

How Could It Be Better? Seeking Solutions to the Precarization in the Tourism Workforce ¹

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Abstract

In the tourism industry, businesses have introduced part-time, temporary, and seasonal work arrangements to increase their short-term profits and save on human resources, which are the most significant cost factor. This has led to the formation of a precarious working class in tourism. The question of how to struggle with this emerging problem of precariousness remains unanswered. Strategies to fight against precarious work have become a central focus for academics working in labor and employment and labor organizations. This study aims to reveal the problem of precariousness in the tourism industry and its consequences and offer suggestions. Although there are many studies on the issue of precariousness, there is a noticeable lack of studies focusing on solving these problems in the tourism field. This study addresses this gap by presenting proposed solutions. In the study, a narrative literature review was conducted and a Google Scholar database was used. The concepts of “precarious work”, “precarious employment”, “precarious life”, “precarization”, and “precariousness” were searched and then the concepts of “tourism”, “hospitality”, and “service” were searched together. The study has two main results: (1) The forms of precarious work in the tourism industry and the consequences it creates, and (2) solution proposals to eliminate precarious and adverse working conditions. In this respect, the study aims to contribute to the literature and protect tourism workers' rights.

Keywords: Precarious Work, Precarization, Social Class, Neoliberalism, Tourism Industry

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Nasıl Daha İyi Olabilir? Turizm İş Gücündeki Güvencesizleşmeye Çözüm Arayışları

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Öz

Turizm sektöründe işletmeler kısa dönemde karlarını artırmak ve en önemli maliyet kaynağı olan insan kaynaklarından tasarruf etmek için yarı zamanlı, geçici ve mevsimlik çalışma biçimlerini devreye soktu. Bu da sektörde güvencesiz bir işçi sınıfının oluşmasına neden oldu. Ortaya çıkan bu güvencesizlik sorununa karşı nasıl mücadele edileceği sorusu hala ortada durmaktadır. Güvencesiz çalışmaya karşı mücadele stratejileri hem iş ve istihdam alanında çalışan akademisyenler hem de işçi örgütleri için temel bir odak noktası haline gelmiştir. Bu çalışmanın amacı, turizm endüstrisinde güvencesizleşme sorununu ve sonuçlarını ortaya koyarak çözüm önerileri sunmaktır. Güvencesizlik konusunda yapılan bir çok çalışma olmasına karşın, turizm alanında bu sorunların çözümüne odaklanan çalışmaların eksikliği dikkat çekmektedir. Çalışma bu boşluğu işaret ederek çözüm önerilerini sıralamaktadır. Çalışmada anlatı literatür taraması gerçekleştirilmiş ve Google Scholar veri tabanı kullanılmıştır. “Güvencesiz iş”, “güvencesiz istihdam”, “güvencesiz yaşam”, “güvencesizleşme”, “güvencesizlik” kavramları taranmış sonrasında “turizm”, “ağırlama”, “servis” kavramları birlikte taranmıştır. Çalışmanın iki temel sonucu bulunmaktadır. (1) Turizm sektöründe güvencesiz çalışma biçimleri ve yarattığı ortam. (2) Güvencesiz ve olumsuz çalışma koşullarını ortadan kaldıracak çözüm önerileri. Bu açıdan çalışmanın literatüre ve turizm çalışanlarının haklarının korunmasına katkı sağlaması hedeflenmektedir.

Anahtar Kelimeler: Güvencesiz Çalışma, Güvencesizleşme, Sosyal Sınıf, Neo-Liberalizm, Turizm Sektörü

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Introduction

The precarious working conditions that emerged under the influence of neoliberal policies have led to the formation of a new social class known as the precariat (Standing, 2011). The precariat class has emerged with the spread of employment forms grouped under terms like atypical, non-standard, marginal, and unstable employment, such as part-time positions, fixed-term contracts, short-term employment (until the job is done), and working in multiple jobs (Vosko, 2000; Kalleberg, 2000; Standing, 2011; Strauss, 2017; Kalleberg and Vallas, 2018). Precarious work is relatively new to employment forms, with the rise of temporary and intermittent employment forms and the changing nature of social and economic risks (Strauss, 2017). Academia examines these instabilities or precarious forms of work, the effects of precariousness on individuals, and the kind of social class it creates (Campbell and Price, 2016). Furthermore, the literature includes research topics on the place of migrant workers, women, young people, minority-status individuals, and digital platform workers in precarious employment (Anderson, 2010; Standing, 2011; Holdcroft, 2013; Schierup, Ålund and Likić-Brborić, 2013; Kahancová, Meszmann and Sedláková, 2020).

Since the 1970s, new economic policies adopted have led to global employment changes. The rise of precarious labor reflects a dynamic interaction process among various actors, including employers, workers, and the state (Chan, Nair, and Rhomberg, 2019). These significant changes in the labor market have led to a transformation in employment relations. Specifically, labor mobilization and project-based employment methods have transformed the labor market. Regular/full-time jobs are decreasing worldwide, replaced by temporary, casual, part-time, and contractual jobs. Even in highly industrialized countries, traditional full-time jobs are rapidly replaced by precarious employment forms (Holdcroft, 2013). This creates a significant concern as access to stable and adequately paid jobs decreases, deepening social inequality (Birnbaum, 2021). Precarious work is not limited to the labor market alone; it affects all life practices of individuals and even societies (Butler, 2004; Ross, 2010).

The term precariat was introduced as a social class by Standing (2011). The term combines 'precarious' and 'proletariat.' Standing (2011) argues that everyone is a potential precariat, as securities can be lost in case of an accident or crisis. He is not wrong in this regard. While state guarantees and aid are relatively provided in case of an accident or crisis in social and welfare states, precariousness is felt more deeply in developing or underdeveloped countries. This is because precarization blurs the future and hinders rational expectations for the future (Bourdieu, 2017). With the spread of precarious work, jobs, and social security are weakening. This frustrates workers, breaks their work motivation, and hinders personal development (Klimenko and Posukhova, 2016).

In the tourism industry, businesses have introduced part-time, temporary, and seasonal work arrangements to increase their short-term profits and save on human resources, the most significant cost factor (Seifert and Messing, 2006). In many tourism destinations worldwide, an army of precarious has formed, and the problem of precariousness has become increasingly apparent with the neoliberal transformation. Precariousness has become more noticeable with irregular working hours (Mooney and Ryan, 2009), unqualified personnel, low wages (Goh and Lee, 2018), seasonal employment, flexible work, and precarious work life (Baum, 2019; Janta, Ladkin, Brown and Lugosi, 2011). This brings along many problems. For instance, in hotels, precarious, uncertain, and flexible employment forms create unemployment pressure on workers, forcing them to submit to domination and exploitation (Çıvak and Besler, 2022).

