

Effect of Legal Awareness of Hotel Employees on Their Job Satisfaction

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Submitted to the
Institute of Graduate Studies and Research
in partial fulfillment of the requirements for the degree of

Master of Science
of
Tourism Management

Eastern Mediterranean University
February 2023
Gazimağusa, North Cyprus

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ABSTRACT

This study was conducted to determine the level of awareness concerning employee rights under the Union-Collective Bargaining Law, Social Insurance and General Health Insurance Law, Labour Law, and Occupational Health and Safety Law of hotel employees in Antalya and Mersin. Also, this study's other objective is to examine the relationship between legal awareness and job satisfaction (JS). The method used is quantitative, and the sample size is 229 hotel employees who were chosen at random. Using a quantitative approach with a rating-scale questionnaire and a framework that drew on the Conservation of Resources Theory (COR), we assessed the employee' level of legal awareness. The findings demonstrate that the link between legal awareness and job satisfaction (JS) is mediated by organizational trust and that there is a positive relationship between them. In the research, theoretical and practical implications are highlighted.

Keywords: Hotel Employees, Legal Awareness, Organisational Trust, Job Satisfaction

ÖZ

Bu çalışma, Türkiye'de otel çalışanlarının Sendikalar ve Toplu İş Sözleşmesi Kanunu (6356), Sosyal Sigortalar ve Genel Sağlık Sigortası Kanunu (5510), İş Kanunu (4857) ve İş Sağlığı ve Güvenliği Kanunu (6331) kapsamındaki işçi haklarına ilişkin farkındalık düzeylerini belirlemek amacıyla yapılmıştır. Ayrıca bu çalışmanın diğer bir amacı da yasal farkındalık ile iş doyumu (JS) arasındaki ilişkiyi incelemektir. Kullanılan yöntem nicel olup, örneklem büyüklüğü rastgele seçilen 229 otel çalışanıdır. Derecelendirme ölçekli bir anket ve Kaynakların Korunması Teorisi'nden (COR) yararlanan bir çerçeve ile nicel bir yaklaşım kullanarak, çalışanın yasal farkındalık düzeyini değerlendirdik. Bulgular, yasal bilgi ile iş tatmini (JS) arasındaki bağlantıya örgütsel güvenin aracılık ettiğini ve aralarında pozitif bir ilişki olduğunu göstermektedir. Araştırmada, teorik ve pratik çıkarımlar vurgulanmaktadır.

Anahtar Kelimeler: Otel İşçileri, Yasal Farkındalık, Örgütsel Güven, İş Memnuniyeti

DEDICATION

To establish a world of labor, equality, peace, and liberty

ACKNOWLEDGEMENT

I would like to express my supervisor, Asst. Prof. Dr. Ali Özduran, for his encouragement and guidance during the completion of my thesis.

I would like to express my endless thanks to my older brother, *Monsieur* Ayhan Karatay, who has always supported me both financially and morally during my graduate education as well as in all areas of my life.

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Chapter 1

INTRODUCTION

1.1 Overview

Tourism is the movement of a person or individuals away from their daily, regular business lives and their usual location of living for a variety of reasons (Holloway & Humphreys, 2016). The World Tourism Organization's Glossary of Tourism Terms (UNWTO, 2022) defines tourism as a social, cultural, and economic phenomenon that makes people want to travel to places outside of their home country for personal or business reasons. The field of tourism offers appealing aspects, much like other fields. Basic academic fields including geography, sociology, psychology, and economics all make significant contributions. It now includes disciplines like management and marketing. In tourism businesses, planning, statistics, and market research are also utilized. Therefore, its significance cannot be downplayed or ignored in any way (N. Jayapalan, 2001). Based on information provided by destinations across the world, international tourist visits (overnight visitors) increased by 4% globally in the pre-pandemic year of 2019 to reach 1.5 billion (“UNWTO World Tourism Barometer and Statistical Annex, January,” 2020). Moreover, prior to COVID-19, travel and tourism had become one of the most important sectors in the global economy, contributing 10% of global GDP and over 320 million jobs worldwide (Behsudi, 2020). Furthermore, as of September 2021, the top hotel companies worldwide had a total of 49,692 properties (Statista, 2022) and more than 6 million guestrooms (Hotel Management, 2021).

Hotels offer lodging services to tourists in many places around the world so that they can meet their basic needs (like eating, drinking, sleeping, etc.) as well as their wishes, such as to relax mentally and physically (Leiper, 1979). Considering the expanding competition in the hotel industry, it is impossible to act without considering the effects of the internal and external environments (Zhang et al., 2020). The hotel sector is characterized by service-oriented and labour-intensive organizational structures, with hospitality industry personnel serving as the principal product and aiming to represent the organization's look. The UK Labour Market Implementation Annual Report (Matthew, 2020) says that there is a high risk of workers being exploited and their rights being broken in this industry. Employees are the most valuable asset in the hotel industry; hence, employee well-being is a crucial consideration in the organizational process (Hsu et al., 2019). Many countries' tourism education and training programs focus on the workforce, which is responsible for organizing, marketing, and providing excellent service while making changes to keep the tourism sector competitive (Go, 2005). Since the early 1990s, Türkiye, like all other countries that contribute significantly to their economies through tourism investments, has provided tourism vocational high school, associate degree, undergraduate, and graduate trainings in order to supply qualified tourism hotel workers (Okumus & Yagci, 2005).

1.2 Tourism in Türkiye

Türkiye is a country located in the middle latitude, surrounded by the sea on three sides, and generally affected by different air masses throughout the year: the Mediterranean climate is hot in the summer, the Black Sea climate has cool characteristics, and the continental climate has warm characteristics (Tekin et al., 2021). In this context, there is a wide range of tourism activities in Türkiye, such as winter tourism, tableland tourism, thermal tourism, and yacht tourism. Istanbul,

Antalya and Cappadocia are the leading destinations in Türkiye that host the most domestic and international tourists (Republic of Türkiye Ministry of Culture and Tourism, 2022). In the same manner that many developing countries perceive tourism, Turkish governments, which have come to power, consider tourism as a relatively inexpensive and straightforward means to earn foreign currency while also providing employment chances for an expanding number of labour demands. This sector generates significant profits by financing production materials, paying foreign debts and interest, and providing hope to the country's young people (Tosun, 1999). Tourism generated roughly 4.60% of Türkiye's Gross Domestic Product (GDP) in the year preceding the COVID-19 pandemic (TÜRSAB, 2020). However, according to Türkiye's accommodation data for 2019, while hotels licensed by the Ministry of Culture and Tourism have an occupancy rate of 58.90%, hotels with a municipality license have an occupancy rate of 41.75%. These indicators demonstrate Türkiye's capacity to host tourists and the potential for increased tourism revenue (Republic of Türkiye Ministry of Culture and Tourism, 2021). On the other hand, according to the August 2022 Türkiye SSI (Turkish: Sosyal Güvenlik Kurumu (SGK)) Insured Statistics published by the Hotel Association of In July 2022, the number of workers working in the accommodation sector reached 499,506 in Türkiye. Based on the same statistics, this total amount represents nearly half of all industry employees (TUROB, 2022). The fact that there are so many individuals employed in Türkiye's hospitality sector is further evidence of the sector's significance to the country's tourism industry. In this context, the impact of hotel employees' working circumstances on their performance is crucial for the tourist industry.

1.3 Significance of the Study

Aim of Study

The purpose of this research is to determine whether or not there is a correlation between employees' legal awareness, job satisfaction, and trust in organizations in the hospitality industry. This research will assist hotel managers in boosting employee trust in the organization and maintaining employee job satisfaction. In the literature, no research has been found on the relationship between job satisfaction and the legal awareness of employees working in the hospitality industries (Horák et al., 2021). In this regard, current research can be pioneering and relatively unique.

Objectives

- To evaluate the awareness levels of hotel employees on the Union-Collective Agreement Law, Social Insurance and General Health Insurance Law, Labor Law, and Occupational Health and Safety Law.
- To find out how the level of legal awareness affects trust in an organization.
- To identify the impact of legal awareness on job satisfaction.

A structured questionnaire was used to get information from people who work in the hotel industry through a survey. Participating in the survey were 320 hotel employees from nine hotels in Antalya and six hotels in Mersin. As a result of the investigations, questionnaires that were left blank, on which the same variable was marked several times, or on which the individual provided inconsistent responses were discarded, and usable data from 229 people was identified. SPSS Statistics 26 was used to analyze the usable data from 229 respondents.

Chapter 2

LITERATURE REVIEW

This section is devoted to a comprehensive analysis of previous research on the selected variables, namely Legal Awareness, Organizational Trust, Job Satisfaction.

