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THE EMPLOYEES' WORK ETHICS INFLUENCE THE ORGANIZATIONAL PERFORMANCE IN HOSPITALITY INDUSTRY

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TABLE OF CONTENTS

ACKNOWLEDGEMENT TABLE OF CONTENTS ABSTRACT CHAPTER 1 5								
					1.0	INTRODUCTION		
						1.1	Background of the study	5
						1.2	Problem statement	7
	1.3	Research objectives	9					
	1.4	Research questions	9					
	1.5	Study framework	9					
	1.6	Significance of the study	10					
	1.7	Definition of key terms	10					
CHAPTER 2								
2.0	LITE	CRATURE REVIEW	12					
	2.1	Introduction	12					
	2.2	Work ethics in the hospitality industry	12					
		2.2.1 Teamwork in the hospitality organization	13					
		2.2.2 Respect in the hospitality organization	14					
		2.2.3 Hard work in the hospitality organization	15					
		2.2.4 Centrality of work in the hospitality organization	15					
	2.3	Organization performance measurement	16					
	2.4	Employees' teamwork influences the organization performance	17					
	2.5	Employees' respect influences the organization performance	18					
	2.6	Employees' hard work influences the organization performance	18					
	2.7	Employees' centrality of work influences the organization	19					
		performance						

CHAPTER 3			21
3.0	0 RESEARCH METHODOLOGY		
	3.1	Introduction	21
	3.2	Research design	21
		3.2.1 Selection of journal	21
	3.3	Data collection method	22
	3.4	Research ethics considerations	22
CHAPTER 4			23
	4.1	Finding	23
	4.2	Discussion	25
CHAPTER 5			28
	5.1	Conclusion	28
	5.2	Limitations and recommendation for future research	28
References			29
Appendix			30

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ABSTRACT

The purposes of this study are to identify the elements of employees' work ethics in the hospitality industry and to determine the most important element of employees' work ethics that influence the organizational performance. This research paper is conducted using the argumentative of secondary data. The limitation of the study such as availability of the materials, time and diversions lead us to that research methodology. However, the finding and discussion showed that teamwork is the most influence the organizational performance other than respect, hard work and the centrality of work. The outcome of this study perhaps could help the managers to take look into the things that can really motivate the employees into having a great ethical of work at their workplace. The students who are intent to pursue the career in the hospitality industry also able to consider the elements discussed as applying it into their work life.

Keywords – Teamwork, Respect, Hard work, Work centrality, Organization performance, Effects of work ethics.

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