The question of how to struggle with these emerging precarization processes remains unanswered. Strategies to fight against precarious work have become a central focus for academics working in labor, employment, and labor organizations (Alberti et al., 2018). Tourism workers are treated like horses in Abbas Sayar's (2015) novel, "Yılkı Atı (Rosinante)" (Çıvak, 2021). Recognizing this situation, urgent solutions are needed for the problem of precarization in the tourism industry. Strategic action and laws to protect job security must be created to

eliminate precarious work forms in the hotel industry (Edralin, 2014). Most countries today overlook this situation. Although tourism academia has studies revealing the situation of precarization, they are insufficient in terms of solution proposals. This study aims to discuss the results of precarization in the tourism industry and to present solution proposals. Initially, a careful conceptualization is required to expand research on precarious work and develop policies to combat its effects (Campbell and Price, 2016). This study focuses on proposals with the potential to eliminate the problems after conceptualizing precarization and revealing the employment characteristics in the tourism industry. These proposals have the potential to relatively eliminate the precarity in tourism. Unlike other valuable studies in the tourism literature describing temporary and precarious forms of work (Yıldırım, 2021; McNamara, Bohle and Quinlan, 2011; Seifert and Messing, 2006; Cañada, 2018; Çelik and Erkuş Öztürk, 2016; Menéndez, Benach, Muntaner, Amable and O'Campo, 2007; Axelsson, Malmberg and Zhang, 2017; Zampoukos, 2022; Edralin, 2014), the solution proposals presented to eliminate the precariat differentiate this study. In this respect, the study aims to contribute to the literature and protect tourism workers' rights.

Literature Review

Precarization

Precarious work is defined as “employment that is uncertain, unstable, and insecure, in which employees (rather than businesses or the government) bear the risks of work, and receive limited social benefits and statutory protections” (Kelleberg and Vallas, 2018). Precarious work is understood as paid employment that exhibits various dimensions of insecurity (Standing, 2011). While this concept has been used in various ways across different cultural contexts, it generally relates to insecure, volatile, or vulnerable human conditions socioeconomically linked within the labor market (Della Porta et al., 2015). The development of the concepts of precarious work and employment parallels a series of discussions on neoliberalism, post-Fordism, the rise of the service economy, and political-economic and social changes (Strauss, 2017). In the 1970s, the term was widely used by leftist movements in Continental Europe to describe a group, primarily consisting of young workers, excluded from stable jobs. The concept of precarity finds its roots in leftist labor movements, and these connotations persist today (Alberti et al., 2018).

The term "precariat" is initially attributed to Bourdieu (1963). However, it was Guy Standing who brought the term into widespread recognition by not only diagnosing the issue of precarity but also proposing potential solutions to the crisis faced by workers. However, Scully (2016) argues that Standing and other researchers overlook the much longer history of precarious work in the Global South, suggesting that Standing's idea of precarity is rooted in a Eurocentric historical narrative. In contemporary labor studies, precarious work is often associated with the era of globalization. According to Scully, Standing views precarious work as a product of the globalization era, with much of his narrative spanning from the 1980s to the present (Scully, 2016). Colombini (2020) also points out the misconception that unstable and unregulated jobs with low wages and high unemployment rates emerged after the 1970s. This perception is primarily due to labor insecurity that has existed since the 1970s and was further shaped by globalization and financialization processes. The emergence of new forms of work following the capitalist crisis of the 1970s gave rise to precarious jobs.

The term "precariat" gained prominence with the publication of Standing's book, "The Precariat: The New Dangerous Class," and his followers viewed the concept as a new sociological phenomenon. However, it is essential to review labor debates that have persisted since the 1980s. Therefore, the term "precariat" requires a political genealogy to be traced and examined about earlier concepts of marginality, informality, and social exclusion (Munck, 2013). Global capitalist enterprises' tactics, such as outsourcing, offshoring production stages, subcontracting, violating labor conditions, and homeworking, have led to the narrowing of labor rights and the increase of informal labor (Harvey, 2010). As the industrial working class integrated into the system,

a marginal mass seen as surplus to needs emerged. In the 1970s, another term, "informality," was introduced to describe workers outside the formal capitalist system, particularly in Africa. The informal economy encompasses a wide range of occupations, from small-scale manufacturing and retail to domestic service and various illicit activities, embodying an unregulated market system. By the 1980s, Europe saw the emergence of a new concept, social exclusion, as an encompassing paradigm to analyze the "new poverty" of the globalization era (Munck, 2013). These developments laid the groundwork for the formation of a precarious social class.

Despite the increase in precarious work forms in recent years, Quinlan (2012) notes that precarious work has deep historical roots, with precarious employment relations existing in the United Kingdom and Australia before World War II. He found the term "precarious employment" used in British House of Commons debates and Australian newspapers between 1800 and 1940. Scully (2016) goes further back, stating that precariousness is not new for workers in much of the former colonial world, existing throughout colonial history. Kalleberg, (2009) emphasizes the re-emergence of precarious work since the 1970s, linking this resurgence to the centrality of markets, market-oriented solutions, privatization of state resources, and the removal of state protections. After World War II, developed countries adopted the Keynesian model and large-scale Fordist production organization. The assumptions that men would earn a family-supporting wage in welfare states are dated as mere moments in the capitalist process. From this perspective, as Neilson and Rossiter (2008) noted, "precarity only appears as an irregular phenomenon when compared to a Fordist or Keynesian norm." Thus, it can be argued that precarity has been more dominant throughout history.

While precarious work forms exist in many countries, they have become one of the most common forms of employment in liberal economies in recent times. Hürtgen (2021) argues that precarization is inherently systematic within the transnational European regime, which is based on flexible, highly fragmented, and unstable production. Additionally, he notes that Europe's socio-spatial division of labor is constantly being restructured, establishing increasingly precarious working conditions for more jobs. The US Bureau of Labor Statistics found that in 2017, about 10% of American workers were employed as independent contractors, on-call workers, temporary help agency workers, and contract workers (BLS, 2018). Zhang (2015) indicates that automakers in China employ temporary contract workers. Lee (2016) states that Chinese workers, like their counterparts worldwide, face the issue of precarization rather than empowerment. He also highlights the relentless pressures on labor NGOs and activists who dare to assist worker mobilization, along with the state monopoly on worker representation.

There are various discussions on whether it is the jobs, work arrangements, labor markets, industry, or specific groups of people (in terms of class, gender, ethnicity) that are precarious (Clement, Mathieu and Prus, 2009). While some studies claim that the transformation of work forms in the new world order has led to precariousness, certain industries have been pioneers of flexible and precarious work forms. Additionally, many precarious jobs largely rely on migrant and undocumented labor. Answering the central question of the discussion is quite challenging. This is because presenting precarization as a phenomenon confined to a specific area appears difficult. Some job branches under certain industries are temporary, while others contain continuous and secure positions. For example, cleaners in the hospitality industry, seen as unskilled jobs, are employed as long as the facilities are open, whereas working for a tour operator continues throughout the year, providing uninterrupted employment. Another emerging industry in recent years is digital platform jobs. Paid jobs associated with digital platform work (taxi driving, delivery, caregiving, and other functions) complicate the application of traditional work arrangements and employment standards (Stewart and Stanford, 2017). Different industries experience precarization in various forms and intensities. Moreover, in the Global South (Southern Hemisphere), precarious work forms have become the norm for the working class (Munck, 2013). Hence, it is not possible to confine precarization to a specific area.

