

Migrant Worker Research in the Field of Hospitality and Tourism: State of the Art and Future Perspectives

(Research Article)

Konaklama ve Turizm Alanında Göçmen İşçi Araştırmaları: Son Gelişmeler ve Gelecek Perspektifleri

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Mert GÜRLEK

Doç. Dr., Burdur Mehmet Akif Ersoy Üniversitesi

mertgurlek89@hotmail.com

Orcid No: 0000-0002-0024-7746

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ABSTRACT

Keywords:

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In recent years, the employment of migrant workers in the hospitality and tourism (H&T) industry has increased considerably. Many migrant workers find jobs in the industry either formal or informal. However, the number of research conducted on migrant workers has been declining. Therefore, it is high time to start the research on migrant workers. This study aims to critically examine the research on migrant workers in the field of H&T and to develop new perspectives for future research in the field. In this context, 25 articles published between 2012 and 2022 were systematically reviewed. The findings have revealed that the research on migrant workers in H&T has not made sufficient progress and that there are still many research questions to be answered. Based on this, 34 research questions have been developed for future research. Considering that there is no review study synthesizing the research on migrant workers in the literature, this study is expected to significantly contribute to the literature.

ÖZET

Anahtar kelimeler:

Konaklama ve Turizm, Göçmen İşçi, Sistematik Literatür Taraması

Son yıllarda, göçmen işçilerin konaklama ve turizm endüstrisinde istihdamı dikkate değer bir artış göstermiştir. Pek çok göçmen işçi kayıtlı veya kayıt dışı olarak endüstride iş fırsatları bulmaktadır. Bununla beraber göçmen işçiler üzerine yapılan araştırmalarda bir durgunluk ve düşüş görülmektedir. Dolayısıyla göçmen işçi araştırmalarını ateşlemenin zamanı gelmiştir. Bu çalışma, H&T alanındaki göçmen işçi araştırmalarını eleştirel bir şekilde incelemeyi ve gelecek araştırmaları için perspektifler geliştirmeyi amaçlamaktadır. Bu kapsamda 2012-2022 periyodunda yayımlanmış 25 araştırma sistematik olarak gözden geçirilmiştir. Bulgular temel olarak göçmen işçi araştırmalarının yeterli ilerleme kat etmediğini ve cevaplanmayı bekleyen çok sayıda araştırma sorusunun olduğu göstermiştir. Buradan hareketle gelecek araştırmaları için 34 araştırma sorusu formüle edilmiştir. Alanyazında göçmen işçi araştırmalarını sentezleyen bir gözden geçirme çalışmasının olmadığı dikkate alındığında, bu çalışmanın alanyazına katkı sağlaması beklenmektedir.

1. INTRODUCTION

The number of migrants worldwide is calculated to be about 272 million. Of these, 245 million are of working age. Approximately 169 million international migrant workers are involved in the workforce (ILO, 2021). Individuals usually tend to migrate from developing countries to more developed countries (Taha, Siegmann, & Messkoub, 2015). Therefore, the majority of migrant workers are employed in European countries and the United States as they have high national incomes (Liem et al., 2021). However, due to the recent wars and political crises, many people are migrating to neighboring countries as well as developed countries. For example, the civil war in Syria has started a migration flow to Turkey (Pelek, 2018). Currently, about 3.4 million Syrian refugees are in protected status in Turkey (the Republic of Turkey, Directorate General of Migration Management, 2023).

The total share of immigrants in the labour force in Europe and the United States is 16% and 18% of the total labour force, respectively. In addition, migrant workers are commonly employed in the hospitality industry, where there is a high proportion of low-skilled workers (OECD, 2020). The proportion of accommodation workers in the total migrant worker population is 14.7% in Spain; 8.1% in Italy, 8.6% in the UK, 8.4% in Germany; 4.8% in Turkey (Baum, 2012). Therefore, more research should focus on migrant workers.

Many immigrants, asylum seekers, refugees and individuals with temporary protection status in the world and Turkey participate in the labour force formally or informally (Gürlek, 2020a). They are generally employed in low-paid jobs with long working hours and in more demanding jobs than local workers (Hargreaves et al., 2019). In the context of the hospitality and tourism industry, migrant workers are often employed in hotels and fast-food restaurants. For example, a great number of immigrants in the United States (USA) land their first job in restaurants. Roundly one out of every five workers in the US hospitality and tourism industry is an immigrant (Lefrid, Torres, & Okumus, 2022). In the hospitality and tourism industry, low-skilled workers are preferred over high-skilled workers, so low-cost migrant workers are the favourite of employers (Wang, 2022). The employment of immigrants in the hospitality industry is often problematic. Working conditions in the industry are difficult, and wages and the rate of syndication are low. Migrant workers may be exposed to exploitation and discrimination (Lugosi, & Ndiuini, 2022). On the other hand, the hospitality industry is having a labor force shortage problem, and in many countries, this gap is filled with migrant workers (Jobbe, 2012; Blake, 2022). Although migrant workers play an important role in the hospitality and tourism industry, researchers do not pay enough attention to migrant workers (Gürlek, 2021). Therefore, it is high time to intensify research on migrant workers. In addition, review research is needed to find out how far current research has gone regarding migrant workers and how far future research should go. This study aims to systematically review the research on migrant workers and to create a future agenda. Based on this, the following research questions are formulated.

- What is the level of development of research on migrant workers?
- What are the dominant research themes?
- What are the antecedents, consequences, mediators and moderators discussed in the research?
- What are the theoretical perspectives and methods used in the research?
- What are the research gaps and suggestions for future research?

This study is expected to make several contributions to the literature and field practitioners. Firstly, review studies have been conducted on migrant workers in other fields. Previous studies have focused on the health problems (Hargreaves et al., 2019; Urrego-Parra, et al., 2022), safety

training (Peiró et al., 2020) and psychological health (Mucci et al., 2019) of migrant workers. However, no review study focusing on the field of hospitality and tourism has been conducted. This research contributes to the literature by providing a synthesis of knowledge about the research on migrant workers in the field of hospitality and tourism. Secondly, review studies ensure that evidence-based knowledge and practice reach practitioners (Gürlek & Köseoğlu, 2021). Therefore, in line with the findings of this research, practitioners can gain some insights. Thirdly, this research shows researchers the knowledge gaps regarding migrant workers. Future research can expand the literature by using the research gaps presented in the reviewed studies.

