

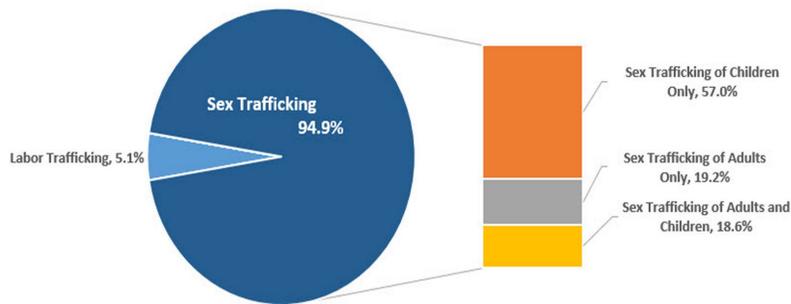
The Stress Caused by the Unwelcomed Guest: Exploring the Association Between Hotel Employees' Human Trafficking Awareness and Burnout

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Criminal Cases by Case Type



(Keskin et al., 2020)

Introduction

Human Trafficking and the Hotel Industry

- Global issue and criminal activity
- Invisible threat for a vulnerable industry
- Hotels are often venue (75%)
- 40 million victims annually (71% are women)
- Industry worth \$150 billion annually



How to Combat and the Role of Hotels

- Knowing the signs of human trafficking for hotel staff
- Promoting awareness of sex trafficking

The role of the Employees

- Detect, judge and report any trafficking incident.

Literature

Human-Sex Trafficking Awareness

- Hotel employees' familiarity with trafficking (Tasci et al., 2019).

Perceived Probability of Trafficking in the Hotel Industry

- The likelihood of threatening event's occurrence (Gerrard and Houlihan, 2008).

Work Stress Associated with Human Trafficking

The association between Work Stress and Burnout

Moderator: Organizational Tenure

- Workers' tenure lessens undesirable employee outcomes (Boyas et al., 2013; Bradley, 2007).

The Problem

- Trafficking occurs at hotels and to combat the issue, hotels provide training to employees. As such, employees are expected to help the victims (detect and report) which in turn causes stress.

Purpose of the Study

- To examine the influence of human trafficking awareness and perceived probability of trafficking on employee burnout via mediation of job stress.
- To understand the moderating influence of organizational tenure on the relationship between job stress and burnout.

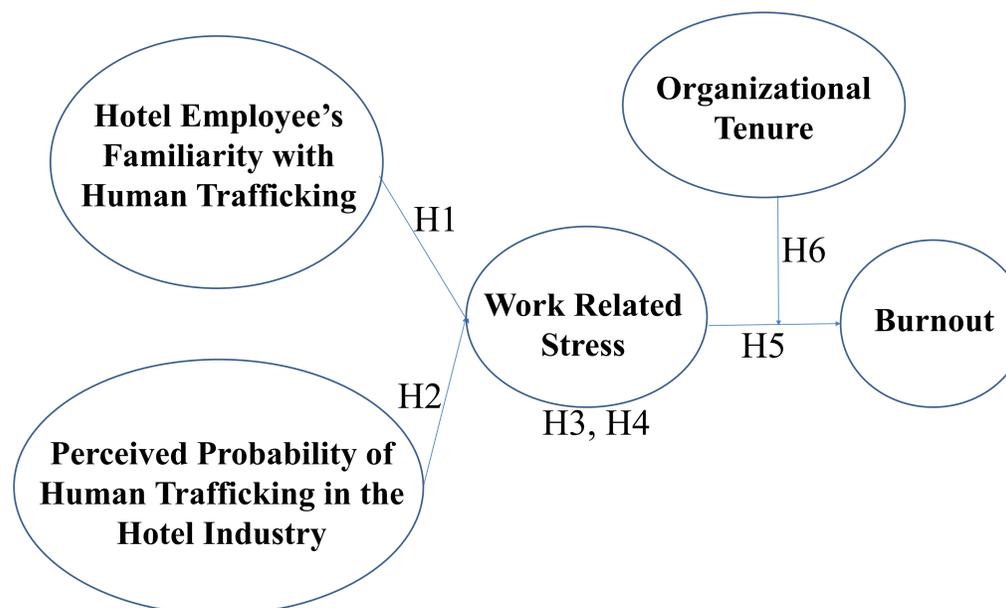
Significance of the Study

- This study is set out to be first addressing employee stress and burnout caused by human trafficking at the hotel industry.
- It also aims to explore and suggest how human trafficking related negative job outcomes could be mitigated.

Theory

- Intensified job demand (IJDs)
- Intensified job-related planning and decision-making demands (IJPD) (Allvin et al., 2011).

Theoretical Framework



Methods

- Qualtrics
- All variables measured using previously validated scales
- Pilot test (n=40)
- Prolific
- Main study (N=600) U.S based hotel employees
- Reliability Test (CFA)
- SEM (i.e., Mediation Analysis & Moderation Analysis)

Hypotheses

H1: There is a positive relationship between hotel employees' familiarity with trafficking and work-related stress.

H2: There is a positive relationship between hotel employees' perceived probability of trafficking at the hotel and work-related stress.

H3: Work related stress will mediate the relationship between hotel employees' familiarity with trafficking and burnout.

H4: Work-related stress will mediate the relationship between hotel employees' perceived probability of trafficking at the hotel and burnout.

H5: There is a positive relationship between work-related stress and burnout.

H6: Organizational tenure will moderate the relationship between job stress and employee burnout. That is, the relationship between work-related stress and burnout is weakened when employees have higher level of job tenure.