2.1 Legal Awareness

All nations have established legal obligations and rights for their working citizens. The rights that they have as well as the relevant legal procedures, rules, and labour rights must be known by the populace (Devi & Ranjithamani, 2017). Labour rights are privileges associated with the position of being an employee. In any sector in which they reside, employees and employers are required to follow the laws established, implemented, or overseen by the authorities. Employee rights at the workplace can occur in several ways. These rights are exercised individually or collectively. Workers' rights include the right to fair work in any workplace, a minimum wage, daily and weekly work limits, the right to use permission, protection from unfair dismissal, and the right to join a trade union (Mantouvalou, 2012). The International Labour Organization (ILO, 2005) defines employee rights as those guaranteed by legislation, collective agreements, and individual contracts.

Legal awareness is the collective word for people's ideas, beliefs, theories, and psychology and is a crucial component of social consciousness (Sarat & Felstiner, 1989; Buzdugan, 2014). The term "legal awareness" (LA) has gone through a big change that has made its meaning more vague and broader (Horák et al., 2021). When

a person gains sufficient knowledge about a subject, they become aware of it. Being aware of an employment right, duty, or applicable legal rules means that the individual has an idea of the sphere of work life (Meager et al., 2002). "Legal awareness," or "legal consciousness," is a socio-legal phrase that refers to people's knowledge of the law and legal institutions, as well as their behavior in relation to them (Muhanga, 2015). According to Arrismani's (2018) quote from Ishaq, "legal awareness" is defined as the ability of individuals to differentiate between legal and illegal behavior as well as between what should and should not be done. Though Sunaryati Hartono acknowledges that legal awareness has its origins in society, she argues that it is a more logical abstraction than the innate legal impulses that people possess (Prasada, 2022). To put it another way, the term "legal awareness" refers to a body of knowledge developed by academics in the field of law. This is something that individuals have to think about and interpret from their social experiences in order to believe it exists, but it is not something that can be seen immediately (Rosana, 2014).

The study by Hutahayan et al. (2022) included citations from various researchers describing legal awareness: The term "legal awareness" originates from the word "aware," which refers to the state of being conscious, experiencing, knowing, or comprehending something. Being aware entails not just knowing but also realizing and feeling things. The term "awareness" refers to the state of knowledge that arises as a result of what a person feels or experiences (Suharso dan Retnoningsih, 2009). Legal awareness may be defined as either the awareness or the values that humans possess with regard to preexisting laws or to laws that are anticipated to exist in the future. It is not a legal evaluation of specific happenings in society that is stressed here; rather, the importance of the law's role in society is highlighted. (Soekanto, 1982). Being

conscious of our legal obligations involves being aware of what we should do and what we should not do, particularly with regard to other people. This includes having an awareness of the legal duties you have toward other people (Mertokusumo, 1981). Legal awareness is a category of our mental life in which we discriminate between law and non-law, between what should be done and what should not be done. It is the awareness that every human being has about what the law is or should be. (Mertokusumo, 1981). In the context of this discussion, having legal awareness means being aware of the obligation to behave in accordance with the provisions of the law. Legal awareness among the legal public serves as a bridge between legally imposed restrictions and the legal actions of individuals within a society. Lawrence Friedman prefers to refer to it as a component of "legal culture," which refers to the beliefs and attitudes that influence how the legal system functions. (Warassih, 2005). In principle, calling into question components of law enforcement is equivalent to calling into question the legal awareness of the community. Soerjono's (1986) research on awareness and legal compliance paved the way for a more in-depth examination of the importance of community involvement in consciously obeying legal conceptions that have been ratified and implemented as a result in community relations, nationalism, statehood, and even politics (Saifullah, 2007).

Legal awareness is of great importance to the public. Legal awareness is the ability of citizens to be aware of their obligations and rights, to be aware of current legislation, and to defend and exercise their rights through state organs (Singai, 2022). Any lawfully constituted company must comply with the state's regulations in order to run their operations and conduct their business, and the legal climate is crucial to a company's worldwide growth (Sulistiyo Nugroho et al., 2022). In today's world, it's

more important than ever to cultivate a legal awareness founded on the protection of the law's moral underpinnings and its organizing and mobilizing function in social life (Irina et al., 2020). According to Repa (1994), employees will be confident and comfortable resolving problems with their employers if they do their jobs fairly, without discrimination, receive timely wages, and are aware of their legal rights in a legally secure working environment, and employees who are aware of their rights are better able to negotiate their job circumstances with their employer (Ozigweh, Yg., Chemzie A.B., 1990). Moreover, Coyle-Shapiro and Kessler (2002) report that workers are more likely to fulfill their responsibilities when they believe their employers are meeting their fundamental and legal commitments. Therefore, if workers are aware of their legal rights and know that their employer respects them, they will comply with their responsibilities. Furthermore, VanYperen et al. (2000) stated that employees are generally satisfied when they believe a decision is fair, but they may be resentful when they believe the decision is contrary to right and law. Therefore, workers reduce their motivation to work by creating various reasons and may react to the decision by leaving the workplace. Such incidents undoubtedly cause damage to workplaces. Failure on the part of an organization to carry out the rights of its workers may result in imbalances, which in turn may cause significant and expensive drops in performance. In addition, workers may be aware of some of their rights but may not know the details or scope of those rights. Employees who do not have sufficient knowledge of the law may encounter an undesirable result. For example, in the case that the strike was unlawful, the employer has the right to terminate the employment contracts of any employees who participated in the strike, helped decide to go on strike, urged other workers to join or remain on strike, or went on strike themselves (Resmi Gazete, 2012a). Therefore, such activities done

unconsciously will have adverse effects on the future employment or livelihoods of workers (Ozigweh, Yg., and Chemzie A.B., 1990). Sanctions, both in the form of orders and bans, need to be in accordance with the right laws. Employees don't know much about the law because there are no public laws dictating what happens to those who break the rules. (Shalihah, 2017). In this case, a person can only understand the law if they know how it is supposed to be followed. Moreover, a person adheres to the appropriate legal regulations owing to their high degree of legal awareness. If there is a lack of legal awareness, there will be a lack of compliance with the law (Shalihah et al., 2022).

There are many studies in the literature to measure legal awareness in completely different fields. There are studies on women's legal awareness of unwanted sexual attention at work (e.g., Marshall, 2005), domestic violence (e.g., Azzahrani, 2016), and gender inequality (e.g., Deka, 2008). There are also studies in the banking sector to measure the level of knowledge and awareness of customers (e.g., Hutahayan et al., 2022) and employees (e.g., Omar et al., 2009) about their legal rights. Also, there are a number of papers in the research literature that examine the level of legal knowledge and awareness among health professionals (emergency medicine specialists, nurses, doctors, etc.) (e.g., Fadhilah et al., 2022; Rishipathak et al., 2022; Cho et al., 2015; Baheti, 2015; Kumar et al., 2013; Kim et al., 2007). In addition, there are studies in the sphere of education that evaluate the legal awareness of female teachers (e.g., Devi & Ranjithamani, 2017) and university students (e.g., Kai, 2018). Moreover, Örselli et al., (2022), Iriana et al., (2020) and Everett (2009) conducted a study on citizen awareness of trust, legitimacy, legal services, and legal and justice issues (Jose, 2014). Furthermore, a critical analysis by Srishailam et al. (2022) was conducted in order to

reveal the level of awareness among farmers working in the field of agriculture about the legislation for establishing and operating their businesses. And as a final example, a study on whether the elderly living in nursing homes have legal awareness of abuse or neglect was conducted by Sisli et al. (2016).

Despite the fact that studies have been carried out in many different areas on legal awareness, our literature review shows that there have been scarcely any on legal awareness for tourism hotel workers. As a result of our detailed analysis, we came across just three different articles measuring the level and impact of legal awareness, especially among hotel workers in the tourism industry (Temizkan & Yücesoy, 2020; Zorlu & Dağlı, 2020; Çavuş & Kurar, 2015). The few numbers of relevant research conducted both domestically and internationally also led us to conduct the current investigation. The questionnaire for the survey on legal awareness that was used for this research consisted of four sections that tested participants' levels of awareness regarding Labour law practices, Social Insurance and General Health Insurance Law Practices, Union-Collective Bargaining Law Practices, and Occupational Health and Safety Law Practices.

Union-Collective Bargaining Law Practices

The employment agreement serves as the legal foundation for the relationship between the employer and the worker. Based on this, the scope of the employer's and employee's respective responsibilities and rights are established. An employee at a business must have an employment contract in order to guarantee himself the obligations and rights he has to fulfill according to the legislation. The employment connection between the business and the employee begins with the signing of the employment contract. By virtue of an employment contract, both the employee and the

employer know what their rights and responsibilities are (Omar et al., 2009). An employment contract is an agreement between an employer and an employee. The employee agrees to work for the employer, and the employer agrees to pay wages. In labour law, an employment contract is made in two ways: a fixed-term contract and an unspecified-term contract. These contracts can be created for full-time, part-time, or trial periods in terms of working styles (Resmi Gazete, 2003).

