

Productivity, Labour Flexibility, and Migrant Workers in Hotels: An Establishment and Departmental Level Analysis

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Abstract : This paper analyses flexible working, and the employment of migrants, as determinants of productivity in hotels. Controlling for the institutional environment, by focussing on a single firm, it analyses data on actual hours worked and outputs, on a weekly basis, over an 8 year period. The unusually disaggregated data allows the paper to examine not only inter-establishment, but also intra-establishment (departmental) variations in productivity, and to compare financial versus physical measures. The findings emphasise the complexity of productivity findings, sometimes contrasting evidence for establishments versus departments, and the positive but scale and measure-specific contributions of both the employment of migrants and flexible working, especially the utilisation of zero hours contracts.

Keywords : labour productivity, physical productivity, financial productivity, numerical flexibility, functional flexibility, migrant employment, zero-contract employment

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