Temporary and precarious work arrangements are becoming the new preferred and increasingly common mode of work in many areas. One of the main reasons for this is that temporary employment forms reduce business costs (Standing, 2011). It is clear how employers shift costs and risks to individual workers within labor arrangements (Frade and Darmon, 2005). Non-standard employment relations, such as part-time work, contractual employment, short-term and conditional work, and independent contracting, are becoming increasingly prominent ways of organizing work (Kelleberg, 2000; Standing, 2017). Employers aggressively restructure employment relationships to exploit subcontracted workers, migrant and other temporary workers, minorities, and unprotected low-wage workers. This situation deepens social inequalities (Chan et al., 2019).

Temporary jobs often come with low wages and may not require additional costs like severance pay. However, this situation is being deliberately exploited. Bourdieu (2017) notes that the goal of cost reduction continuously puts workers at risk of losing their jobs due to temporary job contracts. Moreover, these contracts are legal. In this working arrangement, where worker rights are eroded as much as possible, the ones who benefit are undoubtedly the businesses. Temporary job contracts serve as a significant tool that strengthens the employer's hand, gradually devaluing labor. Additionally, temporary workers are easier to control through fear, as they face the immediate risk of being fired if they do not comply with management's demands (Standing, 2011, p. 61).

Temporary and precarious work arrangements include not only low wages but also irregular employment, highly flexible schedules, lack of effective worker representation, and harsh and exhausting working conditions (Wilson and Ebert, 2013). Precarization generally leads to the erosion of workers' social and labor rights, causing deformation in labor relations (Bobkov et al., 2015). Precarization is a notion related to workers not only working in insecure jobs but also enduring the consequences of insecurity (Anderson, 2010). After working in temporary jobs, individuals fall into insecure positions. In this situation, occupational loyalty is weak or almost non-existent, leading to instability in the use of time (Standing, 2011). This has become a crucial issue in contemporary society.

Precarization in Tourism

The industrial intensification in the tourism industry, particularly after neoliberalism, has become more visible. Hotels and hotel chains have sought more effective solutions to meet the increasing needs and demands of tourists amid intensifying competition. To increase short-term profits, hotel chains have tried to introduce more "flexibility" into their operations through part-time, temporary, and seasonal work (Seifert and Messing, 2006). Despite different manifestations in different destinations, they have reached a common point: an "army of precarious workers." Slavnic (2013) noted that in the British tourism industry of the 1980s, skilled labor was aging, and employers wanted to hire younger employees who lacked the necessary skills. To overcome this, the industry followed a significant series of processes, including standardization and simplification of certain service elements. Many employers in the UK tourism industry had already adopted a numerical flexibility strategy in the 1970s, devaluing skilled tourism workers by detaching them from their skills and pushing them towards a precarious class.

Some industries are characterized by more insecurity than others. The seasonal nature of the agriculture and hospitality industry brings insecurity (McNamara et al., 2011). In general, precariousness is a feature of the tourism industry (Louie et al., 2006). With the neoliberal transformation, insecurity in the tourism industry has become increasingly evident. Indicators of neoliberal transformation include irregular working hours (Mooney & Ryan, 2009), unskilled personnel, low wages (Goh and Lee, 2018), seasonal employment, flexible working, and precarious work life (Baum, 2019; Janta et al., 2011). There is a fluctuating employment profile, especially due to seasonal employment. Environmental conditions at the destination create a significant

constraint. For example, the structure of 3S (Sea, Sand, Sun) tourism is largely dependent on seasonal conditions and holidays. In Turkey's southern coasts, the average season lasts 6-7 months, while in the northern coasts, it is limited to 3 months. This inevitably forces tourism businesses to operate during the high season and close during the low season. This situation is more evident, especially in winter hotels with shorter seasons.

Seasonal employment in the tourism industry negatively affects work, social and family life, and health by putting employees in a tight spot (Seifert and Messing, 2006; Yıldırım, 2021). Despite the advantages it contains, the tourism industry deepens labor exploitation with flexible and uncertain employment forms. Hotel employees, whose primary livelihood is tourism and who are employed seasonally, have been observed to spread their earnings over the entire year. Due to limited job opportunities (out of season) in tourism destinations, men have been seen working in construction and agriculture, while women return to domestic work (Çıvak, 2021). Precarization is observed in tourism employment shaped by seasonal conditions like 3S tourism and winter tourism (Çıvak and Bayraktaroğlu, 2019).

Yıldırım (2021) identifies insecurity as the most prominent feature of tourism jobs. His research indicates that the seasonal structure of the tourism industry results in flexible employment and makes employment relationships even more insecure. Additionally, the work intensity of the 7-8-month season reaches a challenging point. Among the most significant problems in the hospitality industry are excessive workload and burnout (McNamara et al., 2011). Seifert and Messing (2006) noted that the workload of cleaning workers in the hospitality industry is increasingly heavy. They emphasize that "flexible" employment relationships and outsourcing worsen the workload for cleaners. McNamara et al. (2011), in their research on precarious work in the hospitality industry, noted that temporary or insecure workers have lower levels of control, making them disadvantaged in terms of work-life balance and health issues. Similarly, Cañada (2018) points out that the financial crisis that started in 2008 and the related legal reforms by the Spanish government led to massive unemployment, precarious work, and increased workloads for employees. Hotel workers, in particular, are among the most affected groups, facing issues such as salary reductions due to outsourcing, loss of occupational categories, excessive workload, uncertainty in working hours, a decline in professionalism, increased division and competition among employees, worsening health problems, and decreased representation capacity. Precarious work life is the main trigger of problems such as the inability to make long-term plans, low economic capital, reduced purchasing power, delayed retirement age due to short-term work, gaps in career goals, and weakened collective movement among employees (Çelik and Erkuş Öztürk, 2016; Çıvak, Besler and 2024; Çıvak and Besler, 2022; Yıldırım, 2021).

Unregulated labor markets, commercial competition, and technological changes are transforming the working forms of many occupational fields globally into precarious ones. Precarious employment is characterized by a lack of control over work processes, weak social protections, low income, and an insecure life (Menéndez et al., 2007). This situation is observed in the tourism industry. Women, migrants, and young people are the most precarious in the tourism industry (Seifert and Messing, 2006). Especially, rude behavior, sexual harassment, job stress, and the struggle to live on low income make tourism workers even more vulnerable (Çıvak and Besler, 2022).

Tourism destinations are regions that significantly attract migration. The tourism industry requires migrant workers due to cheap labor, professional job areas, and job areas requiring language skills. For example, women from countries like Thailand and Bali are seen working in the SPA departments and massage parlors of hotels. Hotels need employees who speak the language in areas where interaction with customers is strong, such as front office, guest relations, and animation. According to the customer base that businesses cater to, a native-speaker employee is employed. Besides, migrant workers can be employed cheaper than local people in some

unskilled jobs (Çıvık, 2021). There is a series of temporal uncertainties, such as the exact duration of employment and working hours for migrant workers, closely related to precariousness as Anderson (2007) pointed out. Axelsson et al. (2017) reveal that Chinese chefs in Sweden are expected to show high flexibility, work long hours, and are temporarily employed more intensely than their colleagues.