The establishment, management, functioning, supervision, working, and organization of labor and employer unions and confederations, the procedures and principles governing them, and the mutual agreement of workers and employers to determine their economic and social status and working conditions are the goals of the law on trade unions and collective bargaining. Additionally, the law aims to regulate the procedures and principles regarding resorting to strikes and lockouts (Resmi Gazete, 2012b). In Law No. 6356, "collective bargaining agreement" is defined as the contract between the labour union and the employers' union or the employer who is not a member of the union. This contract sets the rules for how the employment contract is made, what it covers, and how it ends. Collective bargaining agreements are regulations that govern both employees' and employers' employment relationships with fixed-term and indefinite-term employment contracts. The Collective Labour Agreement is a legal reform tool that is based on the terms of an independent work agreement for a certain amount of time. Its purpose is to keep workers and employers out of disharmony with each other for a certain amount of time. These agreements are very important because they support and protect the role of trade unions. Workers can get legal help from their trade union if they have problems at work because they disagree with their employers about their interests or their rights. It is preferable for

any issue to be resolved on the job between the employer and the workers, who are typically represented by a trade union. Both parties are required to be aware of their respective legal responsibilities in accordance with the work agreements and collective bargaining agreements in order to have a productive working relationship. In these conditions, a collective bargaining agreement, discussion, and agreement between the parties serve as the primary entrance point for a harmonizing solution in industrial relations (Shalihah et al., 2022).

As a result of the collective bargaining agreement, it is envisaged that the criteria for evaluating employees' awareness of the law would become more transparent. Shalihah et al., (2022) say that being aware of the law is the best way to create the rule of law and build good working relationships, both of which are necessary for the successful implementation of an employment contract over a certain amount of time.

Social Insurance and General Health Insurance Law

The social security system in Türkiye operates by providing various forms of assistance to people via the fund created by the state's contribution to them as well as the premiums paid by covered individuals and their employers. The proper operation of the system relies on the relevant parties fulfilling their commitments in accordance with the guidelines and rules outlined in the law. The Social Insurance and General Health Insurance Law No. 5510, in particular, as well as any pertinent communiqués, circulars, and regulations, are included in this law (Gündüz, 2018). The Social Insurance and General Health Insurance Law's goals are to protect people's rights to social insurance and general health insurance, to identify the people who will receive these benefits and the rights that must be provided, the requirements for receiving these benefits, and the means of financing and coverage, as well as to set rules and guidelines

for how social insurance and general health insurance should operate. In terms of its execution, this law applies to those who will get benefits from social insurance and general health insurance: employers, healthcare providers, actual people, various public and commercial legal entities, and other institutions and organizations that lack legal personality (Resmi Gazete, 2006).

Labour Law Practices

Working life in Türkiye is regulated by the Labour Law No. 3008 dated June 8, 1936, the Labour Law No. 931 dated 1967, and the Labour Law No. 1475 dated 1971. The most recent and currently in effect law in this area is Labour Law No. 4857, which was enacted in 2003 (Öter, 2022).

The Labour Law's objective is to govern the obligations and rights of employers and employees engaged under an employment contract in terms of working conditions and the working environment (Resmi Gazete, 2003). Wages, flexible working styles, and job security are the most important regulation areas of Labour Law No. 4857, as explained in the general rationale (Süzek, 2012: 14). Within the purview of Labour Law No. 4857, employees have the following rights: the right to a minimum wage, the right to paid annual leave, the right to sue for rehire within the context of job security, the right to overtime pay, the right to general holiday pay on national holidays, the right to weekly holiday pay, severance pay, and notice indemnity. Important factors in asserting these claims against an employer include the nature of the employment contract, the terms of employment, and the manner of termination (Çavuş & Kurar, 2015).

It has been noted that the rate of workers with fixed-term employment contracts is around 22% in workplaces that have been examined by labour inspectors. This finding was made in the context of evaluating the employment contracts of employees working in the tourist industry. It is a frequent misconception that employment contracts will also be created for a certain amount of time owing to the seasonal nature of the job in the tourist industry; nonetheless, the conclusion of employment contracts for a set period of time has become regular practice in this industry (Çavuş & Kurar, 2015). The tourism industry is highly concentrated at particular times of the year as a result of the universal phenomenon of seasonal concentrations in tourism movements and tourism demand. As a consequence of this, employment contracts are often structured as contracts for a certain amount of time or as seasonal work contracts. When the provisions of Labour Law No. 4857 pertaining to the rights and contracts of employees in the tourism industry are analysed, it is found that there are no specific regulations regarding the rights of employees, and all transactions are conducted within the scope of general provisions. This is a finding that is made after observing that there are no special regulations regarding the rights of employees (Temizkan & Yücesoy, 2020).

Occupational Health and Safety Law Practices

The purpose of the Occupational Health and Safety Law is to govern the duties, authority, responsibilities, rights, and obligations of employers and workers in order to ensure occupational health and safety at workplaces and to improve pre-existing health and safety conditions. This legislation applies to any and all works and workplaces in the public and private sectors, as well as to employers and employer representatives, and to any and all employees, including apprentices and interns, regardless of the kind of work they do (Resmi Gazete, 2012c). In line with their

training and the employer's instructions, workers have the primary responsibility under Law No. 6331 to avoid endangering the health and safety of themselves and other employees who may be harmed by their actions or the job they do (Öztürk, 2015, p. 48-51).

The rise in the rate of workplace injuries and illnesses may be directly attributed to the industrialization of society. The advancement of workers' rights within the context of historical processes has arrived at a level in both the past and present when there will be conflicts that are not going to be simple. Particularly as a result of the pressure exerted by social groups like workers' unions, significant progress has been accomplished in the area of occupational health and safety legislation (Temizkan & Yücesoy, 2020). Slipping and falling, being cut or burned, being injured when manually lifting or carrying anything, getting injured while using hand tools, and being exposed to potentially harmful chemicals are the causes of the majority of workplace accidents that take place in hotels (Temizkan & Yücesoy, 2020).

Despite the fact that there are fewer workplace accidents and diseases in Türkiye than in the industrial sector, the country is quickly becoming a new center for research on occupational health and safety due to the high level of psychosocial and ergonomic risks, working conditions, the structure of the workforce, and the increase in employment. The sector often includes lengthy working hours and working circumstances that are physically demanding, thus requiring a strong physical constitution. 98% of occupational accidents that take place in hotel operations are the result of unsafe behaviors on the part of individuals, particularly inexperienced personnel. These individuals have a higher risk of being involved in an accident due to the physical and psychological characteristics they possess. Musculoskeletal

disorders are often the root cause of illnesses that are acquired at work (Cilkaya, 2014, p. 20).

In addition, with the passing of Statute No. 6331, the Occupational Health and Safety Board was given a new structure. The restriction on the use of addictive drugs is addressed in Article 28 of Law No. 6331, which stipulates that employers have been assigned certain responsibilities and authorities in this area. Law No. 6331 contains a number of important regulations, the majority of which pertain to the rights of employees. These regulations include the right of employees to refuse work, the right to be informed, the obligation of employees to receive training, the right to have their opinions heard, and the right to ensure their participation (Öztürk, 2015, p. 28 –35).

2.2 Organisational Trust

Trust is a phenomenon that reduces the stress of an individual's daily life, regulates it, and manages it. We need to trust the people in our lives, especially the people around us and the institutions we interact with. For this reason, we want to believe that our colleagues and employers at work behave fairly and make decisions according to the rules. Therefore, it is very difficult for us to live our lives without tension in an insecure environment. Because in a place where insecurity prevails, it is not possible for life not to be negatively affected by the environment (Örselli et al., 2022).

Organizational Trust (OT), as defined by Gambetta (1988), is the worldwide judgment of an organization's trustworthiness based on how it is seen by its personnel. Trust in an organization is related to the way the organization evaluates its employees and variables within the organization, such as job security (Singh & Srivastava, 2016). Another definition is that organizational trust (OT) occurs when workers have faith in

their organization and believe that the organization will look out for their best interests, or at the very least not do anything detrimental to them, even if they can't directly influence decisions. The worldwide relevance of organizational trust has grown as the rate of economic and environmental change, the need for flexibility and collaboration, the significance of teams and teamwork, and the alteration of relationships with workers and career aspirations have all risen. It is believed that trust is essential for organizations to accomplish their objectives and maintain a stable structure. Moreover, trust is a crucial component of healthy partnerships (Egriboyun, 2015).

2.3 Job Satisfaction

There are many different conceptions of what it means to be satisfied with one's work. Locke (1976) provided the most frequently cited definition of job satisfaction in organizational research; he defined job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences." According to Spector's definition from 1997, "job satisfaction" is an overarching sentiment or a collection of behaviors about the numerous facets of one's work that result from paying attention to mental processes. Hulin and Judge (2003) pointed out that job satisfaction comprises multiple psychological reactions associated with one's employment and that such responses have intellectual, emotional, and cognitive aspects to them, respectively.