2. LITERATURE REVIEW

2.1. What is Migrant Worker?

The hospitality industry is often characterized by a lack of labor force. Migrant workers are more willing and flexible in accepting hospitality and tourism jobs (long working hours, low wages, etc.), which are not favoured by local workers (Quratulain, & Al-Hawari, 2021). The lack of a local labor force and the employment of migrant workers cheaper than local workers are the main reasons for the employment of migrant workers in the hospitality industry (Baum, 2012). At this point, it is necessary to define what a migrant worker is. The United Nations defines “a person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national” (United Nations, International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, 1990).

In international law, people who leave their own country and go to another country are given different legal statuses (Purgato et al., 2021). These statuses are described below. A migrant is a person who leaves his country and goes to another country indirectly, not out of concern of being persecuted, but for reasons such as economic and education. A refugee is a person who fled to another country because s/he is afraid that s/he will be persecuted in his/her country and cannot or does not want to return (Kaya, & Eren, 2015). An asylum-seeker is a person who has applied for refugee status but this application has not yet been approved (Assi, Özger-Ilhan, & Ilhan, 2019). Temporary protection is a temporary status granted for protection to the masses who have been forced to leave their country due to war, widespread violence and human rights violations (Yılmaz Eren, 2016). Individuals or masses with this status can be sent back to their countries only when the war and violence that created the mass flow disappears. Individuals with temporary protected status are not accepted as immigrants (İneli Cığır, 2016).

It is important to note here that migrant workers are not people who illegally enter countries to escape persecution, refugees and asylum seekers (Choi, Kim, & McGinley, 2017). However, it is also a fact that many asylum seekers and refugees informally participate in the labour market. (Ortensi, 2015; Erdoğan & Şenses, 2015).

2.2. Overview of Migrant Worker Research

In the literature, it is seen that hospitality and tourism researchers do not review the studies on migrant workers. However, there are several review studies conducted in other fields, which are summarized below.

Hargreaves et al. (2019) reviewed 36 studies focusing on the occupational health of international migrant workers published between 2009-2013. According to the findings, migrant workers suffer from various psychiatric and physical illnesses, and workplace

accidents and injuries are relatively common. Peiró et al., (2020) reviewed 18 studies focusing on safety training for migrant construction workers published between 2002 and 2013. The findings have revealed the lack of research focusing on safety training for migrant construction workers. Mucci et al. (2019) reviewed 127 articles focusing on the psychological health of migrant workers between 2009 and 2019. The findings revealed disorders such as poor sleep quality, anxiety, depressive syndrome, alcohol or substance abuse. Urrego-Parra, et al. (2022) reviewed 19 studies focusing on the health of migrant agricultural workers published until 2021. The findings revealed some health problems such as dermatitis, back pain, gastrointestinal and respiratory tract infections, depression, skeletal problems, anxiety, and stress.

3. METHOD

Systematic review helps to identify research gaps by critically reviewing and synthesizing articles on the topic under consideration (Yu et al., 2020). In this study, the systematic review process was adapted from the previous review guidelines (Petticrew & Roberts, 2006; Pickering & Byrne, 2014): review process covers the stages of defining the research objective, formulating the review protocol, scanning the literature, extracting the literature and synthesizing the findings.

Firstly, the purpose of the research was determined to systematically review the research conducted on migrant workers and to create a research agenda for future research. The research questions are presented in the introduction section. Secondly, the review protocol was formulated. In this context, using previous review studies (Hargreaves et al., 2019; Peiró et al., 2020; Mucci et al., 2019; Urrego-Parra, et al., 2022) migrant employee, migrant worker, *migrant work*, *immigrant employee*, *immigrant worker*, and *immigrant job* were determined as keywords for screening. The Web of Science (WoS) database was used in the scanning of the articles. The Hospitality, Leisure, Sport & Tourism category was selected at WoS and SSCI was selected as the Web of Science Index. The last 10 years (2012-2022) were taken into account in the review. To perform comprehensive scanning, all fields were selected as screening criteria in WoS rather than limiting to the title, abstract and subject in the scanning of keywords. At this stage, 136 studies were obtained. The following 10 journals were selected to access the articles published and most known in prestigious journals in the field of tourism & hospitality: *International Journal of Hospitality Management*, *Current Issues in Tourism*, *Annals of Tourism Research*, *Tourism Management*, *International Journal of Contemporary Hospitality Management*, *International Journal of Tourism Research*, *Journal of Hospitality and Tourism Management*, *Journal of Travel Research*, *Tourism Management Perspectives*, *Journal of Hospitality and Tourism Research*.

In the third stage, keywords were scanned in these journals and 49 studies were reached. The full texts of 49 articles were downloaded and evaluated according to the following criteria. If the article focuses on migrant workers in the field of hospitality and tourism was not used as the inclusion criteria. Articles written in any language out of the English language, conference proceedings, editorial notes and book chapters, and works focusing on immigrants but not on migrant workers were excluded from the study. 49 articles were examined in terms of inclusion and exclusion criteria. A total of 25 articles were found suitable for review.

In the fourth stage, a summary table was created in Microsoft Excel, where bibliographic details of 25 studies are presented. The name of the journal, the year of publication, the country where the research was conducted, theoretical perspectives, topic, method, data collection, type of analysis and key findings are presented in this table. In the fifth stage, both the summary table

and the full texts of the article were subjected to content analysis. Thus, the research findings were revealed, and research gaps were identified.

Since this study is a systematic review, it does not require ethics committee approval.

4. FINDINGS

4.1. Journal list

Research focusing on migrant workers was identified in 8 of the 10 journals selected for review. The list of journals is presented in Table 1. Most of the studies have been published in the International Journal of Hospitality Management. It is followed by Annals of Tourism Research, Current Issues in Tourism and Tourism Management Perspectives, respectively. A total of 25 studies have been identified in 8 journals. It is surprising that so few studies have been published in the most well-known and prestigious journals in hospitality and tourism, suggesting that hospitality and tourism researchers are not paying enough attention to migrant workers.