Outside of seasonal employment, the tourism industry is one of the most vulnerable industries. Drastic declines in tourism activities are inevitable in cases of terrorist attacks, pandemics, natural disasters, and social events. Especially when COVID-19 began, many industries contracted in terms of employment, but this situation was exceptionally significant in the tourism industry. The pandemic revealed the lack of or inadequate social protection and worker protection, creating an army of precarious workers in the tourism industry (Zampoukos, 2022). According to the United Nations policy brief "COVID-19 and Transforming Tourism" (2020), published in August 2020, millions of people in the tourism industry, which accounted for seven percent of global trade before the pandemic, were earning their livelihood from this industry. During the restriction period (closure of borders, hotels, and reduction in air travel), tourist flows decreased by 56%. This situation undoubtedly deeply affected employees and businesses whose livelihood depended on tourism. In 2020, on Madeira Island in Portugal, 45% of the population either lost their jobs or were put on mandatory leave. At the beginning of the pandemic in Hungary, 41,500 people directly lost their jobs (United Nations, 2020). Similarly, cities in Turkey whose primary livelihood is tourism were directly affected.

Fluctuations in supply and demand, environmental uncertainties, and profit maximization are some of the reasons why flexible working practices are adopted in the tourism industry. Edralin (2014) lists the main reasons why hotel businesses resort to precarious work models. Accordingly, to (1) reduce wages and benefits to increase profits, (2) reduce the number of regular employees, (3) increase labor flexibility, and (4) weaken or prevent unionization. This explains why low wages and precarious work models are so widespread in the field. Additionally, unions in the area are weakened as union memberships and fund resources decrease. Especially in businesses with seasonal workers, union membership is almost non-existent. Even in hotels with an authorized labor union, the situation does not seem very promising. Some tourism labor unions in Turkey exhibit yellow unionism characteristics by defending the rights of employers instead of workers (Çıvık, 2021). Therefore, tourism workers remain defenseless.

The effects of precariousness, as a product of the transformation in labor markets, are a constitutive factor in the formation of a new working class (Çelik and Erkuş Öztürk, 2016). According to the International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations (2011), the forms of precarious work in the field include (1) outsourcing and subcontracting, (2) casualization, contractualization, conditional or fixed-term contracts creating a large pool of "temporary workers," (3) the use of employment agencies, (4) fake "self-employment" and independent contractors, and (5) the misuse of seasonal and probationary employment and internships. These working forms lead to the formation of a precarious working class, as stated by Standig (2011).

Another issue is the standardization, simplification, and eventual devaluation of work in the tourism industry, reducing employee wages to a minimum level (Çıvık and Besler, 2022). Due to high environmental uncertainties, accommodation businesses adopt certain concepts for national and international customers. Considering the tourist profile, daily needs, and expectations, they choose an inclusive service understanding instead of an à la carte understanding. This has led to the simplification of service standards, narrowing employee job descriptions, and a decrease in the workload. To summarize, the tourism industry has turned into an industry where low wages, precarious working conditions, excessive workloads, and weakened professional qualifications are prevalent. Workers are constantly kept in fear of losing their jobs due to a lack of unionization and weak social protection mechanisms (Çıvık and Besler, 2022).

In the tourism labor market, the army of unemployed strengthens the hand of businesses. Already, due to standardization and simplification of work, the decreasing need for skilled labor has led to a gradual reduction in the most significant cost item, personnel expenses. Especially in all-inclusive hotels, since a business model has been created where everyone can do everything, it becomes easier to control temporary tourism workers, hire someone else instead, or fire them. It is observed that tourism workers are pushed into a more obedient state due to unemployment pressure or fear of dismissal. This situation continues to function as a pressure mechanism in the field (Çıvık and Besler, 2022; Yıldırım, 2021). Additionally, tourism businesses employ informal personnel to further flexibilize operations and reduce costs, thereby weakening the organized labor movement altogether (Aykaç, 2009). From the perspective of tourism workers, flexible working conditions lead to negative impacts on job security, career prospects, and wages (Aykaç, 2010). This situation further deepens labor exploitation. Table 1 lists the elements demonstrating precarity in the tourism industry under four key factors.

Table 1
Elements Indicating Precariatization in the Tourism Industry

Working Styles	Social Security Rights	Income	Representation of Collective Interest
<ul style="list-style-type: none"> •Flexible working •Working under contract •Working under subcontracting •Working seasonally 	<ul style="list-style-type: none"> •Irregular insurance premium payments •Inadequate health insurance •Insufficient unemployment insurance 	<ul style="list-style-type: none"> •Minimum income •Income inequalities 	<ul style="list-style-type: none"> •Decline in union memberships •Passive unions •Yellow unionism •Declining collective resistance

The precariat is deprived of long-term, stable, fixed-time jobs, union rights, and many other rights including collective agreements that the proletariat traditionally enjoys. Due to the temporary and insecure nature of tourism employment, tourism workers have been sentenced to the lower class in terms of class distinction. Insufficient social security rights and wage levels weaken tourism precarity's plans and career aspirations. Temporary jobs also disrupt the lives of tourism workers (Seifert and Messing, 2006). Temporary and insecure employment weakens the collective action capacity of tourism workers. This situation leads to a decrease in union memberships. Furthermore, the passive role of tourism unions or their tendency towards yellow unionism significantly reduces collective resistance in the field (Çıvık, 2021).

Method

In this study, the issue of precarization in the tourism sector was examined, and solution proposals were developed. To achieve this, a literature review was conducted. As the size of the published scientific literature increases, review articles can help researchers better understand the literature. Literature reviews can be generally classified as either "systematic" or "narrative" (Byrne, 2016). A narrative approach was adopted in this study. Narrative literature reviews are studies that describe and discuss a particular topic or theme from a theoretical and contextual perspective (Rother, 2007). Also known as non-systematic narrative reviews. Narrative reviews present a comprehensive synthesis of previously published information (Green, Johnson and Adams, 2006).

In this study, steps were created for the purpose and scope of the topic for narrative review. First, the database to be searched was determined. The Google Scholar database was used for the literature review. Initially, the advanced search feature of Google Scholar was employed to highlight issues related to precarization. Keywords such as “precarious work,” “precarious employment,” “precariat,” “precarization,” and “precariousness” were individually entered into the search parameters. Studies containing these terms in their titles or within the text were examined in detail. Works in which these concepts appeared only sporadically were excluded according to the exclusion procedure. Studies specifically aimed at defining the scope of these concepts were included. After outlining the details of the topic, the same keywords were searched in combination with terms like “tourism,” “hospitality,” and “service.” For example, “precarious work” and “tourism” were entered into the advanced search parameters. Various combinations of these keywords were used for additional searches. Studies to be included or excluded were reviewed following the defined procedures. Exclusion criteria were applied to studies lacking full access, incomplete information, or content outside the scope of the research question.

30 studies included in the research focus directly on precariousness, precarious work forms, and the consequences of precarious work; while 23 studies focus on precariousness in the tourism, hospitality, and service sectors. In addition, other studies on conceptualization, working conditions, union memberships, and migrant workers are also included in the study.

