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ADVANCES IN GLOBAL SERVICES AND RETAIL MANAGEMENT

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Ethical Perceptions of Housekeeping Department Employees: A Study in İzmir Province

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Abstract

This study aims to determine the ethical perceptions of housekeeping employees. The field research in the study was conducted with the housekeeping department employees of the hotel enterprises operating in the central district of İzmir in Turkey. The quantitative research method was used in the research and the convenience sampling method was used in collecting the data. The frequency analysis, difference analysis, and relationship analysis were conducted through Jamovi software. Research findings show that the ethical perceptions of housekeeping department employees are high. Further, male employees' perceptions of ethics were higher and there was no significant difference according to their age and educational level. There was no significant relationship between employees' job satisfaction levels and their perceptions of ethics. Determining the ethical perceptions of the housekeeping department employees was important because employees of this department are intensely in relationship with the customer and the adoption of an understanding of working in accordance with ethical principles and rules will directly affect the perception of satisfaction and trust of customers.

Keywords: ethics, tourism, housekeeping department

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Introduction

In recent years, people have faced more external factors than before and they have to make decisions about these external factors. When people make their decisions, they take it in order to maximize their benefits and pleasure (Koç, 2013). The decisions that people make by prioritizing their benefits and pleasures in their social interaction affect other people either positively or negatively. When people affect other people with their decisions, the concept of ethics emerges. Ethics offers a broad perspective that shapes the actions and decisions of all people (Macbeth, 2005).

Within the service sector, tourism is the world's largest and fastest-growing sector with the most intensive human interaction, employing the most employees (Fennell & Malloy, 1999, Fleckenstein & Huebsch, 1999; Lansing & De Vries, 2006; Kadiyali & Kosova, 2013). With this growth and transformation, the issue of ethics has started to attract attention (Fennell & Malloy,

1999). In recent years, the tourism industry is the third-largest industry in the world after the petroleum and chemical industry (The United Nations World Tourism Organization, 2020).

The decisions taken during this intense interaction between the recipient and the service provider and the service provider themselves affect all parties (satisfaction/dissatisfaction with the service and satisfaction/dissatisfaction with the job) (Pizam, 1982; Heung & Chu, 2000). In hotel businesses, employees of departments such as front desk, F&B, housekeeping, which are point of contact for the customers, adopt and implement ethical behaviors that are very effective in the success of businesses (Tepeci et al., 2005). Therefore, these decisions should be taken in a fair, honest, egalitarian, correct, impartial, law-based, humanist, tolerant, and respectful manner that satisfies the parties in tourism within the framework of ethical principles (Aydın, 2010). Issues such as virtues and immoralities, good and bad, or right and wrong should not be neglected in tourism practices. Due to the increase of ethical problems in tourism, efforts have been made to minimize the negative effects of these problems. Therefore, stakeholders, industries, tourism players, relevant organizations, visitors, and educational institutions are needed to strengthen ethical principles in practice (Suamba, 2020). By the fact that employees in tourism are important stakeholders and their communication with customers is high, their work directly affect the satisfaction of customers and consequently the business success. It is thought that the ethical behavior of the housekeeping department employees, which is one of the important departments of hotel businesses, will also be effective in business success. In this context, this study aims to determine the ethical perceptions of housekeeping department employees. It is thought that the study will offer a unique value for the literature.

Literature Review

Ethics and Business Ethics

The concept of ethics, often confused with the concept of “morality”, is frequently used in daily life. However, the meaning and content of the concepts of “ethics” and “morality” are quite different. As a branch of philosophy, the concept of “ethics” originated from the word “ethos”, which means “character” in Greek (Fennell, 2006). While morality deals with what is right and what is wrong in behavior, ethics focuses on what is right or good (Aydın, 2010).

The concept of ethics is evaluated with its macro and micro dimensions (Brummer, 1985; Herkert, 2003). Macro ethics is more concerned with the truths in the social dimension or the general truths of a profession. On the other hand, the micro dimension of ethics, address the accuracy of the general behavior of individuals (Herkert, 2003). Ethics is also important to businesses. Because consumers and customers buy goods and services due to their trust in the business. The macro and micro dimensions of ethics also concern business ethics. For example, while micro ethics includes the rules that an technology enterprise must comply within research and development studies (such as treatment of experimental animals), the macro ethics includes social effects of the technology to be produced (such as harm to the environment) (Gandz & Hayes, 1988).