Table 1. Journals

Journals	Number of Articles
Annals of Tourism Research	3
Current Issues in Tourism	3
International Journal of Hospitality Management	10
International Journal of Tourism Research	1
Journal of Hospitality & Tourism Research	1
Journal of Hospitality and Tourism Management	2
Tourism Management	2
Tourism Management Perspectives	3

4.2. Distribution of Studies by Years

When the distribution of the studies by years is examined, it is seen that most publications were released in 2022. The year 2022 is followed by the years 2021, 2020, 2017 and 2012. It is possible to claim that there is an increase in the number of articles, whereas it is very small in amount as time progresses. The fewest publications were found in 2016.

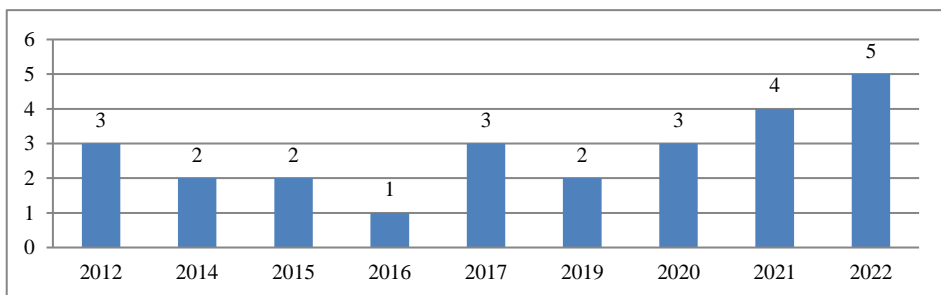


Figure 1. Evolution of H&T migrant worker literature

4.3. Distribution of Publications by Region

When the publications were evaluated by region, it is seen that most publications are published in China. This is followed by the UK and USA, respectively. Although the literature highlights that the migration flow is from developing countries to more developed countries (Taha,

Siegmann, & Messkoub, 2015), surprisingly few studies have been conducted in developed countries, as shown in Figure 1. In addition, although Turkey has been subject to a large migration flow, the fact that only two publications have been published is another surprising finding (Gürlek, 2020a; Gürlek, 2021). The reason why most publications have been published in China may be the size and the high population of the country.

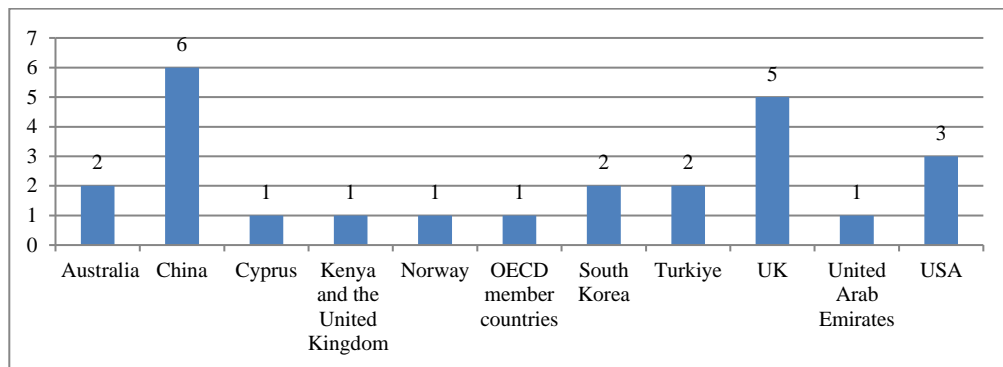


Figure 2. Distribution of publications by region

4.4. Theoretical Perspectives

The theoretical perspectives used in the research are presented in Table 2. A total of 25 theoretical perspectives were used in 25 studies, which does not mean that a theoretical perspective was used in every research. In some studies, more than one theoretical perspective was used. One research was found not to have used any theoretical perspective. The most widely used theoretical perspective was found to be acculturation. It was followed by the Social Exchange Theory and Self-regulation Theory.

Table 2. Theoretical perspectives

Theoretical Perspective	Number of articles
Acculturation	3
An integrated framework for value	1
Career Adaptability	1
Career optimism	1
Displaced aggression theory	1
Dual labour market theory	1
Experiential learning model	1
Herzberg (1993) proposed the Two-Factor Theory of Motivation	1
Human capital	1
Job demands-resources model	1
Migrant integration	1
Productivity	1
Push-and-pull motivation theory	2
Rejection sensitivity theory	1
Re-migration	1
Self-regulation theory	2
Social exchange theory	2
Social identity theory	1

Sociocultural adjustment	1
Syndemic risk	1
Systems theory	1
The conservation of resources theory	1
The theory of person-organization fit	1
Tourism entrepreneurship	1
Translocational positionality	1
No	1
Note: some articles were found to have used more than one theoretical perspectives	

4.5. Research methods

The methods used in the studies are presented in Table 3. The vast majority of the studies are qualitative (11 articles) and quantitative (10 articles) studies. Two of them are conceptual, and one is mixed and experimental, respectively. The most used data collection methods are interviews and questionnaires. SEM, content analysis and thematic analysis were found to have been used the most in the data analysis stage, respectively.

Table 3. Research methods

Research type	Number of articles	Data analysis	Number of articles
Qualitative	11	Content analysis	4
Quantitative	10	Exploratory factor analysis	1
Conceptual	2	Hierarchical moderated regression analysis	1
Mixed	1	Independent-samples T-test	1
Experimental	1	Multiple regression analysis	1
Data collection methods*		Narrative analysis	1
Interview	12	NVivo v.8 software	1
Survey	11	One-way ANOVA	1
Secondary data	1	SEM	6
Netnography	1	Standard OLS panel econometric estimation	1
Observation	1	Thematic analysis	4
		No distinguishable data analysis	1
<i>*Some research has used more than one data collection technique.</i>			

4.6. Thematic areas and topics

As a result of the content analysis, migrant worker research is divided into 6 different themes: sociology of work, entrepreneurship, integration of migrant workers, HRM, occupational health and safety, and organizational behaviour. Thematic areas and topics are presented in Table 4. Most articles are on the theme of organizational behaviour. It is followed by the theme of HRM and integration of migrant workers respectively. The fewest number of articles are under the theme of occupational health and safety. Each theme is summarized below.