Solution Offers to the Precarization in Tourism Workforce

The Decent Work Agenda has been established to ensure that employees work under good conditions. This concept aims to improve conditions of freedom, equality, security, and human dignity (Gust, 2006). The International Labour Organization (ILO) defines decent work as productive labor carried out with freedom, justice, security, and dignity, accompanied by adequate wages and social protection (International Labour Organization, 1999a). Decent work signifies the high employment standards that everyone who wants to work should have access to (Blustein, Olle, Connors-Kellgren and Diamonti, 2016). However, the adverse working conditions in the tourism industry appear far from what is considered decent work. The tourism industry can provide fair economic benefits, but it depends on how stakeholders are involved (Shircliff, 2020). When looking at the share stakeholders receive from tourism, it is evident that businesses take the lion's share, while workers earn minimum income. Achieving this involves promoting dignified work, social justice, and gender equality in tourism and hospitality (International Labour Organization, 2018).

This study highlights a stance against precarization spread across various sub-sectors of the tourism industry. Moreover, identifying employment forms, characteristics, and issues in the labor market can serve as a guide for government institutions, policymakers, and researchers in areas such as occupational health and safety, taxation, labor market regulations, working and child poverty, aid programs, industrial relations, and skill development (Louie et al., 2006). Thus, this study contributes to shedding light on insecure employment forms and issues in the tourism industry and proposing solutions. The following recommendations are focused on addressing key issues in the industry:

- Enactment of Tourism Occupation Law,
- Implementation of health insurance and appropriate insurance premium payments for seasonal workers,
- Designing payment systems for seasonal workers,
- Designing other social assistance programs,

- Establishment of a solidarity platform for tourism workers,
- Strengthening tourism worker unions,
- Establishment of a tourism worker complaint hotline.

Enactment of Tourism Occupation Law

Solution-oriented steps are necessary to eliminate adverse working conditions in the tourism industry. Therefore, it seems essential to enact an occupation law to take steps in favor of workers regarding issues such as wages, leave rights, insurance premiums, and occupational safety. For example, in Turkey, Law No. 6326 on Tourist Guiding Profession (mevzuat.gov.tr, 2012) has been enacted. According to this law:

'This Law covers the conditions for admission to the profession of tourist guiding, in-service training and practice of the profession, establishment of tourist guiding chambers and unions of tourist guiding chambers, qualifications and elections of their organs, conditions and procedures for losing membership status, duties and powers, working procedures, mutual rights and obligations of their members, revenues and expenditures and budgets, duties and powers of the Ministry of Culture and Tourism regarding the profession, cooperation with professional organizations, and procedures and principles regarding the inspection of tourist guiding professional organizations by the Ministry.'

The Tourist Guiding Profession Law in Turkey serves as an example for the tourism industry. Similarly, enacting an occupation law that regulates working life in other subindustries of the tourism industry would be a significant step towards eliminating uncertainties. However, an important challenge lies ahead in this process. The tourism industry has a heterogeneous structure encompassing various professions. In this regard, bringing together tourism academia, worker and employer unions, industry representatives, and the Ministry of Tourism to establish clear boundaries on admission requirements to the profession, vocational training needs, the practice of the profession, minimum wages and taxation for each profession, employment rights, dispute resolution centers, and conditions for losing membership status could potentially provide solutions to many problems in the industry. These can be listed as follows:

- (1) Can solve the problem of qualified personnel,
- (2) Can reduce personnel turnover,
- (3) Can partially stop labor exploitation with improved employment rights (it is not possible to eliminate exploitation in a capitalist system),
- (4) Can reduce problems between workers and employers.

When examining the 11th Development Plan of the Republic of Turkey (2019), aims to enact the Tourism Basic Law by reviewing the scattered legislation related to the tourism industry, diversifying tourism services, supporting investments, promoting tourism management, and reducing costs in the industry. A protocol has been signed between the Ministry of Culture and Tourism and the Ministry of National Education to train qualified intermediate staff. Additionally, this report states that facilities will be allocated for staff housing in more comfortable environments to facilitate qualified personnel employment (Presidency of the Republic of Turkey, Ministry of Strategy and Budget, p. 94-96). However, no concrete steps have been taken towards a comprehensive tourism occupation law.

Design of Payment, Taxation, and Retirement Rights for Seasonal Workers

The issue of low wages is one of the most significant problems in the tourism industry (International Labour Organization, 1999b). Boz (2006) identifies low wages as the most important issue after vocational training and job security problems. This is a major problem for the tourism industry globally. The problem of low wages is crucial from Turkey to New Zealand, leading to high turnover rates (Brien, 2004, Çıvak, 2023). Loppers and Murphy (2018) mention the difficulties faced by the tourism industry in attracting and retaining qualified personnel. Their research highlights that 60% of participants will not return to the industry, citing wages and managerial leadership as reasons. Adding seasonality exacerbates this issue because tourism workers sustain their lives with seasonal earnings. A wage system must be implemented for seasonal tourism workers to sustain themselves during non-working periods. It would be appropriate to impose additional taxes on businesses operating seasonally to pay seasonal workers. Thus, the wages can be transferred to workers from a wage pool. Additionally, alternative jobs can be designated by the government for seasonal workers. If not feasible, subsidizing this area by the government would be beneficial for seasonal workers.

Low wages in the tourism industry not only create economic concerns but also have the potential to disrupt work-life balance (Çıvak, Besler and Sezerel, 2024). As long as low wages confine tourism workers to the lowest social class escapes from the industry will continue. To ensure tourism workers receive the wages they deserve, transitioning to a minimum wage system, as seen in some fields, is necessary. Moreover, seasonal workers can be exempted from additional taxes like income tax, which would lead to wage increases for them.

Another issue is insurance records and premium payments. It is observed that some hotels on the southern coast of Turkey do not register seasonal workers for insurance, and some businesses erase workers' insurance records by falsely claiming they have been terminated (Çıvak, Besler and Sezerel, 2024). This situation also leads to an informal economy. Furthermore, it is noted that short-term insurance premiums are insufficient for retirement, and workers struggle to meet the conditions for disability, old age, and insurance benefits (Çavuş and Kurar, 2015). To address this, a retirement system should be regulated similarly to certain industries (agriculture, mining).

Design of Other Social Assistance Programs

There is some consensus on the need to readjust the power relationship between employers and workers regarding social assistance protection (Alberti et al., 2018). States can change the effects of precarious work by 'buffering' the impact of poor labor market conditions through financial and other supports (Clement et al., 2009). Fluctuations in supply-demand in the tourism industry, seasonality, terrorism, pandemics, natural disasters, social events, etc., lead tourism businesses to reduce costs by laying off workers. Indeed, COVID-19 revealed the weak social and worker protections in the tourism industry (Zampoukos, 2022). In response, governments need to take steps to expand social protections. This includes providing adequate wage support and health insurance for individuals in unemployment situations. Partially alleviating insecurity through government subsidies will prevent various potential problems. This measure will not only protect the rights of tourism industry workers but also facilitate the retention of qualified personnel in the industry.

Strengthening Tourism Worker Unions

The differentiation of forms of labor and conditions in the labor market prioritizes coping with insecurity. Workplace solidarity, unions, full employment, and strong regulations are gradually weakening (Wilson and Ebert, 2013). Insecure work rapidly becomes one of the greatest obstacles to protecting workers' rights worldwide. Increasingly, collective bargaining is decreasing, and even the right to join a union is denied in insecure jobs. The form of insecure work is described as one of the strongest challenges facing union movements (Holdcroft, 2013). Because it obstructs collective action.