Many businesses set rules for themselves, their customers, and their surroundings and tend to implement them in a variety of ways. With the necessity of having a standard of rules in businesses that operates in international markets, business ethics have emerged due to various moral dilemmas encountered in the business world. Many businesses require moral rules and methods to prevent

unethical behaviors (Sarıışık et al., 2006). In addition, business ethics have become important for businesses, employees, and customers/consumers, as it is closely related to profitability in business life, image, competitive advantage, and the reliability of products and services (Gök, 2009). When studies of business ethics are examined, it has been found that ethics has strong relationships with organizational commitment, job satisfaction, intention to leave, and role stress (Babin et al., 2000; Schwepker Jr., 2001). The ethical climate in the organization affects the organizational commitment of the employees either positively or negatively (Weeks et al., 2004). Moreover, Schwepker Jr. and Ingram (1996) have found that employees with high moral sensitivity are more prone to fulfill their duties better. In Gök's (2009) study, it was found that ethical practices have impact on business trust, success, and profitability and employees evaluate their ethical practices in their workplaces more positively as their duty levels rise.

Ethics and Tourism

Until the 1990s, there were not many studies investigating the relationship between ethics and tourism (D'Amore, 1993; Payne & Dimanche, 1996). The work of Hughes (1995) can be cited as an example of the first studies that mention the importance of ethics in tourism. In the mid-1990s, it is seen that studies on ethics and tourism have increased relatively. During this period, studies on ethics in tourism were mostly concerned with ecotourism (Duenkel & Scott, 1994; Karwacki & Boyd, 1995). Since the 2000s, a wider study of ethics has been conducted on tourism. The ethical studies were generally related to ecotourism (Wight, 1993; Karwacki & Boyd, 1995; Malloy & Fennel, 1998), sustainable tourism (Hughes, 1995; Holden, 2003; Jamal, 2004, Lansing & De Vries, 2006; Machbet, 2005; Jamal & Camargo, 2014), ethics in tour operators and travel agencies (Dunfee & Black, 1996; Weeden, 2002; Özbek et al., 2011), ethics in hospitality businesses (Whitney, 1990; Upchurch, 1998; Ross, 2004).

Ethics contributes to the establishment of professional standards as well as moral standards. This contribution is made by professional ethics codes (Aydn, 2006). In tourism, there are professional ethical codes that enable the work to be done in a more organized and socially beneficial way. In this respect, ethics is also an issue related to social responsibility (Hunt et al., 1990; Horng et al., 2017). Accordingly, while ethical codes regulate the behaviors of those who perform the profession, beyond the benefits they provide to the organization, they also consider the benefits of service receivers who are customers, employees, and society. Therefore, ethical codes are aimed at providing social benefits to all stakeholders of the organization in a fairway. For this reason, there are some situations that hotel employees should take into consideration while performing their profession. These are security, safety, privacy, use of cleaning materials, and administrative duties (Hall, 1992).

The tourism industry has become a sector where competition increases rapidly with the effect of global developments. The issue of ethics in tourism has differences from other sectors due to its unique characteristics. From this perspective, the unique ethical characteristics of tourism increase the importance of the housekeeping department. While the housekeeping department provide satisfaction and trust to the guests with the comfort, warm interest, clean and complete services, it also indirectly contributes to the reselection of the business. In addition, the housekeeping department contributes to the sense of trust, cleanliness, and hygiene, protection of the investments of enterprise, maintenance, and repairs. Housekeeping staff should know the cleaning methods and the properties of the materials, which cleaning materials to be used in which areas. Unconscious

use of cleaning materials, damaged electrical sockets, overlooked needles, nails-like materials, cracked glass and mirrors, defective tools, equipment, and items, cleaning high areas, dangerous situations or people can cause problems (Akođlan, 1998; Weirick, 1992).

Related Studies and Hypothesis Development

Studies on ethics in accommodation businesses have mostly associated with departments such as food and beverage, human resources, and the front office since the study within the housekeeping department was quite limited. For this reason, the relationship between ethics and the housekeeping department has been tried to be discussed in this study.