4.6.1. Sociology of work

Three studies have been examined within the scope of this theme. Lugosi and Ndiuini (2022) examined various forms of value created with the employment of migrant workers in the hospitality sector. Rydzik et al. (2017) revealed the experiences and long-term career plans of female migrant tourism workers. Joppe (2012) examined current situation of migrant workers in the hotel and restaurant sector in OECD member countries. The findings reveal that immigrants are a cheap labour force, that countries do not have information about how many immigrants work in this sector, and that very few countries have taken measures about the integration of migrants. Studies reveal that, in general, the forms of value created by migrant workers through industry, the experiences of female migrant workers, and countries fail to analyze the current situation of migrant workers.

4.6.2. Entrepreneurship

There are only two articles under this theme. Research has mainly focused on the entrepreneurial motivations of migrant workers. Liang, Luo, and Zhang, (2022) have found that the motivations of tourism entrepreneur immigrants positively affected social inclusion, while social inclusion positively affected subjective well-being. Zhou and Chan, (2019) have revealed that economic, socio-cultural and internal factors motivated migrant workers and entrepreneurs to enter the tourism sector and achieve personal success. Although immigrants usually start working as workers in their immigrated countries, they can turn into entrepreneurs through the social capital they have built up over time (Katila & Wahlbeck, 2012). Therefore, more research is needed on migrant entrepreneurs.

Table 4. Thematic areas and topics

Themes	Topics	References	Number of articles
Sociology of work	Professional, cultural and psychological values obtained with employment in the hospitality industry	Lugosi and Ndiuini, (2022)	3
	The experiences of migrant women tourism workers	Rydzik et al., (2017)	
	The current state of migrant tourism workers in OECD member countries	Joppe, (2012)	
Entrepreneurship	Motivations of tourism entrepreneur immigrants	Liang, Luo, and Zhang, (2022)	2
	Motivations of migrant tourism workers and entrepreneurs	Zhou and Chan, (2019)	
Integration of migrant workers	The integration process of migrant workers and the factors that hinder integration	Sun, Ling, and Huang, (2020)	4
	Reasons for the return of migrant workers to their home countries and their reintegration	Filimonau and Mika, (2019)	
	Sociocultural integration, commitment to place and local identity	York, Yan, and Ben, (2021)	
	Social networks, language acquisition processes and employment of migrant workers	Janta et al., (2012)	
Hrm	Career optimism of migrant workers	Manoharan et al., (2021)	6
	Migrant employment, financial performance and flexibility	Yaduma et al., (2015).	
	Pushing and pulling factors of migrant employment	Zopiatis, Constanti, and Theocharous, (2014)	
	Career adaptability of migrant hotel workers	Jones et al., (2022)	

	Strategies of immigrants to enter the accommodation and tourism labour market	Hack-Polay et al., (2022)	
	Person-environment fit and the role of acculturation in hiring decisions	Gürlek (2020a)	
Occupational health and safety	Health and safety of migrant workers	Sönmez et al., (2017).	2
	The effects of COVID-19 on the health and safety of migrant accommodation workers	Sönmez et al., (2020)	
Organizational behavior	Job motivations of migrant workers	Chen and Wang, (2015)	8
	The effects of person-environment integration on job satisfaction, job adjustment and intention to quit	Choi, Kim, and McGinley, (2017)	
	Organizational and behavioural antecedents and consequences of socio-cultural integration of migrant workers	Kim, Choi, and Li, (2016)	
	Workplace environment, job satisfaction, organizational commitment and acculturation	Lefrid, Torres, and Okumus, (2022)	
	The effects of perceived organizational support and coworker support on the voicing behaviours and psychological stress of migrant workers	Loi et al., (2014)	
	Manager support, diversity, cynicism, job adaptation and performance	Quratulain and Al-Hawari, (2021)	
	Burnout levels of migrant workers and life satisfaction	Shen and Huang, (2012)	
	Exclusion in the workplace, anti-productive work behaviours of migrant workers and acculturation	Gürlek (2021)	

4.6.3. Integration of Migrant Workers

There are four articles under this theme. The main focus of the research is the integration and adaptation of migrants. Sun, Ling, and Huang, (2020) examined the integration process of tourism migrant workers and revealed the factors that prevent their integration. According to the findings, the immigrant integration process includes cultural acceptance, social, economic, and psychological factors. Migrants' social networks, rural-urban differences and migrant mentality hinder migrants' integration. Filimonau and Mika, (2019) shed light on the reasons for the return of migrant workers to their countries and their reintegration experiences. The findings reveal that homesickness and looking for better educational opportunities are the main drivers of their return. Reintegration is usually unproblematic, especially for short-term immigrants. Work experience in the country of emigration also improves the career opportunities of immigrants in their home country other than hospitality jobs. York, Yan, and (2021) investigated the relationships between sociocultural adaptation, place dependency and local identity of migrant workers. The findings reveal that socio-cultural adaptation affects local identity through place attachment. Janta et al., (2012) examined the strategies used by migrant workers to improve their language skills. The findings emphasize the importance of colleagues, customers, workspaces and virtual environments in immigrants' language learning.

4.6.4. HRM

Manoharan et al., (2021) investigated the factors that facilitate and inhibit the career optimism of migrant workers. According to the findings, factors such as social support, work-related competencies, spirituality, career-related networks, government support, psychological resources, and faith facilitate the career optimism of migrant workers. On the other hand, job

insecurity, difficult economic conditions, changing career goals, and poor labour market hinder the career optimism of migrant workers. Yaduma et al., (2015) investigated flexible working and employment of migrants as determinants of performance in hotels. The results revealed that there is a positive relationship between migrant employment and the hotel's financial performance. At the same time, the findings revealed that there is a positive relationship between financial performance and numerical and functional flexibility. Zopiatis, Constanti, and Theocharous (2014) have revealed the contributions of migrant workers to the hospitality industry, the 'pushing' and 'pulling' factors of migrant employment, and the intercultural relations of migrant workers with the host population.

