

Importance-Implementation of Disability Management Practices in Hotels: The Moderating Effect of Team Orientation

Authors : Zakaria Elkhwesky, Islam E. Salem, Mona Barakat

Abstract : The purpose of this study is to analyze the importance of disability management practices (DMPs) and the level of implementation from viewpoints of food and beverage (F & B) managers, F and B entry-level employees, working in F & B departments, and human resources (HRs) managers in five-star hotels in Egypt. It also examined the moderating effect of team orientation (TO) between the importance and the implementation. Data were collected from 400 participants. The correlation proved to be significant, moderate, and positive between the importance and the implementation of DMPs. More, the findings revealed that the relationship between the importance and the implementation is significantly more positive under the condition of a high encouragement of TO.

Keywords : disability management practices, diversity management, team orientation, HR management, hospitality, and tourism operations

Conference Title : ICITMHI 2020 : International Conference on International Tourism Management and Hospitality Industry

Conference Location : London, United Kingdom

Conference Dates : March 12-13, 2020