

Hotels' eco-friendly physical environment as nature-based solutions for decreasing burnout and increasing job satisfaction and performance

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Abstract

This study investigates the effect of the hotel's nature-friendly environment on burnout, job satisfaction and job performance of hotel employees. A total of 11 hypotheses were set up to achieve the purpose of this study, and an empirical analysis was conducted based on 309 surveys collected from hotel employees. A total of 11 hypotheses were set to achieve the research goals, and an empirical analysis was conducted based on a total of 309 pieces of data collected from 320 hotel employees who are currently working in 11 hotels in South Korea. As a result, eight hypotheses were accepted and three were rejected. Specifically, it was found that the hotel's nature-friendly environment reduced burnout in employees, and indirectly had a significant effect on job satisfaction and job performance. Therefore, the relationship between the variables presented was clearly demonstrated through the research results, and the purpose of this study was satisfactorily explained. The results are expected to be of great help to hotel employees and researchers in developing strategies to efficiently manage hotel employees through nature-based solutions (NBSs). Based on the results, the proposed theoretical and practical implications are discussed in detail in the discussion section. © 2020 by the authors. Licensee MDPI, Basel, Switzerland.

Author keywords

Burnout

Existing natural environments

Job performance

Job satisfaction

Nature-based solutions (NBSs), green hotels