The way in which an employee thinks and feels about the role that they play in the firm is reflected in their level of job satisfaction. The upbeat demeanor of workers in the workplace makes it quite clear that this is the case. It is essential for an employer to cater to the requirements of their workforce if they want to see a rise in job satisfaction levels. The perspective that an employee takes on the duties assigned to

him is a significant factor in determining his level of job satisfaction (Barnett, 2017). One further way to look at job satisfaction is as an individual's representation of their wellbeing in relation to the demands of their job and the activities they engage in (Saragih, Luturlean, & Hadiyanto, 2020). Job satisfaction is an interactive blend of job features and work climate, as well as human attributes and sentiments, and it is dependent on aspects such as changes in colleagues, supervision, or organizational structure (Barnett, 2017). An employee's level of work satisfaction may be thought of as an indicator of the discrepancy between the actual rewards they get and the ideal rewards they believe they deserve (Muafi & Azim, 2019). It is possible for an employee to have a high or low degree of job satisfaction based on how they feel about the work that they do (Winarsih, Bachri, & Yulianto, 2019).

Chapter 3

METHODOLOGY

This part outlines the methodological approach and the sample that were utilized in this research. It also defines the sampling process and measurements of each study variable, as well as showing the findings and describing the analytic plan.

3.1 Sample and Procedure

Positivism and phenomenology are the two primary philosophical approaches in the field of research. Phenomenology, also known as interpretivism, is concerned with techniques that investigate individuals and the social activity that they engage in, in contrast to positivism, which advocates for a more objective interpretation of reality by making use of empirical evidence obtained through polls and experiments (Gill & Johnson, 1997). In this context, this research is based on the philosophy of positivism. The inductive approach is based on the extrapolation of actual facts about the singularity of the progression of civilizations. On the other hand, the deductive approach is founded on ideal mathematical models that are designed to represent the underlying rules that govern the world (Grinchenko & Shchapova, Yulia L., 2020). So, this study used a deductive method to find out more about how the study variables relate to each other and how they affect each other (Altinay et al., 2016). To use a deductive approach, one must first develop hypotheses and then articulate those assumptions using operational language. In addition, these ideas required to be tested using empirical evidence, and the particular outcomes needed to be analyzed (Robson, 2002).

This study made use of a sample method known as "non-probability sampling." Sampling is defined as the practice of taking from a community in sufficient numbers to provide an accurate representation for the purposes of research. On the basis of survey questions designed with Turkish law in mind, local hotel employees were requested to complete the survey. In addition, a relatively limited number of long-term foreign employees living in Türkiye were included in the study. In this framework, judgmental sampling, also known as purposive sampling, is utilized.

In Türkiye, there are two types of hotel facilities: those authorized by the Ministry of Tourism and those authorized by local governments (Ministry-Licensed Establishments and Municipally-Licensed Establishments). This research was carried out in ministry-certified hotel facilities. The number of accommodation establishments in Türkiye that have received a ministry certificate now stands at 20,748. There are 2,603 ministry-licensed accommodation facilities in Antalya and 593 in Mersin (KTB, 2022). A survey employing a structured questionnaire was administered to the employees of the hotel businesses as part of an effort to gather the information that was required. The top management of the hotels was contacted in advance about the surveys that required self-administration, and they were granted authorization to do so. During the course of the study, 320 hotel staff members from nine different (six 5-star and three 3-star) hotels in Antalya and seven different (one 5-star, five 4-star, and one 3-star) hotels in Mersin took part. As a consequence of the examinations, the questionnaires that the participant had left blank or that had more than one mark for the same question were eliminated from the study. As a direct consequence of this, useable information regarding 229 individuals was revealed. Utilizing SPSS Statistics 26, an analysis of the usable data collected from 229 participants was carried out.

When it came to the hotels that allowed employees to fill out their own questionnaires, the upper management of those hotels was contacted in advance and asked for their consent to carry out the survey. During the whole process of data collection, each response was provided voluntarily, and both the respondent's identity and the confidentiality of their responses were safeguarded at all times. There were two portions to the questionnaire altogether. The first section of the survey included information on the respondents, including their ages, genders, marital statuses, nationalities, educational backgrounds, job experiences, and departments. The second component consisted of three measures, which were as follows: legal awareness, organizational trust, and work satisfaction. The Likert scale was used throughout the whole data collection process. Also, the organizational trust and job satisfaction items, which were originally written in English, were also translated into Turkish, with the exception of the questions on the legal awareness items. Moreover, we used the "back-translation" method, which is the approach that is used the most often in the field of international research for the purpose of achieving translational consistency (Campbell and Werner, 1970).

Due to the fact that our survey had a total of 40 questions and there were 229 people who took part in it, we were able to successfully complete it and generalize the findings because the data was sufficiently saturated. After taking into account the discarded surveys, our overall response rate for this investigation was 71.56%, with 229 responses coming from a total of 320 questionnaires. The sample profile is shown in Table 1.

Table 1: Sample Profile

Demography	Frequency	%
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Gender		
Male	132	57,64
Female	97	42,36
<u>Total</u>	<u>229</u>	<u>100,0</u>

Marital Status		
Married	74	32,31
Single	155	67,69
<u>Total</u>	<u>229</u>	<u>100,0</u>

Age		
18-27	107	46,72
28-37	64	27,95
38-47	40	17,47
48-57	13	5,68
58-67	5	2,18
<u>Total</u>	<u>229</u>	<u>100,0</u>

Nationality		
Turkish	224	97,82
Cypriot	1	0,44
Afghan	1	0,44
Russian	1	0,44
Swedish	1	0,44
German	1	0,44
<u>Total</u>	<u>229</u>	<u>100,0</u>

Education		
Primary school	11	4,80
Secondary and high school	64	27,95
Vocational school	39	17,03
University first degree	97	42,36
Graduate degree	18	7,86
<u>Total</u>	<u>229</u>	<u>100,0</u>

Sector Experience (Years)		
Under 1	34	14,85
1-5	89	38,86
6-10	46	20,09
11-15	24	10,48
16-20	18	7,86
Above 20	18	7,86
<u>Total</u>	<u>229</u>	<u>100,0</u>

Department		
Front Office	35	15,28
Housekeeping	26	11,35
Food & Beverage	71	31,00
Technical	12	5,24
Security	10	4,37
Purchasing	7	3,06
Entertainment (Animation)	10	4,37
Information Technology	6	2,62
Human Resources	10	4,37
Reservation	16	6,99
Sales and Marketing	20	8,73
Accounting	6	2,62
<u>Total</u>	<u>229</u>	<u>100,0</u>

The number of men participating in the survey is relatively higher (57.64%). The majority of the respondents (67,69%) are single. Also, (74.67%) are between the ages of 18 and 37; (17.47%) are between the ages of 38 and 47; and the rest, (7.86%), are over 48 years old. (42.36%) of respondents had a bachelor's degree, (17.03%) had a secondary or high school diploma, and the rest (12.66%) had either a master's degree or a primary school diploma. (25.33%) of the participants have either less than one year or 11 to 15 years of experience in the sector. Also, (15.72%) of the employees who participated in the survey have more than 16 years of experience. Almost all of the participants (97.82%) are Turkish; the remainder (2.18%) are made up of a few international workers who can communicate in Turkish. While (20.96%) of the respondents worked in sales and marketing, reservations, and technical support, (57.63%) of the respondents were employed in the food and beverage, front office, and housekeeping departments. Other departments, which are fairly comparable to one another in terms of the number of participants, made up the remaining (21.41%) of the

sample (Security, Human Resources, Entertainment (Animation), Purchasing, Information Technology, and Accounting).

3.2 Measures

3.2.1 Legal Awareness

Legal Awareness was measured on a 29-item scale and rated on a 5-point Likert scale. The scale was developed by Çavuş and Kurar (2015) to measure the awareness of accommodation and food and beverage industry employees about their legal rights. The researchers calculated the internal consistency coefficient of 30 propositional scales, and the Cronbach Alpha (α) value was found to be 0.857. In this instance, the scale has a high degree of dependability (George & Mallery, 2019). However, as a result of our investigations, we discovered that Table 2 of Çavuş and Kurar's publication had a total of 29 items, and so this research was conducted using all 29 of those things. The legal awareness measure that was developed by Çavuş and Kurar (2015) is divided into four categories: Union-Collective Bargaining Law Practices (7 items), Social Insurance and General Health Insurance Law (7 items), Labour Law Practices (8 items), and Occupational Health and Safety Law Practices (7 items). The measurement in question was reviewed by Temizkan and Yücesoy (2020). Moreover, while planning to collect data with the survey method at the beginning of their study, primary and secondary data collection was abandoned due to various difficulties and the high probability of obtaining erroneous data. Additionally, researchers who developed the legal awareness scale asked several hotels and restaurants in Izmir to take part in a survey, but they didn't get any positive responses. However, the researchers conducted the survey in unionized workplaces. In this study, the coefficient alpha for the UCBLP is .92; for the SIGHILP, it is .86; for the LLP, it is .93; and for the OHSLP, it is .89.