According to the results of the study conducted by Bischoff et al. (1999), stress experienced due to high moral interest is a variable that predicts the burnout of employees. Excessive ethical sensitivity causes organizational burnout of employees. According to the results of the study conducted by Kılıç et al. (2011), it was revealed that managers' ethical understanding and behavior increased the turnover of employees. In the study of Zengin & Şen (2007), the managers ignoring the employees' opinions causes the workforce turnover rate to increase. Wong (1998), measuring the thoughts and perceptions of business ethics of employees in various departments of hotels, revealed four dimensions: harmless behavior, unethical behavior, active exploitation, and passive exploitation. In addition, the study concluded that hotel staff tends to consider ethical rules. For some statements, it was concluded that the employees of the security department and housekeeping department have a higher perception of ethics. Varinli (2004), in the study to reveal the opinions of hotel employees about unethical practices and behaviors, concluded that the evaluations of the employees were different according to their positions in the company. Another important finding of the study was that employees tended to behave a little more flexible way in some unethical practices. In the study of Sarıışık et al., (2006), it was seen that a significant part of hotel businesses use ethical codes specific to their businesses or belonging to other businesses. In addition, despite the class differences of the businesses, it has been determined that there were no significant differences between hotel managers' perspectives on ethical value judgments. Considering the experiences of the administrators, there were no significant differences in the implementation of ethical policies. However, in terms of education levels, it has been revealed that there are differences of opinion, especially regarding the ethical policies and methods to determine the ethical behavior of the department. In the comparative study conducted by Stevens & Fleckenstein (1999) on various unethical practices for hotel managers and students, it was revealed that there were significant differences between the two groups and students were more flexible than managers in these ethical situations. In research carried out by Öncel & Sarıışık (2010) on ethics and practices of their communication with foreign tourists of security personnel of international airports in Turkey, have determined that they exhibit rigorous approach to the subject. They found that the employees agreed that these issues are very important in their professionals. In terms of age groups, they identified significant differences between opinions and perceptions on the subject.

In the study conducted by Ege & Akyol (2010), it was aimed to determine the factors that direct travel agency employees to unethical behavior. In the study, it was concluded that the anxiety about being fired at any time, competition among the personnel, job dissatisfaction, and inadequate salaries can cause unethical behaviors and that the participants evaluated education as an important factor in ethical behavior. As a result of the research conducted by Yılmaz & Bahadır (2011) in order to reveal the ethical perceptions and opinions of the front office employees in hotel

businesses, it was found that the ethical perception levels of the employees in the accommodation businesses are generally acceptable, they are influenced by the orders and opinions of the business managers and bosses, but the personality of the employee is important at the level of ethical perception.

As a result of the literature review, it has been observed that there have been many studies on ethics in the tourism sector, but the ethical studies on employees of the housekeeping department of hotel businesses are quite limited. Reasons such as the importance of housekeeping employees for the business, the importance they have for the guests, and their relations with other departments reveal the need for studies in this field. Hence, the hypotheses of the research are as follows:

- **H₁:** There is a significant difference between housekeeping employees' ethical perceptions and gender.
- **H₂:** There is a significant difference between housekeeping employees' ethical perceptions and age.
- **H₃:** There is a significant difference between housekeeping employees' ethical perceptions and education level.
- **H₄:** There is a significant difference between housekeeping employees' ethical perceptions and hotel classification.
- **H₅:** There is a significant difference between housekeeping employees' ethical perceptions and position.
- **H₆:** There is a significant and positive relationship between housekeeping employees' level of job satisfaction and their perceptions of ethics.

Method

In the study, the quantitative research method was used to determine the ethical perceptions of housekeeping department employees according to various variables.

Universe and Sample

The universe of the research consists of 3, 4, and 5 stars hotel establishments operating in the central district of Izmir province. The convenience sampling method, one of the non-random sampling methods, was used in the study. The sample of the study consists of housekeeping department employees of hotel enterprises operating in the field of research and agreed to participate in the research.

Data Collection Method and Process

The research was carried out using the questionnaire technique. The questionnaire form used in the study consists of three parts. In the first part of the questionnaire form, there are statements about determining the demographic characteristics of employees, in the second part, there are statements about the ethical practices of the enterprise and the job satisfaction levels of employees. In the third part of the questionnaire, there are 18 expressions to determine the ethical perceptions of the employees. Due to the limited number of studies in the literature on ethics in the housekeeping department, the questionnaire form was largely based on the study conducted by Weirick (1992) and the literature on the subject. In order to determine the ethical perceptions of housekeeping

workers, the 5-point Likert scale (1-Strongly Disagree, 2-Disagree, 3- Neither Agree Nor Disagree, 4-Agree and 5-Strongly Agree) was used.