A mechanism such as unions will take a stance against adverse working conditions in the tourism industry such as low wages, increased job insecurity, unpredictability, emotional labor, limited opportunities for career advancement, and long, unsociable working hours (Darvishmotevali and Ali, 2020), and can defend workers' rights. However, unionization in the accommodation industry in Turkey is at a low level. One of the main reasons for this weakness is the negative societal perception of unions (Ertürk, 2019). This situation leaves workers in the accommodation industry vulnerable to socio-economic shocks due to the rarity of unions and unionization (Zientara, Adamska-Mieruszewska and Bąk, 2024).

Looking at the membership numbers and percentages of unions in Turkey, it can be seen that memberships are overall 4.28%, which is quite low (The Ministry of Labor and Social Security, 2023). Various steps can be taken to promote unionization in the tourism industry. Firstly, unions in the accommodation and entertainment industry should identify employees in the field and, if necessary, conduct individual union introductions. Seminars can be organized in businesses, union areas, or independent venues regarding the role of unions in employees' struggles for their rights. However, it is not difficult to predict that not all businesses will allow this. One way to overcome this situation is for the government to implement encouraging practices for unions and businesses. Granting unions the right to promote themselves in businesses could be one of the initial steps. The official ideology of the state may either facilitate or complicate this situation. In repressive regimes or governments favoring capital, it is inevitable for this situation to remain a utopia. However, a social state must seek ways to achieve this.

Júliúsdóttir and Halldórsdóttir (2020), in their study in Iceland, revealed that despite high union density, collective agreement violations, the accommodation of migrants, and placement at the lowest end of the wage scale led many migrant tourism workers to live unstable lives. Temporary contracts for migrant workers in the tourism industry, high mobility, and socio-cultural differences create challenges for labor unions (Carson, Carson and Lundmark, 2014; McDowell, Batnitzky and Dyer, 2009). When planning their policies and programs, unions must also consider migrant tourism workers. Regulations should be made to integrate both local and foreign tourism workers into union activities. This is because insecure tourism workers unaware of collective strength (Çıvak, 2021) must learn the fundamental practices of asserting their rights. Collective unity will create a new power mechanism, enhancing the bargaining power of tourism workers. If collective unity is achieved, resistance power for employment rights will gradually increase.

Establishment of the Tourism Workers Solidarity Platform

Shaping solidarity conditions and gaining influence through strikes is crucial for ensuring the protection of workers' rights (Chan et al., 2019). Solidarity among tourism workers can be fostered through unions, associations, and small organizations. However, it can be said at first glance that unionization and worker organizations are weak in the tourism industry. Steps should be taken to expand solidarity organizations such as solidarity associations, migrant worker platforms, and seasonal tourism worker platforms in the field. The tourism academia can play a leading role in this regard. Academics can collect and process scientific data for identifying and solving issues in the field, thereby leading to more informed decision-making. Critical researchers/theorists, especially, can uncover mechanisms and processes that perpetuate distortions like job insecurity (Prasad, 2005) and work towards transforming them.

State institutions (such as labor ministries, tourism ministries, and social security units) can provide support in addressing gaps in establishing solidarity platforms by allocating resources, enacting laws, and implementing incentivizing practices. Worker unions can support the establishment and functioning of alternative solidarity organizations in the field. Tourism worker unions can come together to form umbrella organizations, associations, or solidarity platforms. This can be beneficial in fostering class consciousness and uniting individuals with different worldviews.

Establishment of the Tourism Workers Complaint Hotline

Another way to monitor the mistreatment and irregularities in operations that tourism industry workers encounter is to establish a complaint hotline. A hotline established under the coordination of the Tourism Ministry and Labor Ministry of governments has the potential to significantly reduce mistreatment by employers, wage irregularities, and insurance fraud. This is because it can effectively monitor exploitation and domination practices faced by tourism workers, along with insurance and wage irregularities (Çıvak, 2021; Çıvak and Besler, 2022). Providing support through phone connections, a website, and mobile applications would be highly beneficial. Once complaints are reported, they should be evaluated by the unit and referred to labor courts as necessary. Both unions and labor ministries can provide legal support to tourism workers.

Conclusion

In this study, the issue of precarization in the tourism industry has been highlighted, and solutions have been proposed. There exists a significant problem that needs to be addressed by governments, tourism worker unions, and the tourism academia. Despite numerous studies on job insecurity, the lack of focused research on solving these issues in the tourism industry is evident. This study addresses this gap by listing proposed solutions. The study has two main conclusions: (1) the forms of job insecurity in the tourism industry and the consequences it creates, and (2) proposed solutions to eliminate precarious and adverse working conditions.

The elements demonstrating precarization in the tourism industry are flexible, contractual, subcontracted, and seasonal forms of employment. Additionally, irregular insurance payments, inadequate health, and unemployment benefits, low-income levels, and the absence of collective bargaining indicate that tourism workers are part of the precariat class. While tourism workers generate significant surplus value, much of it flows to capitalists. Employers adopt new forms of work to increase profits by introducing part-time, temporary, and seasonal work arrangements (Seifert and Messing, 2006). However, this has resulted in the creation of a precarious working class in the industry.

Strategic action is required to eliminate precarious forms of work for seasonal tourism workers who are treated like *rosinante* (Çıvak, 2021; Çıvak, 2023) and to enact laws that protect job security (Edralin, 2014). A comprehensive tourism occupation law aimed at improving working conditions has the potential to eliminate chronic issues in the field. Advocating for such a law is essential to address long-standing problems such as low wages, long and irregular working hours, retirement rights, and job insecurity (Brien, 2004; Goh and Lee, 2018; Mooney and Ryan, 2009; Baum, 2019; Janta et al., 2011; Çıvak, Besler and Sezerel, 2024; International Labour Organization, 1999b; Boz, 2006). This law would shift power balances significantly between employers and a protected working class. This change would reverse the situation for employers who opportunistically exploit the army of unemployed in the labor market (Çıvak, 2021). Additionally, governments must plan financial and social support measures to mitigate or eliminate the negative effects of poor labor markets, thereby potentially changing the adverse impact of precarious work on employees (Clement et al., 2009).

There is a limited solidarity culture and collective struggle in the tourism industry. Establishing/strengthening unions and solidarity platforms in the industry is necessary to create a collective consciousness. Unions are crucial for collective bargaining and protecting/improving workers' rights (Chan et al., 2019). While it may not be possible to eliminate exploitative conditions, collective resistance has the potential to push back against them. Particularly in a work environment increasingly marked by neoliberal transformations and entrenched individualism, collective consciousness, and resistance are vital. Worker unions and solidarity platforms bear a significant responsibility in developing tourism worker unions and solidarity platforms. Cultural sensitivity in breaking down negative perceptions of unions in society (Ertürk, 2019) can be achieved through fieldwork. Furthermore, the active use of social media platforms by unions can attract a wider audience and increase membership.