3.2.2 Organisational Trust

A scale that was developed by Gabarro and Athos (1976) was used to assess levels of trust in organizations. The level of trust that an employee has in his or her employer was tested using this scale. The scale consists of 7 items, and on a scale from 1 to 5, with 1 = strongly disagree and 5 = strongly agree, we utilized this. According to the results of the Robinson and Rousseau (1994) study, the Cronbach alpha coefficient for the scale was 0.93. Tan and Tan (2000) utilized these items, with minor adjustments to match the needs of the current study ("employer" replaced by "organization"). The coefficient alpha for organizational trust in this study is 0.95.

3.2.3 Job Satisfaction

The Job satisfaction scale developed by Brayfield and Rothe (1951), was measured using 4-items from Lee et al. (2013). Items were rated on a 5-point Likert-type scale from 1 (strongly disagree) to 5 (strongly agree). Lee and colleagues reported Cronbach's alpha for job satisfaction was 0.93. Formerly, Nawakitphaitoon and Zhang (2020) also used the scale instruments of Brayfield and Rothe. They used the following three statements: 1. "Overall, I feel fairly well satisfied with my present job." 2. "Most days I am enthusiastic about my work." 3. "I find real enjoyment in my work," and the result of Cronbach's alpha was 0.73. In this study, the alpha coefficient for job satisfaction is .93.

Chapter 4

THEORETICAL BACKGROUND

4.1 Conservation of Resources Theory

Individuals are going to great lengths to obtain, keep, and protect the things that are important to them, according to the COR theory. When people are attempting to deal with stress and pressure in their lives and build resource caravans, they are the resources that they need. These resources include things like human attributes and circumstances (Hobfoll, 1989). Employees may be able to suffer less stress if they have access to job resources such as a labor contract, as well as opportunities for training, empowerment (e.g., a union representative), and incentives. In addition to that, the use of legal awareness as a personal resource tool may assist workers in increasing their job satisfaction (Karatepe et al., 2018).

There are many researchers who explain the COR theory in their work. For example, Bouzari and Karatepe (2019) explained that work-life balance (WLB) is an important business resource, while optimism is a critical personal resource. Also, work-life balance (WLB) and optimism help employees concentrate more on their work. Moreover, WLB and optimism support employees' commitment to work, well-being, and performance at work, in line with the COR theory.

Individuals attempt to preserve their existing resources while acquiring new ones, which are products, circumstances, or other things of value to people (Hobfoll, 2001).

Another valuable example, under the COR theory, is that Said and Tanova (2021) explain that bullying is a mechanism that drains employees' psychological assets and makes them feel more psychological distress (PD) and emotional exhaustion (EEX).

Moreover, the conservation of resources theory implies that resource conservation, investment, and transfer are the main reasons why people react to stress and do things to deal with it (Hobfoll, 1989). It is one of the most popular ways to explain how employees' minds work and what drives their actions at work (Hobfoll et al., 2018; Liao et al., 2022). Hu et al.'s (2022) research shows that the COR theory offers servant leadership (SL) an analytical framework for equipping staff with the tools necessary to engage in pro-customer deviance (PCD). Employee resources may be lost to some extent as a result of PCD's unintentional negative effects on the organization. Employees can gain particular resources, such as perceived organizational support (POS), work autonomy (WA), and creative self-efficacy (CSE), which collectively form resource caravans in the context of employee PCD, after being exposed to the altruistic motivation, service belief, and behavior of SL for a prolonged period of time. This study seeks to build a cross-level resource mobilization and allocation model to link SL with employee PCD based on the transfer characteristics of resources.

Chapter 5

HYPOTHESES

This section examines the research hypotheses, the relationships and interactions between the research variables, and the development of the research hypotheses.

5.1 Legal Awareness (Union-Collective Bargaining Law Practices) and Organisational Trust

The employment agreement establishes the terms of employment between the hiring firm and the individual accepting employment with that company (Ismail & Zainuddin, 2019). In the event of an employment contract, both the employee and the employer will be bound by certain terms and conditions (Tampongangoy, 2013). In contrast to the concrete or actual nature of the employment agreement, the nature of the employment connection itself is more of an abstract nature. By outlining the terms under which the employee and the employer will collaborate, an employment contract helps to forge a connection that is both real and perceptible between the two parties. In other words, a working relationship is characterized by the nature of the relationship that evolves as a result of the presence of a formal employment contract (Putra, 2019).

In order to avoid disharmony in industrial relations between employees and employers over a predetermined period of time, it is necessary to have access to a legal reform tool that is related to the provisions of an autonomous work agreement for a certain period of time. The use of this instrument, known as the Collective Labour Agreement, is required in order to maintain harmony within the realm of industrial relations. When

it comes to fostering and maintaining the role that trade unions play in the economy, the existence of these kinds of agreements is of the utmost significance. A Collective Labour Agreement (also known as a CLA) is its own independent legislation that protects workers and ensures a comfortable working environment. It is critical for there to be collaboration between management and labour unions in order to have harmonious industrial relations. There is an expectation that labor unions, in their capacity as representatives of the workforce, will play a part in the process of defining significant legislation pertaining to employment relations. It was appropriate for the corporation and the joint labour union to come to an agreement that would later be known as a Collective Labour Agreement. When putting into practice the CLA, both companies and their workers are required to do so in good faith and with a high level of legal understanding. Trade unions play their most important role in this stage of the process, which entails creating fair corporate practices by ensuring that the interests of employees are accommodated within CLA provisions (Shalihah et al., 2022).

Through the utilization of a negotiation model that is founded on legal awareness between employers and workers' labour unions, it is hoped that harmonious organizational relations will be able to be realized, which will lead to the achievement of peace and trust in the process of resolving disputes that have arisen between contract workers and their employers. To achieve this goal, it is possible to make the most of the role that trade unions play in the process of holding discussions in order to reach a consensus (Shalihah et al., 2022). It is estimated that the trust of hotel employees in the organization will increase by using a legal consciousness-based negotiation model between employers and workers-unions. Employees will be more satisfied with their

jobs if there is a high level of trust in the organization. Consequently, it is reasonable to hypothesize that:

H1: Organizational trust of hotel employees mediates the relationship between the Union-Collective Bargaining Law Practices (UCBLP) dimension of legal awareness and job satisfaction of employees.

5.2 Legal Awareness (Labour Law Practices), Organisational Trust, and Job Satisfaction

The law of labour has a significant impact on both the working conditions and the relationships between employers and employees. In this scenario, the employee, the employer, and the state are all parties that fall within the purview of the labour law subfield of the legal system, which governs those interactions and investigates any potential violations (Eyrenci, et al., 2016: 1). Wages, workplace flexibility, and employment safety are highlighted as major areas of regulation (TISK, 2009: 71-74) in the Labour Law's justification (Süzek, 2012: 14). This legislation was enacted to provide minimum standards for workplace safety and health, as well as to define the respective obligations of employers and employees under written contracts of employment. Workers' rights and obligations in the workplace are spelled out in detail (Temizkan & Yücesoy, 2020; Çavuş & Kurar, 2015; Gazi Üniversitesi Hukuk Fakültesi Dergisi & Xvii, 2013).

According to the findings of research that was carried out in Istanbul and Antalya by Kunda et al. (2019), the fact that major hotels and travel services regularly pay working hours and the minimum wage allowed by labour law, as well as taxes and employee social security, suggests that hotel workers believe these institutions are law-abiding organizations. Therefore, Kunda et al. suggest that employees who believe that their

companies are socially responsible in regards to legal issues are more likely to trust and identify with their companies, which in turn leads them to engage in extra-role behaviors such as assisting co-workers and resolving issues that are related to their jobs. In this context, in hotels that implement labour law practices, it is estimated that the employee's confidence in the institution and organization will increase as his knowledge of labour law practices increases. Moreover, the study of Kunda et al. shows that when trust in the organization is high, the employees exhibit the behavior of finding solutions to the negative actions in the organization. Due to the great motivation and willingness of their personnel, hotel businesses will gain when they guarantee a decent working environment and appropriately uphold labour rights. For hotel businesses, the workforce is the primary determinant of service quality (Öztürk & Alkiş, 2011). The development of cooperative behavior within an organization, the assessment of performance, the establishment of goals and objectives, the adoption of these goals and objectives by employees, and the contribution to employee satisfaction are all activities and processes in which organizational trust plays an important part (Huff & Kelley, 2003:82). Based on this, it is reasonable to assume the following:

H2: Organizational trust of hotel employees mediates the relationship between the Labour Law Practices (LLP) dimension of legal awareness and job satisfaction of employees.