The survey application was carried out in the central district of Izmir province in 2017. During the implementation process, it was ensured that the questionnaires were interviewed face-to-face with the relevant participants, left to be filled by department managers, and collected back after a certain period of time and filled by e-mail. At the end of the data collection process, 81 questionnaires out of 100 questionnaires were evaluated. Some of the remaining questionnaire forms were not returned, and some could not be evaluated because they were filled incompletely.

Data Analysis

The data were analyzed with Jamovi 1.6.21 statistical program. Skewness values and Homogeneity of Variances Test (Levene) values were observed in order to determine the suitability for the normal distribution. The reliability of the scale used in the study was determined by the Cronbach's Alpha coefficient values. Cronbach's Alpha coefficient value is 0.635. According to the results obtained, it is possible to state that the scale is reliable. Parametric and nonparametric tests were used to test the research hypotheses because of the differences in the Homogeneity of Variances Test (Levene) and values of the research data. 0.05 significance level was used in the analyzes made in the research.

Findings

Frequency analysis was conducted to determine the socio-demographic characteristics of the participants (Table 1).

Table 1. Socio-Demographic Characteristics of the Participants

Gender	N	%		N	%
Male	32	39,5	Hotel Classification		
Female	49	60,5	5 Stars Hotel	42	51,9
Age			4 Stars Hotel	21	25,9
20-30 years	29	35,8	3 Stars Hotel	18	22,2
31 years and above	52	64,2	Position		
Education			Maneger/Chef	14	17,3
Primary Education	33	40,7	Maid-Valet	39	48,1
High School	39	48,1	Gardener/Loundy Staff	28	34,6
University	9	11,1	Total	81	100

According to Table 1, 39.5% of the participants are male and 60.5% are female employees. Almost half of the participants (51.9%) were working in 5-star hotel management. The vast majority (48.1%) of the employees working in the housekeeping department work in the position of maid-valet. Again, it has been revealed that the majority of the employees have graduated from high school (48.1%) and 64.2% of them were 31 years old and above. When analyzed in terms of job satisfaction, it is seen that 53% of the employees are satisfied and 19.3% are very satisfied. Information on ethical practices in enterprises and the satisfaction of employees from their jobs are presented in Table 2.

Table 2. Information on Ethical Practices and Employee Satisfaction Levels

A Written Arrangement Regarding the Rules to Be Followed in the Business	n	%
Available	78	96,3
Not available	3	3,7
Training Related to Ethical Behaviors and Decision Making in Business		
Available	69	85,2
Not available	12	14,8
Moral Behavior Preventing Status of the Work Performed		
Absolutely not	38	46,9
Does not prevent	34	42
Sometimes	5	6,2
Prevent	3	3,7
Absolutely prevent	1	1,2
Job Satisfaction Status		
I am not happy at all	4	4,8
I am a little satisfied	12	14,5
I am indecisive	7	8,4
I am glad	44	53
I am very pleased	16	19,3
Total	81	100

According to the table, it is understood that most of the enterprises subject to the study (96.3%) have written regulations regarding the rules to be followed in the enterprise and training on ethical behaviors and decision-making in the enterprise (85.2%). 88.9% of the employees stated that the work done would not prevent ethical behavior.

The arithmetic averages and standard deviation values of the employees regarding the ethical perceptions of the hotel businesses where the research was conducted are examined in Table 3.

Table 3. Means Regarding the Ethical Perceptions of Housekeeping Department Employees

Statement	Mean	SD
I do not see any harm in giving the valuables forgotten by the guests to the person who finds them by the business after a certain period of time	4,02	1,24
I see no harm in taking the worthless items forgotten by the guests home by the employees	2,81	1,53
Personal belongings in the guest's rooms must not be moved	3,80	1,42
In case of doubt (hazardous material, suspicious persons-goods, etc.), no intervention should be made before contacting the security department	4,11	1,29
Every item forgotten by the guest in the establishment does not need to be recorded	2,01	1,26
I do not think there is any drawback in using the toilets belonging to guests in the guest room and public areas	2,20	1,37
Employees of the enterprise should take the necessary precautions for the performance of the work themselves as the expert who does the work, the enterprise does not need to take additional safety precautions.	2,04	1,20
I do not see any harm in taking home guest amenities and promotional products	1,93	1,21
The use of materials and items (perfumes, etc.) belonging to guests in the guest rooms should be strictly prohibited	3,86	1,51
I do not see any restrictions on snacks from the food and beverages put into the guest rooms by the hotel	1,72	1,04
Sometimes I do not think there is any harm in looking at information about people I am curious about from the hotel system and sharing this information with other employees	1,86	1,26
While guests are in the room, whether or not there is a "do not disturb" card, it is necessary to enter the room for cleaning	1,99	1,36
Although the features and effects of the cleaning materials I use are known to me, I always read the instructions for use on the packaging	3,49	1,13
I always take care to take protective measures with special clothes and accessories that provide personal protection while doing my job	4,17	0,803
It is sometimes vital to know which cleaning agent to applied to which surface or object	4,47	0,838
If I see that the linens in the guests' rooms are clean when I am busy, I do not feel the need to change again	2,93	1,42
I think it is unnecessary to put the tips in the tip box given by the guests that I show special attention	2,70	1,34
I do not think that drinking the drinks from the minibar in the guest rooms will cause any problems	1,74	1,09

