



The Relationship among Altruism, Affective Commitment, Job Satisfaction, and Turnover Intention: A Research on Boundary Spanning Positions in Hotel Enterprises

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Abstract

The employees occupying boundary spanning positions are those who play a strategic role between the customer and the company. Especially in the hospitality industry, the boundary spanning employees have significant potential to affect the customer towards establishing long-term business relationships with their organizations which will provide subsequently a result with the enhanced reputation as well as the profitability of the hotel enterprise. The study indicated that employees' level of altruistic behavior might increase related to their levels of affective commitment and job satisfaction. This study uses quantitative research methods, and the study population consists of Turkish employees from the five-star hotels in Ankara, and the study sample involves 412 employees from 4 different hotels. Through an organizational lens, it is the primary goal for this research to posit to a deep understanding of the altruistic behaviors of boundary spanning workers of hotel enterprises as well as their psychological influences which directly impacts their affective commitment, job satisfaction, and turnover intention.

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