



Trade Science Inc.

# Environmental Science

*An Indian Journal*

*Current Research Paper*

ESAIJ, 6(6), 2011 [301-305]

## Statistical analysis of the most important obstacles that face the employees in environmental tourism sector in Aqaba/Jordan

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Received: 30<sup>th</sup> June, 2011 ; Accepted: 30<sup>th</sup> July, 2011

### ABSTRACT

The aim of this study was to identify the difficulties and obstacles that face tourism sector employees mentioning the special, social, cultural and economical dimensions. This was done through studying 500 items from some of the hotels in Aqaba using the quantitative inductive method to analyze the variance as a tool for collecting field information. This study found that the most important obstacles that face those employees are represented basically in the social obstacles including the negative view point of the society toward those who work in tourism sector, the environment and social circumstances regarding habits and customs in family and society as well as the absence of beliefs about the importance of this kind of industry as a domain of work. This study recommends that new specializations and new touristic sections should be opened and be available in many areas of the kingdom especially in the cities that are considered new touristic places. Moreover, the local societies should be prepared in order to accept the idea regarding the importance of working in tourism industry. Also the suitable job qualities should be set regarding academic and practical qualifications in order to encourage working in this sector.

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### KEYWORDS

Statistical analysis,  
Special distribution,  
Tourism,  
Aqaba.

### INTRODUCTION

Tourism is considered one of the new sciences that were developed during the three previous decades. It was initially established in Europe and America as the touristic movement was activated through social sciences sections. But as tourism began to develop, there was a strong need for more employees in this sector. As a result, new specialized institutes, colleges and universities were established in Swiss, Italy, France, Spain

and the U.S.A. but the field of hotels was older as schools and universities appeared at the beginning of the 1930s (e.g: Luzan – Swiss – Milano – Italy – Cornile - U.S.A. and in the Arab world was Holwan university in Egypt and then in Morocco, Lebanon, Jordan, Syria and Finally in Arab Gulf Countries especially in Bahrain, Oman, U.A.E and KSA)<sup>[1]</sup>.

Jordan became interested in tourist industry in the final quarter of the 20<sup>th</sup> century and began to care for attracting tourists from all over the world through pre-

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paring the appropriate factors for that purpose as Jordan is a country that is fully qualified to be a place of tourism attraction. Tourism industry is developing rapidly in Jordan<sup>[2]</sup>. So many hotels and resorts were built to cope with the big demand in this sector. In Jordan tourism is considered to be one of the promising domains of work that is economically beneficial it is known that tourism through focusing on basic developmental issues especially the traditional and occupational activities will provide suitable environments for qualifying and training human forces.

### AIMS OF THE STUDY

In general, this study aims at identifying the difficulties and obstacles that face the Jordanian workers and prevent them from joining the tourism sector. These obstacles include the training and education difficulties connected with the nature of this work. There are other obstacles regarding self-evaluation for those who work in tourist section and finally the social obstacles mentioned before.

### METHOD AND SCIENTIFIC RESEARCH TOOLS

This study depends on the practical aspects of touristic environment where the quantitative inductive method was used to analyze the disparity in the difficulties and obstacles that prevent people from working in this sector and explain the effect of the geographical, demographic, social and economical factors. Data was analyzed using the quantitative methods and aids depending on "SPSS" program and "jump and jump in" program. The statistical means and measures were also used in order to draw the graphical Figures to show the final results and recommendation of the study<sup>[3-6]</sup>. To avoid making mistakes in collecting the statistical data, the size of the sample was increased (500 items) to explain the special disparities, one hundred items were equally chosen from among the target hotels. This part of the study includes sample selection, designing the questionnaire that aims at collecting all the needed data regarding social and economical characteristics of the study sample.

In addition to the special, demographic, social and economical variables, the questionnaire includes a group of questions regarding the view points of the people working in hotel sector<sup>[7-10]</sup>.

