

Copyright is owned by the Author of the thesis. Permission is given for a copy to be downloaded by an individual for the purpose of research and private study only. The thesis may not be reproduced elsewhere without the permission of the Author.

Demographic study of Motel Room Service
Staff in Palmerston North

A research report presented in partial fulfillment of the
requirements for the degree of Master of Business Studies at
Massey University.

Timothy L.G. Lockyer

1989

ACKNOWLEDGEMENTS

Thanks to Dr R Smith and Dr T Vitalis, for their considerable assistance in the preparation of this research report.

SITY LIBRAI

stamped

be char

CONTENTS

1.00 Introduction	6
1.01 Background to New Zealand Tourism	7
1.02 Tourist Profile	11
1.03 The Employees	14
1.04 Objectives	16
2.00 Methodology	17
3.00 Survey Result and Discussion	20
4.00 Summary and Conclusions	56
5.00 References	60
6.00 Appendix A: Survey	61
7.00 Appendix B: Questionnaires	64

Figures and Tables

Figure 3.1 Marital Status	21
Figure 3.2 Employee Age	22
Figure 3.3 Length of Employment	23
Figure 3.4 Length of Employment Trend	24
Figure 3.5 Employment in Previous Job	27
Figure 3.6 Work Hours	41
Table 1.1 Visitor Destinations	8
Table 1.2 Comparison of Earnings in Overseas Exchange	9
Table 1.3 Demand for Accommodation	11
Table 3.01 Comparison of Age and Length of Employment	26
Table 3.02 Number of Jobs	28
Table 3.03 Comparison of Marital Status and Job	29
Table 3.04 Employees Received Formal Training for Present Job	30
Table 3.05 Employees Received Formal Training for Previous Job	31
Table 3.06 Comparison of Those Who Received Training and Length of Time in Employment	32
Table 3.07 First Job in Motel	33
Table 3.08 Comparison of Marital Status and First Job in Motel	34
Table 3.09 Comparison of Age and First Job in Motel	35
Table 3.10 Employment	36
Table 3.11 Hourly Wage	37
Table 3.12 Comparison of Age and Wage	38
Table 3.13 Getting Along With Work Associates	39
Table 3.14 Getting Along With Boss/Supervisor	40

Table 3.15 Hours Worked Per Week	41
Table 3.16 Comparison of Hours Worked and Hourly Wage	43
Table 3.17 Union Membership	44
Table 3.18 Comparison of Hourly Wage and Union Membership	45
Table 3.19 Work Enjoyment	46
Table 3.20 Seeking Another Job	47
Table 3.21 Primary Wage Earner	48
Table 3.22 Comparison of Primary Wage Earner and Marital Status	49
Table 3.23 Comparison of Primary Wage Earner and Age	50
Table 3.24 Comparison of Primary Wage Earner and Wage	51
Table 3.25 Number of Children	52
Table 3.26 Why This Job	53
Table 3.27 Job Likes	54
Table 3.28 Job Dislikes	55