Academic Implication

There is a notably low interest in the critical paradigm within tourism academia. It is particularly striking that the dominant paradigm in the field is positivist (Çıvık and Sezerel, 2018). However, the issues faced by tourism workers are overlooked, and these problems have been awaiting solutions for years. Despite numerous studies on precarization, there is no roadmap containing solutions. Expanding research on insecure work and developing policies to combat its effects requires a conceptual foundation (Campbell and Price, 2016). Tourism academics should delve deeper into this topic. Precarization could be the main theme at national or international tourism conferences, thereby increasing academic interest in this topic. Comprehensive discussions at tourism conferences could raise awareness of all aspects of the issue. Solutions to the problem of precarization are likely to vary by country so tourism academia may focus on local research.

Managerial Implication

Individuals who feel insecure and unhappy at work will inevitably experience a drop in work motivation. Coping with challenges such as unemployment pressure, economic difficulties, and uncertainty affects employees negatively (Çelik and Erkuş-Öztürk, 2016; Yıldırım, 2021; Lee, 2016). It is a fact that employees whose living standards improve will work more efficiently in their workplaces (Temizkan and Yücesoy, 2023). Additionally, developing tourism businesses' operations throughout the year rather than seasonally will eliminate unemployment and job insecurity pressures. Therefore, businesses need to develop plans and policies to operate year-round. This will reduce staff turnover and partially address the issue of qualified personnel shortages.

Policy Implication

Policymakers bear significant responsibilities for eliminating adverse working conditions in the tourism industry. Enacting a tourism occupation law, conducting business audits, supporting unions, and implementing social protection programs are essential to eliminating issues stemming from flexible and uncertain working conditions (Lee, 2016; Çelik and Erkuş-Öztürk, 2016). States must eliminate relentless pressure on labor unions and organizations (Lee, 2016). Otherwise, a power asymmetry favorable to businesses in the industry is inevitable.

Limitation and Future Research

The most significant limitation of this study is the lack of field research. However, other studies in the field were carefully examined and possible solutions were listed. Thus, an attempt has been made to overcome this limitation. Additionally, the suggestions against precariatization are presented only specifically for the tourism industry. The study also provides recommendations for future research. Field studies could investigate stakeholder views on solving the problem of precarization in the tourism industry. Research involving destination management organizations, tourism ministries, tourism academics, workers, and businesses could fill this gap. Additionally, comprehensive academic research on tourism occupation law could serve as a guide for policymakers. Research could also be designed to explore tourism workers' opinions, experiences, and intentions regarding membership in labor unions.

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Genişletilmiş Özet

Amaç

Turizm sektöründe işletmeler kısa dönemde karlarını artırmak ve en önemli maliyet kaynağı olan insan kaynaklarından tasarruf etmek için yarı zamanlı, geçici ve mevsimlik çalışma biçimlerini devreye soktu. Dünyanın birçok turizm destinasyonunda güvencesizler ordusu oluştu ve güvencesizlik sorunu neoliberal dönüşümle birlikte kendini gitgide daha da belirgin hale getirdi. Ortaya çıkan bu prekarizasyon süreçlerine karşı nasıl mücadele edileceği sorusu hala ortada durmaktadır. Güvencesiz çalışmaya karşı mücadele stratejileri hem iş ve istihdam alanında çalışan akademisyenler hem de işçi örgütleri için temel bir odak noktası haline gelmiştir. Bu çalışmanın amacı, turizm sektöründeki güvencesizleşmenin doğurduğu sonuçları tartışarak çözüm önerileri sunmaktır. Öncelikle güvencesiz çalışma konusundaki araştırmaları genişletmek ve bunun etkileriyle mücadele edecek politikalar geliştirmek için dikkatli bir kavramsallaştırma gerekmektedir. Bu çalışmada güvencesizleşme konusundaki kavramsallaştırmadan sonra turizm sektöründeki istihdam özellikleri ortaya konularak sorunları bertaraf edebilecek potansiyele sahip öneriler üzerinde durulmaktadır.

Tasarım ve Yöntem

Bu çalışmada turizm sektöründeki güvencesizleşme sorunu ortaya konularak çözüm önerileri geliştirilmeye çalışılmıştır. Bunun için öncelikle literatür taraması gerçekleştirilmiş ve sonrasında çözüm önerileri sıralanmıştır. Literatür taraması aşamasında sistematik bir yol izlenmiştir. Literatür taramasında Google Scholar veri tabanı kullanılmıştır. İlk olarak güvencesizleşme konusu ve sorunlarını ortaya koymak için Google

Scholar “gelişmiş arama” bölümü kullanılmıştır. Arama parametrelerine ayrı ayrı “precarious work”, “precarious employment”, “precariat”, “precarization”, “precariousness” kavramları girilerek tarama yapılmıştır. Konunun detayları ortaya konulduktan sonra aynı kavramlarla “tourism”, “hospitality”, “service” kavramları birlikte taranmıştır. İncelemeye dahil edilecek ve dışlanacak çalışmalar prosedüre göre incelenmiştir.

Bulgular

Dünyanın her köşesine sirayet etmiş güvencesizleşmeye ve emek sömürüsüne karşı bir direniş! Bu çalışmada turizm sektörünün birçok alt alanına yayılmış güvencesizleşme sorununa karşı bir duruş serilenmektedir. Ayrıca emek piyasasında istihdam biçimlerini, özelliklerini ve sorunlarını tespit etmek iş sağlığı ve güvenliği, vergilendirme, işgücü piyasası düzenlemeleri, çalışan yoksullar, çocuk yoksulluğu, yardım programları, endüstriyel ilişkiler ve beceri geliştirme gibi alanlarda devlet kurumları, politika yapıcılar ve araştırmacılar için bir rehber olabilir. Bu açıdan bu çalışmanın tuizm sektöründeki güvencesiz çalışma biçimlerine ve sorunlarına ışık tutarak çözüm önerilerine katkıda bulunmaktadır.

Turizm sektöründeki olumsuz çalışma koşullarını bertaraf etmek için çözüm odaklı adımların atılması gerekiyor. Bunun için meslek kanununun çıkarılarak ücret, izin hakları, sigorta primleri, iş güvenliği gibi konularda çalışanlar lehine adım atılması zaruri görünüyor. Örneğin, Türkiye’deki 6326 sayılı Turist Rehberliği Meslek Kanunu düzenlenmiştir. Kanuna göre, mesleğe kabul şartları, yabancı dil yeterliliği, meslekten men durumu, taban ücretler gibi hususlarda mesleğe ilişkin sınırlar çizilmiştir. Türkiye’deki Turist Rehberliği Meslek Kanunu, turizm sektörü için örnek teşkil etmektedir. Buna benzer şekilde turizm sektörünün diğer alt alanlarında çalışma yaşamını düzenleyecek bir meslek kanununun çıkması belirsizlikleri ortadan kaldırmak için önemli bir adım taşı olacaktır.

Sosyal yardım koruması konusunda işverenler ile işçiler arasındaki güç ilişkisini yeniden ayarlama ihtiyacı konusunda bir miktar fikir birliği var. Devletler, kötü işgücü piyasası koşullarının etkisini 'tamponlayarak' mali ve diğer destekleri sağladığında güvencesiz çalışmanın etkilerini değiştirebilir. Güvencesizlik durumu devletin sübvansesiyle kısmen giderilir. Bu aynı zamanda oluşabilecek çeşitli sorunların önüne geçecektir. Bu durum turizm sektöründe çalışanların haklarını korumakla kalmayacak, sektörde kalifiye personelin tutulmasını da kolaylaştıracaktır.