## RESULTS AND DISCUSSION

### Difficulties and obstacles that face the people who work in Tourism sector in Jordan.

The participants in the sample and through answering an open question about the difficulties and obstacles explained that these difficulties include those related to training and educational sides and other obstacles regarding their ability to evaluate the nature of work in tourism sector and finally they mentioned the social difficulties: The results were as the following:

### Training and educational obstacles that are connected with the nature of work in this sector.

Working in tourist sector needs technical abilities to fulfill the needs in this sector. Tourism is service industry that requires a certain level of skill in performance. So training and education play an important role to provide this sector with qualified employees.

TABLE number (1) shows that (9.8%) of the sample mentioned that there are obstacles concerning training and education that prevent them from working in the sector of tourism, these obstacles are the fewest among other difficulties, but %90.2 of the sample mentioned that there are no such obstacles. These obstacles included: the specialization of tourism is not available in all Jordanian universities, lack of qualification to work in this sector, lack of Mastery of English Language, lack of training, lack of experience and finally weakness of educational level for those who want to work in tourism sector.

**TABLE 1 : Frequency distribution for the sample views according to obstacles of training and education**

Range of availability (occurrence)	Frequency	Percentage
Existed	49	9.8
Not Existed	451	90.2
Total	500	100

### Obstacles connected with evaluating the nature of work by the workers themselves

we can say that there are some difficulties that are

related to the nature of work in tourism such as distant areas and sites, the shortage in transport means, weak salaries, and the unsuitability of working hours %9.4 of the study sample mentioned that there are obstacles regarding the nature of work in this rank among other obstacles: But %90.6 mentioned that there are no such obstacles as shown in TABLE (2).

**TABLE 2 : Frequency distribution for viewpoints participants in accordance with evaluating the nature of the work in tourism**

Range of availability (occurrence)	Frequency	Percentage
Existed	47	9.4
Not Existed	453	90.6
Total	500	100

### Social obstacles

There are social obstacles regarding social circumstances that form difficulties for the workers performance. These difficulties include the society negative view toward tourism sector, discouragement from the family and society, habits and customs, the environment and social circumstances and finally lack of awareness of the importance of this occupation. TABLE (3) shows that % 69.8 of the sample explained that there are social obstacles preventing people from working in this sector. But % 30.2 of the sample mentioned that there were no obstacles.

**TABLE 3 : Frequency distribution for viewpoints of the participants in accordance with social obstacles**

Range of availability (occurrence)	Frequency	Percentage
Existed	349	69.8
Not Existed	151	30.2
Total	500	100

### Obstacles that face tourism sector workers in accordance with monthly income.

Monthly income variable included six categories: The first one (fewer than 200 JD) with (% 17.7), the second category (from 200 to fewer than 300 JD) with (%38), the category (300 – 400 JD) with (% 18.3) and the category (400 – 500 JD) with (% 12.7). the higher income categories were the fewest among the families of the participants as the category (500 – 600 JD) formed (%5.4) and the category (over 600 JD) formed (%7.8).

For the statistical analysis purposes, the last three categories were combined together. To identify the statistical differences in the participants viewpoints regarding the obstacles facing those who working tourism sector, the intersectional tables and (kai) square test were used. The results as shown in TABLE (4) were:

According to the training and educational obstacles that are related to the nature of work in tourism, the results were nearly the same.

By using kai square test, the results showed that there are no significant statistical differences among the view points of the participants about the training and educational obstacles that face the workers in tourism sector, this means that kai square value was not statistically significant.

In accordance with the obstacles concerning self-evaluation of the workers in tourism sector, the results were not different. The monthly income category (More than 400 JD) came in the first rank with a ratio of (% 27.9). the category (200 – 300 JD) occupied the second rank with a ratio of (% 26.5), then came the category (300 – 400 JD) with (%24.2) and finally the category (fewer than 200 JD) with a ratio of (%23.9). using kai square Test, the results showed that there were no significant statistical differences.

Concerning the social obstacles that face those who work in Tourism sector in Jordan, the results were nearly similar. The monthly income category (Fewer than 200 JD) came first mentioning that there are such obstacles with a ratio of (% 67), then came the category (200 – 300 JD) at (% 63), then the category (more than 400) at (% 16.2) and finally came the category (300 – 400 JD) at (%8.2). using kai square Test, the results showed that there were no significant statistical differences in the viewpoints regarding the social obstacles facing those who work in tourism sector. Kai square value was not statistically significant.