Jones et al. (2022) examined the factors that facilitate and hinder the career adaptation of migrant hotel workers. According to the findings, human capital, social and psychological resources facilitate the adaptation of career, while career entrenchment of migrants in the middle of their career, the lack of wage subsidies, and the temporary lack of representation among migrants hinder the adaptation of career. Hack-Polay et al., (2022) investigated the barriers to the effective use of the social and cultural capital of immigrants in hospitality and tourism and the strategies of immigrants for entering the hospitality and tourism labour market. The findings reveal that migrant workers follow job-finding strategies such as personal networks, retraining, traditional job search, and taking advantage of relatives and friends. Furthermore, according to the findings fragmented self-esteem, ethnicity, stereotypes, lack of social capital, cultural differences, and gender are barriers to the effective use of social and cultural capital. Gürlek (2020a) examined the effects of acculturation strategies on person-environment fit and hiring decisions. The results indicate that the acculturation strategies of migrant workers affect the person-environment fit and recruitment decisions of managers. In this context, the findings revealed that the levels of person-environment fit and employability of migrant workers who follow the segregation strategy are lower.

4.6.5. Occupational Health and Safety

Only two articles are included within the scope of this theme. The studies focus on occupational health and safety problems that migrant workers are exposed to. Sönmez et al., (2017) have revealed the multifaceted and disproportionate health and safety risks faced by migrant workers and have developed a risk prevention model based on a stakeholder-based system dynamics modelling approach. Sönmez et al., (2020) examined the effects of COVID-19 on the health and safety of migrant tourism and hospitality workers. The findings revealed that COVID-19 has caused significant stress on migrant workers due to job losses and shed light on socioeconomic and health inequalities and a lack of workers' rights in the United States.

4.6.6. Organizational Behavior

Chen and Wang, (2015) examined the job motivations of migrant workers. The findings revealed seven major job motivations of migrants, namely search for novelty, friendship with colleagues, favourable working environment, professional development, community integration, reasonable wages, landscape, and nature. Choi, Kim, and McGinley (2017) tested the effects of person-environment fit types on job satisfaction, job adaptation, and intention to quit migrant workers. The results revealed that all three types of fit, namely person-group, person-job and person-supervisor, have a positive effect on job satisfaction and work adjustment, which in turn affects the intentions of migrant workers to leave work. In addition, according to the findings, among the three types of fit, only person-group adaptation directly and negatively affected the intention to leave the job.

Kim, Choi, and Li, (2016) examined the antecedents and consequences of the sociocultural adaptation of migrant workers. The results revealed that both perceived organizational support and the dominant cultural orientation had a positive effect on the socio-cultural adaptation, and perceived organizational support had a stronger effect on sociocultural adaptation than the dominant cultural orientation. In addition, the findings revealed that socio-cultural adaptation had a positive effect on life satisfaction. Besides, the findings revealed that the antecedents of intention to quit are job satisfaction, as well as sociocultural adaptation and life satisfaction. Lefrid, Torres, and Okumuş (2022) found that social relations and workplace environment had a direct effect on job satisfaction and organizational commitment and that acculturation developed migrant workers' subjective well-being and workplace perceptions.

Loi et al., (2014) examined organizational support and co-worker support, which are perceived as antecedents of voicing behaviours and psychological stress of migrant workers. The results revealed that perceived organizational support and co-worker are positively related to promotive voice, while the effect of perceived organizational support is relatively stronger. According to the findings, only perceived organizational support had a significant and positive effect on the prohibitive voice. Besides, co-worker support has reduced the psychological stress of migrant workers.

Quratulain and Al-Hawari, (2021) examined the interactive effects of supervisor support, diversity and worker cynicism of migrant workers on job adaptation and performance. The results revealed that the indirect effect of supervisor support on in-role performance through job adaptation is higher when the diversity in the work environment and cynicism is high. Shen and Huang (2012) revealed that emotional exhaustion and depersonalization have a significant impact on the life satisfaction of migrant workers. In addition, the findings revealed that migrant workers perceived a higher level of burnout than local workers. Gürlek (2021) examined the moderator role of acculturation in the effect of workplace ostracism on counterproductive work behaviors (CWB). The findings revealed that ostracism has a positive effect on CWB. In addition, according to the findings, acculturation played a moderating role in the effect of ostracism on CWB. In this context, the ostracism was found to have affected CWB less common among migrants adopting the host culture and higher among the migrants maintaining their own root culture.

4.6.7. Integrative framework

When the empirical articles under the themes were examined, a total of 10 articles included 28 different antecedent variables in the research. Five studies have included five mediator variables in the research. 10 studies have taken 12 different structures as dependent variables. Two studies included three different variables as moderator variables in the research. The antecedents, consequences, mediators and moderators discussed in migrant worker research are presented in Figure 3.

