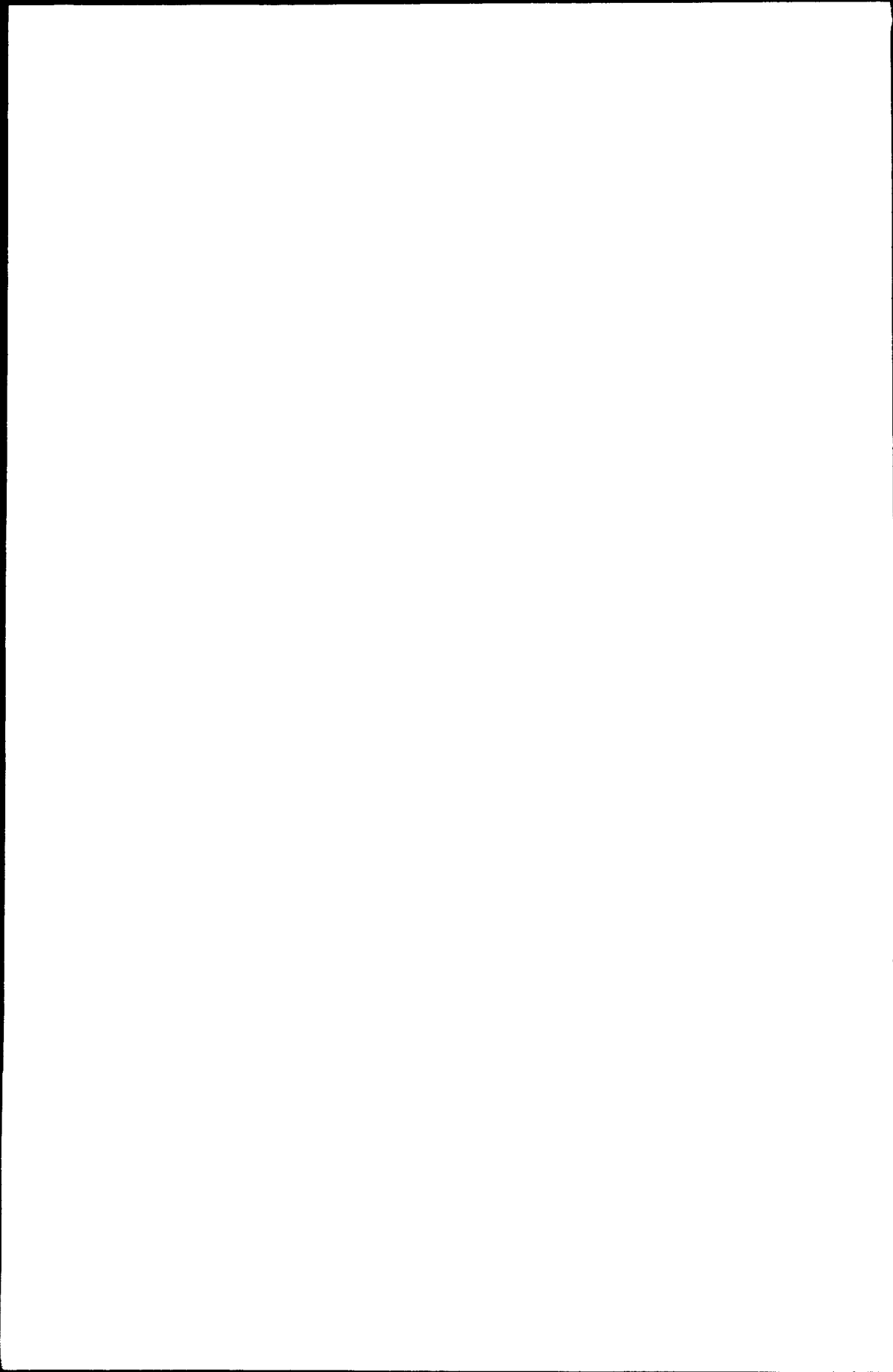
My deepest gratitude and cordial appreciation to **Prof. Dr. Ahmed Nour El-Din Elias**, Ex – Dean, Faculty of Tourism and Hotel Management, Helwan University, for his continuous support, instructive supervision and invaluable guidance through the thesis.

A sincere thanks and a deep gratitude to **Prof. Dr. Abdel – Rahman Abdel – Fatah Mohamed**, Dean, Faculty of Tourism and Hotels, Suez Canal University, for his valuable advices, helpful guidance, and endless support to set the bar high.

A special gratitude goes to **Dr. Hazem Tawfik Halim**, Lecturer , Hotel Management Department, Faculty of Tourism and Hotels, Suez Canal University, for his cooperation, advice and invaluable suggestions through the thesis.

I'm grateful for the facilities provided from **Mr. Adel Shoukry** and all of the employees and executives in the investigated resort hotels in Sharm El-Sheikh city, who helped me in the completion of the field study.

Lastly, but certainly not least, I would like to thank my friends and everybody helped and supported me to accomplish this work.



## **Abstract**

The hospitality Industry is one of the fastest growing industries, at the same time, it is considered as one of the world's largest employers; it has long been characterized by its notoriously high turnover rate.

The primary purpose of this thesis was to study employees' turnover as a problem facing resort hotels. The context for this study is the case of food and beverage employees in both five and three star resort hotels in Sharm El-Sheikh city. There have been many studies of turnover in the last thirty years. The thesis organizes this literature, by analyzing and discussing the more influential of these studies to be placed in a theoretical and practical context.

The methodology of this study was carried out through two instruments: (employees' questionnaire form and executives' interview). The first instrument was an eight-question questionnaire form, which comprised both closed and open items, directed to food and beverage employees in both five and three-star resort hotels. The second instrument was, a structured interview with executives (human resource manager and/or food and beverage coordinators) in both five and three star resort hotels.

The results obtained from employees' questionnaire form indicated that the most important reasons for turnover were, low compensation, lack of advancement, unfavorable working environment and unsuitable hours of work. While permanent employment, improved career prospects and high compensation were the most important attractions that pull the employee to leave his current job to enjoy the previously mentioned attractions. On



the other hand, the results obtained from executive interview revealed that the most important obstacles faced the recruitment and selection process were, working conditions and lack of qualified applicant. The results indicated that the most positions have a turnover records were, waiter, busboy, captain and chef positions.

Therefore, the researcher suggested a set of recommendations for both government and resort companies such as, the government should establish a newly constructed community for hospitality workers in Sharm El-Sheikh city containing the required services and amenities to maintain an integrated social life. Since low compensation was cited as a significant cause of turnover, hospitality companies need to create a fairly incentive compensation system Including the amount and the method of payment, relationship to performance, inconsistency and fairness. Resort hotel companies should adopt a more integrated approach encompassing recruitment, selection, orientation processes.