

Management of the Emotions of Employees in the Process of Change Acquisition: A Restaurant Example

Prof. Dr. Meryem AKOGLAN KOZAK

Anadolu University, Faculty of Business Administration, Hospitality Management Department, Eskisehir,
e-mail: mkozak@anadolu.edu.tr

Research Assistant Volkan GENC

Batman University, Tourism and Hotel Management School, Batman, e-mail: volkangnc@yahoo.com

Abstract

In this study, it is aimed to draw attention to the management of the emotions of a restaurant employee in the process of being bought by another business and avoiding the experienced resistance. Given the human-oriented nature of restaurant businesses, it is suggested that using the management of feelings as a usable technique along with traditional methods are the main objectives of research in the prevention of resistance. In the study, in-depth interviewing techniques were used to collect data. The interviews were carried out with 5 employees working in a restaurant where a new purchase was just carried out in Çanakkale province center. The employees were asked three basic questions about the subject. The questions were recorded via voice recorder, taken, and then deciphered. In manual assessments, the answers to the three main themes were examined. As a result, it was found out that employees had complicated (positive and negative) feelings during the change and displayed passive resistance while managers did not show empathy to employees, and social relations were an important binding factor in the resistance process. **Keywords:** Resistance to change, Acquisition of establishments, The Management of Emotion, Restaurant establishments



Journal of Turkish Tourism Research
Vol. 2, Issue.1, 2018
pp.27-43.

DOI: 10.26677/tutad.2018.22

Suggested Citation:

Akoğlu Kozak, M. ve Genç, V. (2018). Management of the Emotions of Employees in the Process of Change Acquisition: A Restaurant Example, *Journal of Turkish Tourism Research*, Vol.2, Issue.1, pp.27-43.