PROGRAMME BOOK

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HUMAN RESOURCE MANAGEMENT IN A VOLATILE BUSINESS ENVIRONMENT

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ABSTRACT

Despite the growth of the tourism industry, hotel industry is facing fluctuating tourist visit provoked by dissatisfaction, high travel risk, mediocre hotel service, or negative Jordan image. Moreover, considerable fragmentation and inconsistency in empirical findings has limited theory development. Hence, this study aims to examine the causal relationships between Jordan image, perceived risk, service climate and tourist’s satisfaction. From 850 questionnaires distributed, 504 samples (60% response rate) were returned. Each variable was measured using reliable developed scales: Jordan image (11 items), adapted from Schneider and Sonmez (1999), perceived risk (7 items) by Gallarza and Saura (2006), service climate (10 items) by Schneider and Bowen’s, (1998); Martin et al., (2006), and tourist satisfaction (10 items) by (Olorunniwo et al, 2006; Chitty et al, 2007). Data was input into SPSS and analysed using the structural equation modeling techniques (Amos 6.0). Confirmatory Factor Analysis (CFA factor loadings show adequate convergent validity for all constructs. SEM results indicate all hypotheses are significant in the speculated directions, thus establishing the importance of Jordan image, perceived risk, and service climate to enhance tourist satisfaction.

Keywords: Jordan image, perceived risk, service climate, tourist satisfaction, Structural equation model (SEM)

HUMAN RESOURCES MANAGEMENT AND ORGANIZATIONAL POLITICS

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Abstract

This paper extends the literature on the connection between human resource management and organizational politics in Indonesia. This paper provides a critical examination of the meaning of organizational politics (OP) for human resource management (HRM). This paper focuses on two main issues. First, explain the commonly negative image of OP and argue that it also has some positive dimensions useful for understanding HRM. Based on this rationale and on previous writings, this paper presents a balanced and non-judgmental approach towards politics in HRM. We extend the discussion to suggest a specific typology and model that, in our view, better explains the meaning of OP for HRM than current definitions. The model includes aspects of positive/constructive HRM, negative/destructive HRM, ineffective HRM and virtual HRM related job satisfaction.

Keywords: Human Resource Management, Organizational Politics