5.3 Legal Awareness (Social Insurance and General Health Insurance Law Practices), Organisational Trust, and Job Satisfaction

This law's goals are to ensure people have access to social and universal health insurance; to specify the people who will receive benefits from these insurances and the rights that will be provided, to lay out the requirements for receiving these rights, to outline the means by which they will be financed and met, and to establish the

procedures and principles that will govern the operation of social insurances and general health insurance (Temizkan & Yücesoy, 2020). If efforts are made to protect people from social risks through the protection of their right to social security and the social security policies created for that purpose, the apparent goal is to give each person economic security, but in reality, this assurance also gives everyone the chance to develop their personality. Therefore, policies for the protection of the right to social security form the basis for how people's personalities develop and even their level of happiness (Güzel et al., 2010). The majority of the study focuses on how social insurance affects employees' incomes, while only a small amount of attention is dedicated to how social insurance affects employees' levels of satisfaction in their jobs (Cui, 2023). A growing body of research indicates that having access to social insurance programs (such as taking paid time off for personal health issues or short-term leave to care for sick family members) has beneficial effects on employees' job outcomes (Bana et al., 2022; Olivetti & Petrongolo, 2017; Stearns, 2015). Based on this, it is reasonable to assume the following:

H3: Organizational trust of hotel employees mediates the relationship between the Social Insurance and General Health Insurance Law Practices (SIGHILP) dimension of legal awareness and job satisfaction of employees.

5.4 Legal Awareness (Occupational Health and Safety Law Practices), Organisational Trust, and Job Satisfaction

Occupational health refers to the work that is done to ensure the health of employees, to work in safe environments and under safe conditions, and to ensure that employees are in good physical, mental, and social condition as a result of this work (Kuleli, 2011: 1; Arıcı, 1999: 49). Occupational health is also known as occupational safety, but occupational safety is the term given to the activities that are carried out with the

intention of protecting workers from hazards such as work-related injuries and illnesses (Kuleli, 2011: 2; Centel, 2005: 6).

Occupational Health and Safety is the work done to ensure the health of the employees, to work in safe environments and under safe conditions, and to ensure that the employees are in good physical, mental, and social condition in this way.

Measures that are taken in the field of occupational health and safety are intended to keep workers in the highest possible state of mental, social, and physical fitness. The requirements for occupational health and safety that are adopted by organizations serve two purposes: they protect workers against the health risks that are posed by the working environment, and they help adjust the working environment so that it better reflects the employees' physical and mental capabilities (Górny, 2017). Additionally, Górny stated that it appears that all aspects pertinent to the creation of an appropriate working environment are critical and that these aspects need to be considered when adopting new solutions. It is also important to figure out what the needs of everyone involved are, including the needs of an organization's employees, for whom the working conditions they are provided with are a significant factor in the degree to which they are satisfied with their jobs. In the context of this explanation, occupational health and safety can be defined as the process of minimizing or eradicating the dangers to employees' jobs and health that are caused by the environmental conditions of their workplaces while they are performing their jobs (Balkir, 2012). Based on this, it is reasonable to assume the following:

H4: Organizational trust of hotel employees mediates the relationship between the Occupational Health and Safety Law Practices (OHS LP) dimension of legal awareness and job satisfaction of employees.

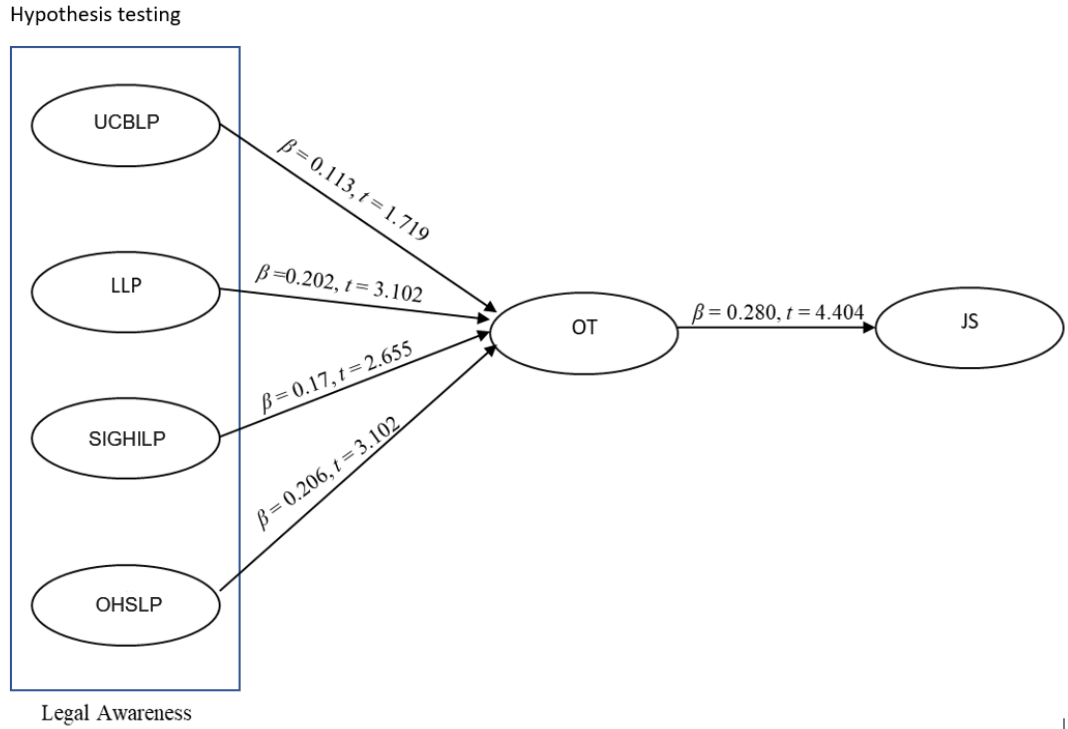


Figure 1: Proposed Research Model

5.5 Results

5.5.1 Data Analysis

Measurement model

The normality of the data was tested hence, the values of skewness ranged from -0.052 to -1.874 and the values of kurtosis from 2.316 to - 0.742, which are within the range of +3 and -3, showing that there was no evidence of non-normality of the data. To examine the reliability of our measurements, a confirmatory factor analysis (CFA) was conducted. As can be observed in Table 2, the convergent validity of the measuring model was evaluated using Composite Reliability (CR) and the indicator loading of the research components and the CFA for the UCBLP, LLP, SIGHILP, and OHSLP scales, which were individual level measures, showed sufficient fit ($\chi^2=1110.467$, $\chi^2/df = 1.575$, CFI= 0.939, TLI= 0.929, SRMR= 0.068, RMSEA= 0.05. PNFI = 0.731, NFI = 0.851). The factor loading was above 0.5 for all the variables. Furthermore, the average variance extracted (AVE) value was obtained to establish the constructs'

convergent validity. The AVE values were greater than 0.50 (Fornell and Larcker, 1981). Cronbach's alpha values for the variables were seen to be above the cut-off level of 0.7 (Hair et al., 2010). As shown in Table 3, none of the square roots of the extracted average variances were less than the correlation between each pair of variables, so discriminant validity was established (Fornell & Larcker, 1981). Furthermore, the composite reliability scores for all the constructs were found to be trustworthy since each composite reliability score was greater than 0.70. (e.g., Etehad & Karatepe, 2019).

Table 2: Confirmatory Factor Analysis For Legal Awareness Of Hotel Employees

Scale	Factor loading	Cronbach Alpha
Legal Awareness (LA)		
UCBLP1	0.74	0.92
UCBLP2	0.84	
UCBLP3	0.90	
UCBLP4	0.88	
UCBLP5	0.71	
UCBLP6	0.59	
UCBLP7	0.82	
SIGHILP1	0.54	0.86
SIGHILP2	0.69	
SIGHILP3	0.71	
SIGHILP4	0.76	
SIGHILP5	0.68	
SIGHILP6	0.62	
SIGHILP7	0.69	
LLP1	0.63	0.93
LLP2	0.78	
LLP3	0.79	
LLP4	0.75	
LLP5	0.80	
LLP6	0.76	
LLP7	0.83	
LLP8	0.82	
OHSLP1	0.58	0.89
OHSLP2	0.74	

OHSLP3	0.81	
OHSLP4	0.80	
OHSLP5	0.68	
OHSLP6	0.77	
OHSLP7	0.78	
Organisational Trust (OT)		
OT1	0.83	0.95
OT2	0.90	
OT3	0.92	
OT4	0.92	
OT5	0.85	
OT6	0.84	
OT7	0.77	
Job Satisfaction (JS)		
JS1	0.72	0.93
JS2	0.88	
JS3	0.87	
JS4	0.77	

Note: All loadings are significant at the .001 level; AVE=Average variance extracted; CR=Composite reliability