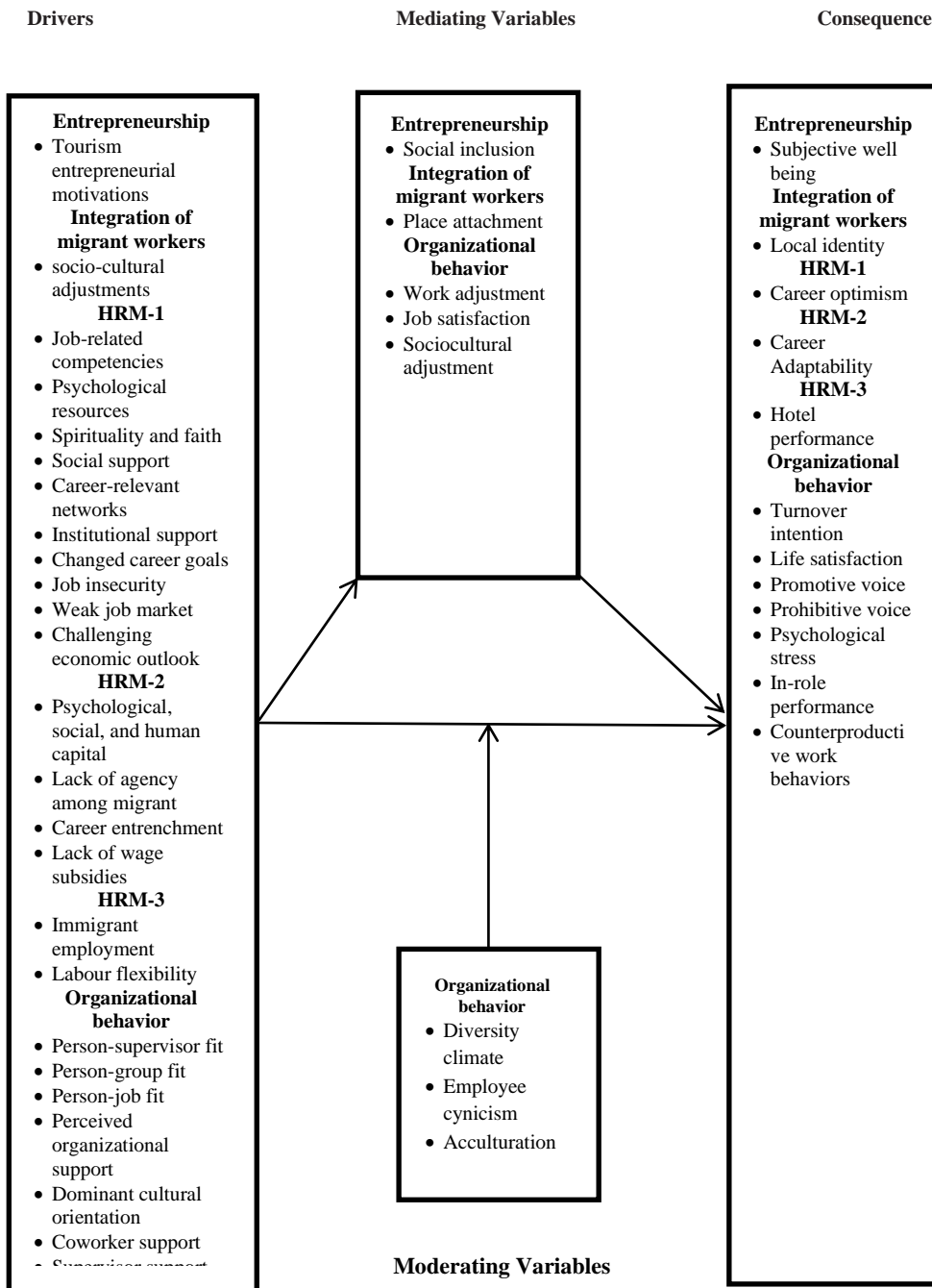


Figure 3. An Integrative Framework for IW Research in H&T: The Construct, Antecedents, Consequences, Mediators, and Moderators

5. DISCUSSION

This study was conducted to review the H&T research on migrant workers and to create a perspective for future research. In this context, 25 articles published in 8 different leading H&T journals were reviewed within the scope of the research. Although migrant workers play a critical role in filling the labor gap in the H&T industry, it is thought-provoking that very few studies on migrant workers have been published in the most prestigious journals in the field. With this research, the authors invite H&T researchers and H&T journals to focus on migrant workers in further research.

When the distribution of publications by region is examined, it is seen that very few studies have been conducted in developed countries receiving the most migration (See. Figure 2). More research should be conducted in developed countries. Due to the civil war that started in Syria in 2011, millions of people have migrated to Syria's neighboring countries. This has been the biggest human tragedy in recent years (Gürlek, 2021). Approximately 5.5 million Syrians live in neighboring countries such as Turkey, Lebanon, Jordan, Iraq and Egypt. With 3.6 million, Turkey is home to the largest number of Syrian refugees (The office of the United Nations High Commissioner for Refugees, 2022). Unfortunately, it is noteworthy that only two studies have been conducted in these countries. These studies were also conducted in Turkey (Gürlek, 2020a; Gürlek, 2021). Future research should focus more on H&T migrant workers from countries such as Turkey, Lebanon, Jordan, Iraq and Egypt.

When the theoretical perspectives used in the research are examined, it is seen that 25 different theoretical perspectives are used. The most widely used theoretical perspectives are acculturation and the Social Exchange Theory, respectively. The theoretical perspectives received from the reviewed studies were directly used without any adaptation. The theory of Acculturation is among the leading theories in the field of social psychology (Berry, 1997). The theory of acculturation deals with the process of cultural change that occurs as a result of interaction with people and groups from different cultures (Berry, 2003; Sam & Berry, 2010). The Social Exchange Theory, on the other hand, deals with the process of mutual exchange of material and social benefits (Blau, 1964). The Social Exchange Theory is one of the most influential theoretical tools for understanding workplace behavior and has its roots in the fields of anthropology, social psychology and sociology (Cropanzano, & Dechell, 2005). The Social Exchange Theory is one of the widely used theories in the field of H&T (Zhou, Liu, & Liu, 2021; Gui et al., 2021). As can be seen, there are no comprehensive theoretical perspectives specific to the H&T field.

The findings have revealed 6 research themes: sociology of work, entrepreneurship, integration of migrant workers, HRM, occupational health and safety and organizational behavior. This makes clear that many sub-areas of H&T have been neglected. In the empirical research found under these 6 themes, 28 different antecedents, 5 different mediators, 12 different consequences, and two different moderator variables were discussed. The majority of the variables were found to have been from the areas of HRM and organizational behavior. Many other areas associated with the H&T area have been neglected. The fact that the number of articles in a field of study has increased indicates that this field has emerged as an important research area. In addition, the empirical testing of the developed theories many times and the refinement of the findings indicate that the field has reached a certain maturity stage (Li, 2008). However, as can be seen from the findings, the H&T literature on migrant workers is insufficient, and very few articles have been published. Efforts to develop a theoretical point

of view are extremely few. Besides, only 10 of the 25 studies are empirical. In this regard, it is possible to claim that the H&T literature on migrant workers is still at the birth stage.