Turizm sektöründeki düşük ücret, artan iş güvensizliği, öngörülemezlik, duygusal emek, kariyer gelişimi için sınırlı fırsatlar ve uzun ve sosyal olmayan çalışma saatleri gibi olumsuz çalışma koşullarına karşı bir duruş sergileyecek ve çalışan haklarını savunabilecek mekanizma sendikadır. Ancak Türkiye’de konaklama sektöründe sendikalaşma düşük düzeydedir. Bu zayıflığın temel nedenlerinden biri toplumun sendikalara yönelik algısının olumsuz olmasıdır. Bu durum, sendikaların ve sendikalaşmanın nadir olduğu konaklama sektöründe çalışanların sosyo-ekonomik şoklara karşı savunmasız bırakılmaktadır.

Dayanışma koşullarını şekillendirmek ve grevler yoluyla nüfuz kazanmak, temsili sendikalar ve toplu sözleşme sağlama çabaları çalışan haklarının korunması için hayati önem taşımaktadır. Turizm işçileri arasında dayanışma, sendikalar, dernekler ve küçük örgütler aracılığıyla gerçekleşebilir. Ancak turizm sektöründe sendikalaşma, işçi örgütlenmeleri, dayanışma derneği gibi örgütlenmelerin zayıf olduğunu ilk bakışta söylemek mümkündür. Alanda dayanışma dernekleri, göçmen işçiler platformu, mevsimlik turizm işçileri platformu gibi dayanışma örgütlerinin alanda yaygınlaşması için adımlar atılmalıdır.

Turizm sektöründe çalışanların karşılaştıkları kötü davranışları ve işletme usulsüzlüklerinin denetimini sağlamanın bir yolu da bir ihbar hattının kurulmasıdır. Devletlerin Turizm Bakanlığı ve Çalışma Bakanlığı koordinasyonunda kurulacak bir ihbar hattı işletme kaynaklı kötü muameleyi, ücret ve sigorta usulsüzlüklerini önemli oranda azaltma potansiyeline sahiptir.

Sınırlılıklar

Bu çalışmanın en önemli sınırlılığı saha araştırmasının olmamasıdır. Çalışma bir derleme makalesi olduğu için kavramsal çerçevesi daha kapsamlıdır. Ancak alanda yapılan çalışmalardan hareketle çözüm önerileri sıralanarak bu sınırlılık bertaraf edilmeye çalışılmıştır. Çalışma gelecek araştırmalar için öneriler de sunmaktadır. Turizm sektöründe prakaryalaşma sorununa çözüm için paydaşların görüşlerini araştırarak saha çalışmaları yapılabilir. Destinasyon yönetim örgütleri, turizm bakanlığı, turizm akademisyenleri, çalışanlar ve işletmelerin görüşleri alınarak yapılan bir araştırma bu boşluğu doldurabilir. Bunun yanı sıra, turizm meslek yasası için kapsamlı akademik araştırmalar politika yapımcılar için rehber niteliğinde olabilir. Turizm çalışanlarının işçi sendikalarına üyelikleri konusundaki görüşleri, deneyimleri ve üyelik niyetleri üzerine araştırmalar tasarlanabilir.

Teorik, Pratik ve Politik Öneriler

Bu çalışmada, turizm sentröründeki güvencesizleşme sorunu ortaya konularak çözüm önerileri sıralanmıştır. Devletlerin, turizm işçi sendikalarının ve turizm akademisinin önünde çözülmesi gereken büyük bir sorun bulunmaktadır. Güvencesizlik konusunda yapılan bir çok çalışma olmasına karşın, turizm alanında bu sorunların çözümüne odaklanan çalışmaların eksikliği dikkat çekmektedir. Çalışma bu boşluğu işaret ederek çözüm tekliflerini sıralamaktadır. Çalışmanın iki temel sonucu bulunmaktadır. (1), turizm sektöründe güvencesiz çalışma biçimleri ve yarattığı ortam. (2) Güvencesiz ve olumsuz çalışma koşullarını ortadan kaldıracak çözüm önerileri.

Turizm akademisinin eleştirel paradigmaya olan ilgisi oldukça düşük. Özellikle alanda hakim paradigmanın pozitivist paradigma olduğu dikkat çekiyor. Ancak turizm çalışanlarının yaşadığı sorunlar gözden kaçırılıyor ve bu sorunlar yıllardır çözüm bekliyor. En önemli sorunlardan biri olan güvencesizleşme üzere bir çok çalışma yapılmasına karşın çözümleri içeren bir yol haritası bulunmuyor. İlk olarak güvencesiz çalışma konusundaki araştırmaları genişletmek ve bunun etkileriyle mücadele edecek politikalar geliştirmek için kavramsal bir zemin gerekiyor. Bunun için turizm akademisyenleri bu konuyu derinlemesine araştırmalıdır. Ulusal veya uluslararası turizm kongrelerinde ana konu turizm güvencesizleşmesi olabilir. Böylece turizm akademisyenlerinin bu konuya ilgisi artırılabilir. Konunun tüm yönleri turizm kongrelerinde tartışılarak farkındalık yaratılabilir. Güvencesizleşme sorununa çözümlerin ülkelere göre değişiklik göstermesi muhtemeldir. Bunun için turizm akademisi kendi lokalinde araştırmalara ağırlık verebilir.

İşyerinde mutsuz olan ve kendini güvensiz hisseden bireylerin çalışma motivasyonlarının düşmesi kaçınılmazdır. Özellikle işsizlik baskısı, ekonomik sıkıntılar ve belirsizlik gibi zorluklarla baş etmek çalışanlar için önemli zorluklardır. Yaşam standartları iyileşen çalışanların işyerlerinde daha verimli çalışabilecekleri bir gerçektir. Bunun yanı sıra, turizm işletmelerinin operasyonlarını mevsimsel değil tüm yıla yayacak şekilde geliştirmesi işsizlik ve güvencesizlik baskını ortadan kaldıracaktır. Bunun için işletmelerin tüm yıl operasyonlarını yürütecek şekilde plan ve politikalar geliştirmesi gerekir. Bu, personel devrini düşürecek ve kalifiye personel sorununa kısmen çözüm olacaktır.

Turizm sektöründeki olumsuz çalışma koşullarının bertaraf edilmesi için politika yapımcılara önemli sorumluluklar düşüyor. Esnek ve belirsiz çalışma koşullarından kaynaklanan sorunların ortadan kaldırılması için turizm meslek yasasının çıkarılması, işletme denetimleri, sendikaların desteklenmesi, sosyal koruma programlarının devreye sokulması gerekmektedir. Devletlerin işçi sendikaları ve örgütlenmelerine karşı amansız baskıların ortadan kaldırılması zayıftır. Aksi taktirde, alanda işletmeler lehine bir güç asimetrisi kaçınılmazdır.

Araştırmacı Katkısı: Barış ÇIVAK (%100).