



Understanding the Perception of Organizational Commitment During COVID-19 Pandemic: Senior Hotel Managers' Perspective

Nurullah Cihan AĞBAY^a , *Nurhak AKBUDAK^b 

^a Bitlis Eren University, Kanık School of Applied Sciences, Department of Gastronomy and Culinary Arts, Bitlis/Turkey

^b Akdeniz University, Institute of Social Sciences, Department of Tourism Management, Antalya/Turkey

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Abstract

The aim of this study is to investigate whether the commitment of senior hotel managers to their organizations has changed during COVID-19 pandemic. Designed as a case analysis, the study has collected data from 30 different senior hotel managers working in 10 different hotels in Belek, a tourism region in Antalya, Turkey. To this end, face-to-face semi-structured interviews were conducted. The data have been assessed through descriptive analysis and the findings have shown that themes such as income, psychological ownership, self-sacrifice, equity, alternatives, experience, career, occupational commitment, global crisis perception, and empathy explain the managers' commitment to their organizations. As a result of the study, three different situations regarding the commitment of managers to their organizations during COVID-19 pandemic have been identified: The managers' level of commitment has increased, decreased, or remained the same.

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* Corresponding Author

E-mail: nurhakakbudak@gmail.com (N. Akbudak)

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