Table 3: Discriminate Validity

	<i>CR</i>	<i>AVE</i>	<i>OT</i>	<i>UCBLP</i>	<i>SIGHILP</i>	<i>LLP</i>	<i>OHSLP</i>	<i>JS</i>
<i>OT</i>	0.953	0.746	0.864					
<i>UCBLP</i>	0.919	0.622	0.126**	0.789				
<i>SIGHILP</i>	0.852	0.454	0.183**	0.506**	0.674			
<i>LLP</i>	0.921	0.596	0.224**	0.408**	0.692*	0.772		
<i>OHSLP</i>	0.893	0.546	0.238**	0.399**	0.645*	0.735*	0.739	
<i>JS</i>	0.885	0.659	0.307**	0.193**	0.315**	0.338**	0.311**	0.812

Note(s): Square roots of AVEs are italic in the diagonal; * $p < 0.05$, ** $p < 0.01$;

5.5.2 Hypothesis Testing

Table 4: Effects Overview With Mediation Variable

Hypothesis Testing	Indirect Effect	SE	LLCI	ULCI	
UCBLP – OT– JS	0.035	0.60	1.819	2.944	Full Mediation
LLP – OT– JS	0.067	0.68	1.295	2.468	Full Mediation
SIGHILP – OT– JS	0.053	0.65	1.615	2.711	Full Mediation
OHSLP – OT– JS	0.059	0.67	1.470	2.505	Full Mediation

SE = Standard error; LLCI = Lower-level confidence interval; ULCI = Upper level confidence interval.

Bias-corrected bootstrapped result

Mediation Hypothesis testing

Model fit indices for the mediation model were as follows: $\chi^2 [df] = 875.798[432]$,

Normed $\chi^2 = 2.478$; RMSEA = 0.057; TLI = 0.941; and CFI = 0.953 (Hair et al, 2010).

The indirect effect of Union Collective Bargaining Law Practices on job satisfaction was significant (indirect effect = 0.035, LLCI = 1.819, UBCI = 2.944). In addition, the indirect effect of Labor Law Practices on job satisfaction was significant (indirect effect = 0.067, LLCI = 1.295, UBCI = 2.468). Furthermore, the indirect effect of Social Insurance Law Practices on job satisfaction was significant (indirect effect = 0.053, LLCI = 1.615, UBCI = 2.711), as was the indirect effect of Occupational Health and Safety Law Practices on job satisfaction (indirect effect = 0.035, LLCI = 1.819, UBCI = 2.944). A bootstrapped confidence of 5,000 sample size at 95 percentile confidence intervals.

Chapter 6

DISCUSSION AND CONCLUSION

6.1 Discussion

Prior Legal Awareness (LA) literature tended to place more emphasis on external (i.e., consumers, citizens) than internal ones (i.e., employees) (i.e., Hutahayan, Nainggolan, & Tobing, Gindo L, 2022). An integrated model was applied with a focus on hotel staff, looking at LA as an antecedent, employee-company relationship factors like organizational trust as a mediator, and job satisfaction as an outcome.

Based on our research, we observed that the vast majority of previous studies examining legal awareness employed qualitative research techniques (Horák et al., 2021). This is due, in large part, to researchers' worries about the validity of their findings (for example, the worker participating in the survey is worried that the manager will learn while answering the items) (Temizkan & Yücesoy, 2020). In addition, we also think that it is difficult to develop an internationally accepted measurement because of the different laws and changes in practice in each country. Moreover, the speed at which laws are changing, especially in developing countries, can make this situation more difficult.

Another important point is that in Türkiye, according to the statistics for January 2022 prepared by the Türkiye Ministry of Family, Labour, and Social Services (Turkish: Çalışma ve Sosyal Güvenlik Bakanlığı), 50,420 out of 959,445 workers in

the Accommodation and Entertainment sector are union members. And according to this statistic, the unionized worker ratio is around 5,37% (CSGB, 2022; Aydın, 2021), (Table 5).

This table demonstrates that the degree of legal awareness and union effectiveness of tourism and entertainment employees in Türkiye is quite low. When we think about the positive role that the union plays in the conflicts that occur between the worker and the employer (Shalihah et al., 2022), tourism enterprises in Türkiye don't use the benefits provided by the union. We recommend that future studies look into the reasons for low union membership and how workers perceive the union.

Table 5: Numbers Of The Members Of Unions Operating In The Hospitality And Entertainment Sectors In Türkiye.

Name of Union	Number of Union Workers	Union Density Among Formal Workers (%)
TOLEYİS (Türkiye's Hotel Restaurant and Entertainment Workers Trade Union)	38.695	4,04
OLEYİS (Türkiye Hotel, Restaurant and Entertainment Workers' Union)	7.426	0,78
TURKON-İŞ (Tourism, Accommodation and Entertainment Industrial Workers Union)	2.171	0,23
TÜM EMEK-SEN (Tourism Hotel Sports Labors Union)	14	0,01
SPOR-EMEK-SEN (Progressive Sports Workers Union)	17	0,01
DEV-TURİZM (Progressive Tourism Workers Union)	1.594	0,17
TURİZM-İŞ (Tourism Workers Union)	51	0,01
TURÇASEN (Tourism Employees Union)	14	0,01
TÜM-TURİZM-İŞ-SEND (Whole Tourism Work Union)	30	0,01

TUR-İŞ-SENDİKASI (Tourism, Hospitality and Food Services Employees Union)	23	0,01
TORES-İŞ (Tourism, Hotel, Restaurant, Entertainment and Sports Workers Union)	13	0,01
OTİS (Hotel And Tourism Workers' Union)	144	0,02
ÖZ-YURT-İŞ (Dormitory, Hotel, Accommodation, Restaurant, Entertainment and Tourism Workers Union)	21	0,01
TEK-İŞ-SENDİKASI (Tourism, Entertainment, Accommodation and Wayside Workers Union)	90	0,01
ÖZ TURİZM SEN (Oz Tourism, Dormitory, Accommodation, Food, Entertainment and Wayside Workers Union)	20	0,01
TEHİS (Tourism, Entertainment and Service Workers Union)	38	0,01
GİS (Gokay Tourism Employees Union)	4	0,01
RESTO-İŞ-SEN (Restaurant and Hotel Workers Union)	55	0,01
	50.420	5,37

In addition, the awareness of the company can have a major impact on whether or not workers opt to get information about their labor rights. For many workers, especially those with lower incomes, their employers are the first point of contact when learning about government social insurance programs (Winston et al., 2017). Therefore, employers have the opportunity to boost employee satisfaction with their jobs simply by providing information to their employees about the government benefits that are available to them.

6.2 Theoretical Implications

The current research looked at OT among hotel workers as a mediator between LA and JS using the COR theory. As a result, this investigation has theoretical implications.

In line with the COR theory, persons who have a high level of legal awareness might be viewed as holding an enormous number of resources, which they would use to their benefit. The Collective Labour Agreement (CLA) is a legal reform tool that is based on the terms of an independent work agreement for a certain amount of time; the Social Security (SS) system provides workers with a source of income when workers retire or are unable to work for health reasons; the Labour Legislation (LL) protects the obligations and rights of employers and workers employed under employment contracts in terms of working conditions and working environment; and the Occupational Health and Safety Law (OHS) exists to ensure occupational health and safety at workplaces and to improve existing health and safety conditions (see Chapter 2). In alignment with COR theory, CLA, SS, LL, and OHS are important job resources, while Legal Awareness (LA) is a critical personal resource (Karatepe et al., 2018; Hobfoll, 2002). CLA, SSL, OHS, and LA increase employees' trust in organizations; in this context, legal awareness fosters employees' job satisfaction at work.

Hotel workers cannot provide effective service improvement without CLA, SSL, OHS and LA, and when emotionally exhausted by increased stress, they are less likely to trust the organization and lose job satisfaction. There is evidence that emotional exhaustion or burnout reduces employee job outcomes (e.g., Choi et al., 2014; Chen & Kao, 2012; Ng et al., 2011; Karatepe et al. 2009).

6.3 Practical Implications

The results of this research have important implications for management practices. To begin, the findings indicate that an increase in employee legal awareness results in an increase in organizational trust and, as a direct consequence of this, a positive increase in job satisfaction. Thus, managers can have a more conscientious workforce by providing employees with training on their legal rights. Additionally, the level of legal awareness within the organization can be raised by gauging the candidates' familiarity with the law during the hiring process. According to research conducted in the United Kingdom by the Institute of Employment Studies, human resource departments, in addition to trade unions, can play an important role in educating employees about the rights that they are entitled to. It is possible that the pertinent provisions need to be rewritten in a simplified form in booklets that will be more easily understood by employees in order to fulfill the goal of encouraging employee familiarization with the rights that they have been granted under the Acts. In addition to this, a website detailing employee rights in the workplace can be made accessible to every employee (Casebourne et al., 2006). Training activities are by far the most effective means for employees to learn about their rights and responsibilities (Çavuş & Kurar, 2015). When workers know more about their rights at work, they are better able to solve any problems with their employers or coworkers.