5.1. Future Research Agenda

5.1.1. Thematic Perspectives

The findings of the research have revealed that the research on migrant workers are grouped under the following themes; sociology of work, integration of migrant workers, HRM, occupational health and safety and organizational behavior. However, it has been found with this study that the following themes have been neglected; Tourism economics, tourism sociology, social entrepreneurship, tourism education, occupational injury, psychological disorder, deviant behaviors, crime, labor exploitation, sexual harassment, acculturative stress, precarious employment, occupational health, social exclusion, sex work, sex trafficking, the exploitation of women, violence, intimidation, informal employment, wage discrimination, human trafficking, access to services, cultural shock, barriers to employment, child labour, diversity, workplace inclusion strategies, the voice of migrant workers, language and communication barriers, cultural intelligence, gender discrimination, abuse, xenophobia, wellbeing, abusive supervision, fear of job loss, workforce inclusion strategies, working conditions, work-life balance, mental disorders, racial discrimination, workplace accidents.

It is assumed that migrant workers could have positive or negative effects on the labor market and economic growth. Migrants can fill the gaps in the rapidly growing industries of the economy. However, it could also lead to the expansion of the subterranean economy and tax loss (OECD, 2014). Therefore, it is necessary to investigate the effects of migrant workers on the H&T labor market and economic growth. In addition, the employment of cheap migrant workers can create a barrier to the employment of local labor force (Koca, 2019). Therefore, the reactions of local workers to migrant employment could be investigated.

Social enterprises are established to find solutions to social problems. They can also contribute to sustainability through the employment of migrant workers (Yeasmin & Koivurova, 2021; Gürlek, 2022). Migrants sometimes have difficulty finding a job. Social initiatives are a good option to contribute the integration of migrants, especially migrant women who are at risk of marginalization, into the labor market (Yeasmin, Koivurova & Kempainen-Koivisto, 2022). H&T researchers have also neglected social initiatives for migrant workers. Future research is recommended to examine social initiatives for migrant workers.

Immigrants usually do not have the opportunity to perform jobs in their countries and they usually have to work in professions other than their professions (Raijman, Schammah-Gesser & Kemp, 2003). Therefore, they need tourism education. Although it is a well-known fact that many migrant workers have participated in the H&T labour market, how migrant workers are trained for the industry has not yet been revealed. In this regard, more focus is needed on tourism education for migrant workers. Although there are some studies on the health and safety of migrant workers in the field of H&T (Sönmez et al., 2017; Sönmez et al., 2020), issues such as occupational injury, psychological disorders, mental disorders and occupational accidents have been neglected.

Migrants may be exposed to some problems such as deviant behaviours, crime, sexual harassment, violence, intimidation, gender discrimination, and racial discrimination, and they may even be the perpetrators of these issues (McDonald, 2009). Therefore, H&T researchers should draw more attention to these issues. Young women who migrate due to poverty may face with sexual exploitation (Rushing, Watts, & Rushing, 2005). Sex trading is widely

observed in the H&T industry due to its hedonistic nature (Wen et al., 2020). In this regard, researchers should examine the trafficking of women in a sample of migrants.

Precarious employment, informal employment, wage discrimination (Gold & Nawyn, 2019), barriers to employment (Spehar, 2022) language and communication barriers (Madera, Dawson, & Neal, 2014) are some of the difficulties that immigrants experience. However, there is not enough evidence about the reflections of these problems on the H&T industry. Similarly, there is not enough research on workforce inclusion strategies (Ng, Rajendran, & Waheduzzaman, 2022), the voice of migrant workers (Le, Nielsen & Noblet, 2022) in the field of H&T. It would be beneficial for H&T researchers to investigate these issues.

5.1.2. Theoretical Domain

H&T research on migrant workers has used theoretical perspectives from other fields. The reviewed studies were found to have used 25 different theoretical perspectives, and these perspectives were used directly without adapting to the H&T field. Unfortunately, no theoretical perspectives, paradigms and approaches explaining the nature of migration and migrant workers in the field of H&T have been developed. It is recommended that future research address this gap.

Theoretical perspectives such as Importation Model, Strain Model, Cultural Conflict Model, and Bias Model (Wortley, 2009) could be adapted to the H&T field to explain phenomena such as deviant behaviors, crime and violence of which migrant workers are perpetrators. Intersectionality (Crenshaw, 1989) could be used as an explanatory theoretical perspective to explain how sexual harassment, gender discrimination, racial discrimination and xenophobia occur. Intersectionality explains how different social identities and structures can work together to create a system of pressure that causes sexual harassment, discrimination and hostility (Pei, Chib, & Ling, 2022). Intersectionality could be used to explain the bad experiences of migrants in the field of H&T.

To address the reactions of migrant workers to the exclusion and hostility they are exposed to, the Displaced Aggression Theory (Miller et al., 2003) could be used. Displaced aggression occurs when the provoked person is unable to retaliate against the provocateur and directs his aggression to an alternative target that is innocent (Denson, Pedersen, & Miller, 2006). For example, when an employee is reprimanded by an employer, s/he cannot retaliate because he is afraid of being fired, but s/he can sabotage property and deliberately break glasses when no one can see (Marcus-Newhall et al., 2000; Gürlek, 2020b). For example, Gürlek (2021) used this theory to explain the relationship between ostracism and CWB. Future research may adapt this theory to the field of H&T.

The ethnocentrism perspective can be used to explain the reasons underlying the negative attitudes and behaviors towards immigrant workers. Ethnocentrism refers to seeing one's inner group as superior and valuable, and outer groups as inferior, and evaluating other cultures according to the standards of one's own culture (Shimp & Sharma, 1987; Hammond, & Axelrod, 2006). Ethnocentric individuals prefer their own ethnic or racial group over others. Ethnocentrism can predict hostile attitudes and opposition towards immigrants (Valentino, Brader, & Jardina, 2013).

5.1.3. Contextual Domain

Migrants are generally employed in restaurants, fast food restaurants, casual dining restaurants, hotels, catering services, and bars in the H&T industry, (Joppe, 2012; Lefrid et al., 2022). Therefore, more research is needed in such firms. Regionally, more research should be conducted in countries such as Turkey, Lebanon, Jordan, Iraq and Egypt, which have faced the flow of migrants, as well as the developed countries of the West (Office of the United Nations High Commissioner for Refugees, 2022). Future research in the context of the firm may examine social entrepreneurs who focus on immigrants. Social enterprises contribute to the solution of a social problem through the employment of migrant workers (Guerrero & Wanjiru, 2021). In addition, case studies focusing on immigrants who started their working life as migrant workers and then founded their businesses can be conducted. In this regard, it will be interesting to consider immigrant family entrepreneurship.

