



Burnout in der Luxushotellerie: Die Leiden des jungen Receptionisten (German Edition)

Heinz Giesen

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Masterarbeit aus dem Jahr 2009 im Fachbereich Psychologie - Arbeit, Betrieb, Organisation und Wirtschaft, Note: 1,3, FernUniversität Hagen, Sprache: Deutsch, Abstract: Die vorliegende empirische Studie untersucht Emotionsarbeit und Burnout in der internationalen Luxushotellerie am Beispiel von Rezeptionsmitarbeitern. Die Arbeit an der Rezeption wurde als klassische personenbezogene Dienstleistung identifiziert und somit als relevant für das Konzept der Emotionsarbeit und seiner Konsequenzen erachtet. Neben den zu erwartenden unabhängigen Variablen Zeitdruck, Arbeitsaufgabe und dem Konstrukt "faking in bad faith", spielten in überraschenderweise Persönlichkeitsmerkmale die entscheidende Rolle in Bezug auf Burnout und Leistungsfähigkeit. Kritisch betrachtet wurden die herkömmlichen Erhebungsmethoden in Bezug auf dieses neue Forschungsobjekt. Im Kontext der internationalen Luxushotellerie wurden die relevanten Variablen vor dem Hintergrund der Unternehmenskultur reflektiert, die einer qualitativen Exploration bedarf.

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