Second, the findings imply that management should maximize the role that trade unions play in conducting deliberations to reach a consensus. This is due to the fact that it is essential to achieve peace when resolving disputes between contract workers and their employers in order to achieve job satisfaction.

6.4 Limitations and Future Research

Despite the fact that it makes a substantial contribution to the existing body of information by establishing a relationship between legal awareness and job satisfaction through organizational trust, the present research has a few limitations that should be noted. First, our research was carried out in Antalya and Mersin with employees from five-, four-, and three-star hotels. Therefore, it must be kept in mind when making generalizations from the results of this study. In order to widen the database and enable additional generalizations, it is necessary to replicate the study with hotel staff in other countries. Moreover, the addition of other employee outcomes into the study model, such as staff retention and organizational commitment, would give further insights into the function that legal awareness plays as a mediator between antecedent factors and outcomes.

The process of collecting the data from hotels for this research was fraught with challenges. As a first issue, the vast majority of hotels we contacted declined to participate in the survey. HR managers who read the survey questions declined with different reasons (e.g., we are unavailable, we are under corporate control, our general manager did not give permission), while others permitted a limited number of employees. To be more specific, a manager of human resources did not want workers to learn by pointing to one of the items that were being measured (UCBLP item 7: "I know that I can become a union member through the e-Government System."). In light of this, it is suggested that future researchers communicate with the hotel's general manager instead of the HR managers.

Another significant obstacle was the worry of the employees. Some of the workers surveyed abandoned the scale and did not want to fill it. The main reason employees are worried is that they don't want their managers to read the questionnaires. It is recommended that future researchers contact the workers who were surveyed one-on-one and explain that the research was conducted independently of the workplace (but with the permission of the workplace) and that the data will not be shared with the employer. This was done in this study, and it is recommended that future researchers follow this practice.

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APPENDIX

Questionnaire

Bölüm I.

Aşağıdaki kutucuklardan size uygun olanı işaretleyiniz:

1. Yaş:

☐ 18-27 ☐ 28-37 ☐ 38-47 ☐ 48-59 ☐ 58-67

2. Cinsiyet:

☐ Erkek ☐ Kadın

3. Medeni durum;

☐ Evli ☐ Bekar

4. Uyruk: _____

5. Eğitim:

☐ İlkokul ☐ Ortaokul ve Lise ☐ Meslek Okulu ☐ Üniversite ☐ Yüksek Lisans

6. İş tecrübesi:

☐ 1 yılın altında ☐ 1-5 yıl ☐ 6-10 yıl ☐ 11-15 yıl ☐ 16-20 yıl ☐ 20 yıl üzerinde

Bölüm II

Aşağıdaki ifadelerle katılıp-katılmama düzeyinizi belirtiniz:

1-Kesinlikle Katılmıyorum; 2-Katılmıyorum; 3- Ne katılıyorum ne katılmıyorum; 4-Katılıyorum; 5-Kesinlikle Katılıyorum;

		Kesinlikle Katılmıyorum	Katılmıyorum	Ne katılıyorum ne katılmıyorum	Katılıyorum	Kesinlikle Katılıyorum
	Sendikalar ve Toplu İş Sözleşmesi Kanunu					
1.	Sendika üyeliğinin nasıl kazanılacağı hakkında yeterli bilgiye sahibim.	1	2	3	4	5
2.	Grev ve lokavt kavramları hakkında bilgi sahibiyim.	1	2	3	4	5
3.	İş yeri sendika temsilciliği konusunda yeterli bilgiye sahibim.	1	2	3	4	5

4.	Sendika özgürlüğünün güvencelerini biliyorum.	1	2	3	4	5
5.	Sendika üyeliğini nasıl kaybedileceği hakkında yeterli bilgiye sahibim.	1	2	3	4	5
6.	Toplu iş sözleşmesinin doğal haklarını biliyorum.	1	2	3	4	5
7.	E-devlet sistemi üzerinden sendika üyesi olabileceğimi biliyorum.	1	2	3	4	5
	Sosyal Sigortalar ve Genel Sağlık Sigortası Kanunu					
8.	Emekli maaşımdan yapılan kesintileri biliyorum.	1	2	3	4	5
9.	Genel sağlık sigortasının uygulamaları hakkında bilgim var.	1	2	3	4	5
10.	İş kazası ve meslek hastalıkları hakkında geniş bilgiye sahibim.	1	2	3	4	5
11.	Katkı ve katılım paylarının kesinti miktarları ile ilgili bilgim var.	1	2	3	4	5
12.	Hangi hallerde borçlanma yapabileceğim hakkında bilgim var.	1	2	3	4	5
13.	Sigortasız çalıştırıldığımda haklarımı nasıl alacağımı biliyorum.	1	2	3	4	5
14.	Sigortalının hangi kazançlarından SGK primi kesildiğini biliyorum.	1	2	3	4	5
	İş Kanunu Uygulamaları					
15.	İşe iade davası şartları hakkında bilgi sahibiyim.	1	2	3	4	5
16.	İş sözleşmesi hakkında yeterli bilgiye sahibim.	1	2	3	4	5
17.	Kıdem ve ihbar tazminatının hangi hallerde hak edildiğini biliyorum.	1	2	3	4	5
18.	İşçiye ödenen ücret konusu ile ayrıntılı bilgi sahibiyim.	1	2	3	4	5

19.	İşveren ücret ödemediğinde haklarımı nasıl alacağımı biliyorum.	1	2	3	4	5
20.	Çalışma süreleri hakkında bilgiliyim.	1	2	3	4	5
21.	Asgari ücret hakkındaki son uygulamaları biliyorum.	1	2	3	4	5
22.	Yıllık izin ücreti hakkında ayrıntılı bilgilere sahibim.	1	2	3	4	5
	İş Sağlığı ve Güvenliği Kanunu Uygulamaları					
23.	Bağımlılık yapan maddeleri kullanma yasağı hakkında bilgi sahibiyim.	1	2	3	4	5
24.	Çalışan temsilciliği ve destek elemanın hakkında bilgi sahibiyim.	1	2	3	4	5
25.	İşverenin hangi konularda beni bilgilendirmesi gerektiğini biliyorum.	1	2	3	4	5
26.	İş sağlığı ve güvenliğimle ilgili nasıl görüş bildireceğimi biliyorum.	1	2	3	4	5
27.	Çalışmaktan kaçınma hakkım konusunda bilgi sahibiyim.	1	2	3	4	5
28.	İş sağlığı ve güvenliği kurulunun ile ilgili bilgi sahibiyim.	1	2	3	4	5
29.	İş sağlığı ve güvenliği ile ilgili yükümlülüklerimi biliyorum.	1	2	3	4	5

Bölüm III

Aşağıdaki ifadelere katılıp-katılmama düzeyinizi belirtiniz:

1-Kesinlikle Katılmıyorum; 2-Katılmıyorum; 3- Ne katılıyorum ne katılmıyorum;

4-Katılıyorum; 5-Kesinlikle Katılıyorum;

		Kesinlikle Katılmıyorum	Katılmıyorum	Ne katılıyorum ne katılmıyorum	Katılıyorum	Kesinlikle Katılıyorum
1.	İşverenime tam anlamıyla güvendiğimden emin değilim.	1	2	3	4	5

2.	İşverenim bana karşı açık sözlü ve dürüst.	1	2	3	4	5
3.	İşverenimin yüksek derece de dürüstlüğüne sahip olduğuna inanıyorum.	1	2	3	4	5
4.	Genel olarak, işverenimin dürtü ve niyetlerinin iyi olduğuna inanıyorum.	1	2	3	4	5
5.	İşverenim her zaman dürüst ve güvenilir değildir.	1	2	3	4	5
6.	İşverenimin bana adil davrandığını düşün-müyorum.	1	2	3	4	5
7.	İşverenimden bana tutarlı ve öngörülebilir bir biçimde davranmasını bekleyebilirim.	1	2	3	4	5

Bölüm IV

Aşağıdaki ifadelere katılıp-katılmama düzeyinizi belirtiniz:

1-Kesinlikle Katılmıyorum; 2-Katılmıyorum; 3- Ne katılıyorum ne katılmıyorum; 4-Katılıyorum; 5-Kesinlikle Katılıyorum;

		Kesinlikle Katılmıyorum	Katılmıyorum	Ne katılıyorum ne katılmıyorum	Katılıyorum	Kesinlikle Katılıyorum
1.	İşimin eğlenceli olduğunu düşünüyorum.	1	2	3	4	5
2.	İşimde kendimi rahat hissediyorum.	1	2	3	4	5
3.	İşimden memnun olduğumu hissediyorum.	1	2	3	4	5
4.	İşime tutkuyla bağlıyım.	1	2	3	4	5