5.1.4. Methodological Domain

Studies on migrant workers in the field of H&T are still in the embryonic stage. While determining the method used in the research, the level of theory development related to the topic discussed should be taken into consideration. If little is known about the theoretical structure, this indicates that the researcher is working on a newly emerging topic. Therefore, rich data are needed to understand the phenomenon (Edmondson and McManus, 2007; Gürlek, 2018). Therefore, the use of a qualitative research method is recommended. In addition, research can use exploratory sequential mixed methods design to gain in-depth knowledge of the investigated topic. In this design, researchers start by discovering qualitative data and then construct quantitative research based on qualitative findings (Creswell & Clark, 2017). It has always been quite difficult to collect data from immigrant and minority groups (Gürlek, 2021). For this reason, the snowball sampling method is recommended for future research.

6. CONCLUSION

Migrant workers play a critical role in filling the labor force gap in the H&T industry all over the world (Jobbe, 2012). Therefore, this topic deserves more attention. It is high time to start the discussions and research on migrant workers. If the aim is to develop theoretical perspectives in a field of study, it is necessary to synthesize previous findings. The way to develop a holistic theory is to combine findings, theories, models and approaches with the help of integrative literature reviews (Tasci, 2020). Based on this, this research aimed to systematically review the research on migrant workers and develop recommendations for future research.

The following conclusions can be drawn from the findings of this study. The fact that only 25 studies have been published in the leading journals of the field of hospitality and tourism reveals that researchers have not paid enough attention to the topic. Secondly, adequate research has not been conducted in the countries facing the highest flow of migration. Thirdly, theoretical perspectives specific to the field of H&T explaining the labor relations of migrant workers have not been developed. Fourth, although the field of study is in its infancy, the number of studies adopting mixed-method research based on rich data is extremely little. Fifth, the findings revealed only six research themes. Many basic research themes related to the H&T field have been ignored. Sixth, the antecedents, consequences, mediators and moderators in migrant worker research need to be addressed more. The research questions developed based on these inferences are presented in Table 5.

Table 5. Future research questions.

Type of gap	Research Questions
Research topics	What are the effects of H&T migrant workers on the labor market and economic growth?
	Do social enterprises contribute to the solution to the problems of migrant workers in H&T?
	How is tourism education provided to H&T migrant workers?
	What is the nature of occupational injuries of H&T migrant workers?
	What kind of psychological disorders do H&T migrant workers experience?
	What are the deviant behaviours of H&T migrant workers?
	What are the types of crimes committed by H&T migrant workers?
	What are the deviant behaviours that H&T migrant workers are exposed to?
	What is the extent of sexual harassment and abuse that H&T migrant workers suffer from?
	What are the antecedents and consequences of acculturative stress of H&T migrant workers?
	What are the consequences of the precarious employment of H&T migrant workers?
	What are the consequences of the exclusion of H&T migrant workers?
	What is the extent of human trafficking and sex trafficking that migrant workers are exposed to in the H&T industry?
	What is the extent of the exploitation and abuse of H&T migrant women workers?
	What are the driving factors for the informal employment of migrant workers in the H&T industry?
	What is the nature of the wage discrimination suffered by migrant workers in the H&T industry?
	What are the consequences of the cultural shock experienced by migrant workers in the H&T industry?
	What are the employment barriers for migrant workers in the H&T industry?
	What are the employment strategies of migrant workers in the H&T industry?
	What are the diversity management strategies implemented for migrant workers in the H&T industry?
	What are the workplace inclusion strategies implemented for migrant workers in the H&T industry?
	What are the language and communication barriers of migrant workers in the H&T industry?
	Do migrant workers face gender discrimination in the H&T industry?
Do migrant workers subject to xenophobia in the H&T industry?	
Theoretical perspective	Can the Importation Model, Strain Model, Cultural Conflict Model, and Bias Model explain deviant behaviours, crime, and violence perpetrated by H&T migrant workers?
	Can intersectionality be used to explain the bad experiences of migrant workers in the field of H&T?
	How can the Displaced Aggression Theory be adapted to the H&T field to explain the Deviant Behavior of migrant workers?
	How can ethnocentrism be used to explain xenophobia towards migrant workers?
	Can a new theoretical framework explaining the acculturation strategies of H&T migrant workers be developed?

Contextual topics	What is the extent of employment of migrant workers in the sub-industries of the H&T industry?
	Do H&T migrant workers in developed countries have better working conditions than those in developing countries?
	What is the level of employment and informal employment of H&T migrant workers in the countries of Lebanon, Jordan, Iraq and Egypt, especially in Turkey, which is facing an intense migration flow?
	What are the working systems of social entrepreneurs focusing on immigrants?
	What is the transformation process of migrant workers from worker to entrepreneur?

This research makes several contributions to the literature and practitioners. Firstly, although there have been several review studies on migrant workers in other areas (Hargreaves et al., 2019; Mucci et al., 2019; Parra, et al., 2022; Peiró et al., 2020), No review study has been conducted on the topic in the field of H&T. Therefore, this research contributes to the literature by offering a holistic synthesis of knowledge. Thirdly, this study contributes to the literature by identifying research gaps and research questions for future research. Thirdly, this research synthesizes the findings of research having been conducted on migrant workers and provides a practice guide for practitioners. For example, practitioners can use the antecedents and consequences synthesized in this research to manage migrant workers.

This research has several limitations. Firstly, this research used the WoS database to access the articles examined in this research. The review is limited to the articles published in 10 leading H&T journals in the field between 2012 and 2022. Secondly, this research reviewed only the articles on migrant workers in the field of H&T. Thirdly, conference proceedings, editorial notes, book chapters and studies focusing on migrants and not focusing on migrant workers were excluded from the selection of articles. Fourth, the articles that use keywords other than the keywords used in the article scanning process of this research, but focus on migrant workers, may have been excluded from the review.

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