Statements with the highest average in the scale regarding the ethical perceptions of housekeeping workers "It is sometimes vital to know which cleaning agent will be applied to which surface or object (4,47)", "I always take care to take protective measures with special clothes and accessories that provide personal protection while doing my job (4,17)" and "In case of doubt (hazardous material, suspicious persons-goods, etc.), no intervention should be made before contacting the

security department (4,11)". When the expressions with a high average were examined, it can be stated that the participants' ethical perceptions about safety and security are high. The statements with the lowest average are: "I do not see any restrictions on snacks from the food and beverages put into the guest rooms by the hotel (1.72)", "I do not think that drinking the drinks from the minibar in the guest rooms will cause any problems (1.74)" and "Sometimes I do not think there is any harm in looking at information about people I am curious about from the hotel system and sharing this information with other employees (1,86)". When the expressions with a low average were evaluated, it is possible to state that the participants show sensitivity to the use of food and beverages in the hotel guests' rooms and to the confidentiality of their private information.

Table 4 contains the analysis of the ethical perceptions of housekeeping employees according to gender (H₁) and age (H₂). The Levene value for the gender variable of the data was determined as 0.141 (> 0.05) and 0.276 for the age, and an independent sample t-test was performed.

Table 4. Independent Sample T-Test for Gender and Age

Ethical Perception of Housekeeping Employees	Gender	n	Mean	Levene's Homogeneity of Variances Test			Effect Size	Hypothesis Status
				F	p	p		
	Male	32	3,07	2,22	0,141	0,003	0,699	H ₁ Accepted
	Female	49	2,76					
	Age							
	20-30 years	29	2,94	1,20	0,276	0,368	0,210	H ₂ Rejected
	31 years and above	52	2,85					

When Table 4 is examined, it is seen that there is a significant difference between the gender and ethical perceptions of the participants. Accordingly, it was found that male participants (3.07) had higher perceptions of ethics than female participants (2.76). There was no significant difference between the ethical perceptions of the participants and their age.

Table 5 includes the analysis of differences regarding ethical perceptions and educational status (H₃), business type (H₄), and the positions of housekeeping department employees (H₅). Since the Levene value for the educational status variable is 0.164 (> 0.05), Fisher's test, which is used in case of homogeneity of variances, was performed. Since the Levene value for the hotel classification is <0.001 (<0.05) and the Levene value for the position is 0.041 (<0.05), Welch's test, which is used when the variances are not homogeneous, was performed.

Table 5. Fisher's and Welch's Analysis for Education, Hotel Classification and Position

Ethical Perception of Housekeeping Employees	Education	n	Mean	Levene's Homogeneity of Variances Test			Difference	Hypothesis Status
				F	p	F		
	Primary Education	33	2,88	1,85	0,164	0,498	0,609	H ₃ Rejected
	High School	39	2,91					
	University	9	2,74					
	Hotel Classification							
	(1)5 stars hotel	42	2,81	7,62	<0,001	3,48	0,042	2-3
	(2)4 stars hotel	21	3,16					
	(3)3 stars hotel	18	2,72					
	Position							
	(1)Manager/Chef	14	2,67	3,34	0,041	9,03	< 0,001	1-3
	(2)Maid-Valet	39	2,78					
	(3)Gardener/Loundry Staff	28	3,12					

When Table 5 is examined, it is seen that the ethical perceptions of the participants do not differ according to their education level and there is a significant difference according to the variables of hotel classification and position. The Games-Howell Post Hoc Test, which is used in cases where the variances are not homogeneous, was used to determine which groups caused significant differences according to hotel classification and position variables. According to this, it was determined that the differences regarding the ethical perceptions of the participants and the hotel classification variable were between 5-stars hotels and 4-stars hotels, and the differences regarding the position variable were between managers and the gardener/laundry staff and the maid-valet and the gardener/laundry staff.

