

A Study for Conflict Management Strategies in Hotels

Mohamad Sepehri, Ph.D.

Davis college of Business
Jacksonville University

Dr. Orhan BATMAN

The University of Sakarya

Dr. Said KINGIR

The University of Siirt

Özgür ARPACI

Tourism Administration Executive

Abstract

That study deals with conflict problems in hotels and strategies to overcome them. The objective of the study is to put forth the reasons of conflict and solution ways with interview method by getting senior executives' views, evaluations and implementations. Besides, another crucial aim of the study is to see to what extent senior executives' intervening methods towards conflict management match up with conflict management strategies. Qualitative research method was used in the study and interview method as means of data collecting. In the scope of the research, we had interviews with 10 senior executives of four and five star hotels in Ankara. In the end of the research, some negative results emerged, and it was seen that conflicts were not functional and experienced frequently at four & five star hotels in Ankara.

Keywords: Tourism, hotels, conflict, conflict management.