### Obstacles regarding the evaluation of work in Tourism sector by the workers themselves.

To know the differences in means of agreement degree of the participants on the highest and the lowest phrase in order (according to the arithmetic means within “strongly agree” category and strongly disagree category, T-test was used and the results were as shown in TABLE (5).

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**TABLE 4 : Frequency distribution for the participants viewpoints accordance to the obstacles facing the employees in accordance with the monthly income of the family**

Obstacles that face those who work in Tourism sector			Family monthly income (JD)				Kai square value	Significance level
			Fewer than 200	200 – 300	300 – 400	Over 400		
Training and educational obstacles that are related to the nature of work	Existed	number	4	13	7	7	1.038	0.79
		%	4.5	6.9	7.7	5.4		
	Not Existed	number	84	176	84	122		
		%	95.5	92.1	92.3	94.6		
	Total	number	88	189	91	129		
		%	100	100	100	100		
Obstacles regarding self-evaluation of the workers in tourism sector	Existed	number	21	50	22	26	0.63	0.889
		%	23.9	26.9	24.3	27.9		
	Not Existed	number	67	139	69	93		
		%	76.1	72.5	75.8	72.1		
	Total	number	88	189	91	129		
		%	100	100	100	100		
Social obstacles for the workers in Tourism sector	Existed	number	59	119	52	79	1.579	0.66
		%	67	63	58.2	61.9		
	Not Existed	number	29	70	38	50		
		%	22	27	41.9	28.8		
	Total	number	88	189	91	129		
		%	100	100	100	100		

**TABLE 5 : Frequency distribution for the participants viewpoints accordance to the obstacles facing the employees in accordance with the monthly income of the family.**

Attitudes of participants toward working in Tourism sector		Obstacles concerning evaluation of work nature	Arithmetic Mean	Standard deviation	(T) value	Sig. Level
Tourism concept	Tourism is an important source of income for individual and society if it is developed	Existed	4.65	0.540	3.02	0.003
		Not Existed	4.42	0.789		
	Knowledge about the concept of Tourism industry in society is not enough	Existed	0.513	1.085	1.507-	0.133
		Not Existed	3.74	0.133		
Requirements of Tourism work	Suitable work environment increases desire for working in tourist fields	Existed	4.79	0.407	1.774	0.006
		Not Existed	4.62	0.743		
	Expertise and necessary skills are available in toristic sector	Existed	3.62	1.197	1.203	0.23
		Not Existed	3.42	1.262		
Social effects of working in toristic sector	Family habits and customs limits working Tourism sector	Existed	4.28	0.826	1.702	0.009
		Not Existed	4.09	1.122		
	Only needy people work in Tourism sector	Existed	2.22	1.034	0.767-	0.44
		Not Existed	2.33	1.134		

	Attitudes of participants toward working in Tourism sector	Obstacles concerning evaluation of work nature	Arithmetic Mean	Standard deviation	(T) value	Sig. Level
Positives of working Tourist	Working in this sector helps the employees to acquire new cultures	Existed	4.53	0.559	0.779	0.437
		Not Existed	4.46	0.707		
	Getting a way from routine is one of the advantages of working in this sector	Existed	0.034	0.894	----	----
		Not Existed	4.03	1.026		

There were no basic differences with statistical differences in the agreement means on the highest and the lowest phrases in order. There were no statistical differences in the axis of social reflection of working in Touristic sector, the axis of touristic work requirements and the axis concerning the difficulties of touristic work. No one of (T) values was statistically significant.

There are observable differences statistically significant in the participants agreement mean on the highest order statement – according to the arithmetic mean – from the statements that belong to tourism concept axis. (T) value was (3.02) which is significant at (0.01) level.

The results showed that the participants' agreement mean on the first statement was higher for those who believe in the presence of the obstacles compared to those who believe that the obstacles are not existed.

### RECOMMENDATIONS

The study recommends that specialization and new touristic sections should be opened in the universities all over the kingdom with the focus on the cities that are considered new touristic destinations.

Also the local communities should be prepared to accept the idea of working in tourism industry. Moreover, the study recommends that suitable qualifications for the job should be identified regarding academic and practical qualifications in order to encourage people working in tourism sector.

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