Table 6 contains the results of the correlation analysis conducted to determine whether there is a relationship between the perception of ethics of housekeeping employees and their level of satisfaction with the job (H_6).

Table 6. Correlation Analysis of Housekeeping Employees' Perception of Ethics and Their Job Satisfaction Levels

	Ethics Perceptions		Hypothesis Status
Job Satisfaction	<i>Pearson's r</i>	,0114	H ₆ Rejected
Levels	<i>p-value</i>	0,311	

According to Table 6, no significant relationship was found between the ethics perceptions of housekeeping employees and their job satisfaction levels (0,311).

Conclusion and Discussion

It is possible to state that the concept of ethics has a very wide scope because it includes the concept of morality within its limits and makes the rules that protect the society in general. Therefore, it is important for businesses operating in the tourism sector to comply with ethical principles and rules, especially in fulfilling their obligations to their customers. The fact that most of the housekeeping department activities occur in the private areas of the customers, their work is close related to the concept of ethics. Many responsibilities related to ethics, such as correct use of cleaning tools and materials in order to ensure the safety and security of customers, reporting malfunctions within the hotel, not touching the products and private belongings of the customers except when required for the business purposes, not sharing information about customers among employees, and the protection of the items left by customers in the hotel, are placed on the employees of the housekeeping department.

Hotel businesses face dangers such as receiving a negative assessment, complaints due to health, security, or privacy problems, even in some cases bringing these complaints to the legal environment, and in some cases making negative advertisements through social media and spreading to large masses. In addition, it will lead to a decrease in the satisfaction level of the customers and not choosing the same business again due to the lack of trust. Such situations may cause the hotel business to lose reputation due to the public being known with negativity, as well as causing financial losses. Hotel businesses should pay attention to the implementation of ethical principles and rules, especially in departments that are in close contact with customers, in order to prevent both reputational and financial losses, further to ensure and maintain customer trust and satisfaction.

According to the results obtained from the research findings, while there was no significant difference between the ethical perceptions of housekeeping department employees and age, a significant difference was found with the gender variable. Likewise, other studies conducted between ethical and gender differences in the literature revealed that women are more intolerant and more interested in making ethical decisions than men in moral preferences (Ruegger & King, 1992; Ferrell & Skinner, 1988; Cohen et al., 2001). In this study, it was concluded that the ethical perceptions of male participants were higher than women. In addition, no significant difference was found between the educational background and ethical perceptions of the participants, but some differences emerged according to the hotel classification and the positions of the employees. It has been determined that 4-stars hotel employees have a higher perception of ethics than 3-stars hotel employees, and gardener-laundry staff has higher ethical perceptions than managers and employees working in and maid-valet positions. In general, it is possible to state that the ethical perceptions of the participants are high. In line with the answers given by the majority of the participants, it was determined that in the vast majority of enterprises there are written regulations that should be followed, and trainings on ethical behavior and ethical decision-making. It is thought that this situation contributed to the high ethical perceptions of the participants. Some suggestions in line with the research results are given below.

- Training on ethical behavior and ethical decision-making can also be included in the training provided to contribute to the career development of housekeeping department employees.
- It may be beneficial to add ethics-related courses within the scope of housekeeping-related courses in institutions providing tourism education.
- Employees can feel safe and secure by applying internal marketing practices within the scope of business policies. Thus, it will be possible for them to reflect this feeling to the customers.
- Acting in compliance with ethical principles and rules within the business can be determined as a rewarding criterion. Thus, the motivation of employees who fulfill these requirements can be increased by practices such as choosing the employee of the month, giving premiums, gifts and promotions.
- Business managers should act in accordance with ethical principles and rules in order to set an example for their employees and make written regulations which should be followed. It can be ensured that these regulations are communicated to the employees in writing and verbally and that they are kept in areas that will be seen by the employees in the enterprise (such as resting areas, dining halls, changing rooms).

In this study, ethical perceptions of only housekeeping employees in hotel businesses were examined and city hotels were taken as a sample. For future research, it may be suggested to examine the ethical perceptions of employees in resort hotels, examine the ethical perceptions of all departments, and make comparisons between departments. In addition, it may be suggested to examine the ethical perceptions and behaviors of hotel business employees by including all departments or to examine the relationship between departments, such as customer satisfaction and purchase intention.

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