

INTOLERANCE OF UNCERTAINTY AND COVID-19 FEAR IN HOTEL EMPLOYEE***OTEL ÇALIŞANLARINDA BELİRSİZLİĞE KARŞI TAHAMMÜLSÜZLÜK VE KOVİD-19 KORKUSU****Hacı Ahmet ÇAKIR*- Buse YILDIZ******ABSTRACT**

The coronavirus pandemic, which rapidly spread from China's Wuhan region to the rest of the world, subsequently reached our country. The World Health Organization and national health ministries implemented various measures to manage this pandemic, resulting in sudden and unforeseen changes in people's daily lives. While certain sectors transitioned to remote work through online platforms, the service industry, particularly the tourism sector, faced short-term uncertainty. Consequently, hotel employees became one of the groups most severely affected by the pandemic. Therefore, this study aims to examine the levels of tolerance to uncertainty and the perception of COVID-19 fear among hotel employees in the Manavgat district of Antalya, while also comparing these factors based on participants' demographic characteristics. A total of 313 participants were included in the quantitative analysis conducted for this study. The data was collected from hotel employees using a questionnaire. The data interpretation process involved the utilization of frequency values, percentages, parametric comparison analyses, and correlation analysis. Based on the findings derived from these analyses and with the aid of relevant literature, recommendations were formulated for the sector and future research endeavors.

Keywords: Intolerance of Uncertainty, Covid-19 Fear, Hotel employee

ÖZ

Çin'in Wuhan bölgesinden dünyaya hızlı bir şekilde yayılan koronavirüs pandemisi kısa bir süre sonrasında ülkemize de ulaşmıştır. Dünya Sağlık Örgütü (WHO) ve ülkelerin sağlık bakanlıkları bu pandemi sürecini yönetmek için aldıkları çeşitli tedbirler ile insanların gündelik yaşamları ani ve beklenmedik şekilde değişime uğramıştır. Tedbirler kapsamında bazı iş kolları internet üzerinden (online) faaliyet göstermek üzere evden çalışmalarını sürdürmüş olsa da özellikle hizmet sektörü kısa vadede bir belirsizlik ile karşı karşıya kalmıştır. Bu süreç, başta otel çalışanları olmak üzere turizm sektöründe bulunan işçileri pandemiden en çok etkilenen gruplardan biri haline getirmiştir. Bu nedenle çalışma Antalya'nın Manavgat ilçesindeki otel çalışanlarının belirsizliğe tahammül düzeylerinin ve covid-19 korkusu algılarının incelenmesini ve katılımcıların demografik özelliklerine göre karşılaştırılmasını esas almıştır. Bu kapsamda 313 veri analiz sürecine dahil edilmiştir. Nicel yöntemin kullanılacağı

Article Info**Research Article**

Received: 15/07/2023

Accepted: 23/08/2023

Cite this article as:

Çakır, H. A.-Yıldız, B. (2023). Intolerance of Uncertainty and COVID-19 Fear in Hotel Employee, *Anasay* 25, 231-243

Araştırma Makalesi


Geliş Tarihi: 15/07/2023


Kabul Tarihi: 23/08/2023

Atf

Çakır, H. A.-Yıldız, B. (2023). Otel Çalışanlarında Belirsizliğe Karşı Tahammülsüzlük Ve Kovid-19 Korkusu, *Anasay* 25, 231-243.

* This paper is an expanded version of presented at 6th. International CEO Congress on 16-18 June 2023

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bu arařtırmada veriler otel alıřanlarından bir anket formu aracılıęıyla toplanmıřtır. Verilerin yorumlanmasında frekans, yzde deęerler, parametrik karřılařtırma analizlerinden ve korelasyon analizinden yararlanılmıřtır. Yapılan analizler sonucunda elde edilen bulgular ıřıęında ve ilgili alanyazından yararlanılarak sektre ve gelecekteki alıřmalara ynelik öneriler geliřtirilmiřtir.

Anahtar Kelimeler: Belirsizlięe tahammülsüzlük, kovid-19 korkusu, otel alıřanları

1. INTRODUCTION

The covid-19 pandemic has had a significant impact worldwide and has become a source of fear and concern for many people. Covid fear is defined as an emotional reaction related to the risk of contracting the covid -19 virus or the course of the disease (Asmundson and Taylor, 2020). The rapid spread of the pandemic has heightened people's covid fear. In fact, according to a study, during the early stages of the pandemic, individuals were exposed to numerous false or inadequate information about the virüs particularly through news media and social media interactions, which led to increased fear and concerns about their own health (Garfin and Holman 2020). The fear of Covid-19 has gradually increased as the virus has already caused fear and lockdowns have been imposed (Taspınar, Taspınar, Gulmez & Kizilirmak 2021).

Intolerance of uncertainty is expressed as emotional and cognitive reactions to unknown and unpredictable events (Dugas, Buhr and Ladouceur 2004), incorrect evaluation, wrong decision making and threat perception (Freeston, Rhéaume, Letarte, Dugas & Ladouceur 1994). An individual's level of intolerance to uncertainty affects their perception and evaluation of events (Geçgin and Sahra 2017). People who perceive uncertain situations as disheartening and anxiety-inducing are inclined to demonstrate a lesser capacity for tolerating uncertainty compared to their counterparts (Bozkur, Kıran & Cengiz 2020). Individuals with high intolerance towards uncertainty tend to perceive encountered events with a negative and threatening outlook. Furthermore, these individuals exhibit a propensity for involuntarily exaggerating the significance of events (Kilit, Dönmezler, Erensoy and Berkol 2020).

Uncertainty in the course of the covid 19 pandemic is identified as one of the factors that exacerbate covid anxiety. Research indicates that individuals' lack of clear knowledge about how the virus spreads, how it is treated, and when the pandemic will end contributes to an increase in covid fear (Rajkumar, 2020). In a study, it has been concluded that the uncertainty stemming from problems caused by the covid-19 virus creates fear in individuals. This fear is found to be positively correlated with feelings of helplessness, illness, and death, leading to negative emotional states such as insecurity, depression, anxiety, and stress (Artan, Meydan and Irmak 2021).

2. LİTERATURE REVIEW

Carleton, Norton, & Asmundson (2007) used the 27 items scale developed by Freeston et al. (1994) as the basis for the abbreviated form of the Intolerance of Uncertainty Scale (IUS-12). In the IUS-12 scale, it is understood as the tendency of people not to accept the possibility of an event or situation having a negative outcome. The relevant literature in the field, various studies have been found that establish different levels of relationships between people' socio-demographic characteristics, intolerance to uncertainty (Ersöz et al. 2016, Geçgin & Sahra 2017; Yıldız & Güllü 2018; Bozkur et al. 2020; Kilit et al. 2020; řahinler 2021; Demir, Kılıkaya ve Yaman 2023)

The covid-19 fear scale was developed by Ahorsu et al. (2020) and consists of seven items, all of which are collected in a single dimension. The covid-19 fear scale is a seven-item scale with strong psychometric properties. It is reliable and valid for assessing covid -19 fear in the general population and will also help to reduce covid-19 fear in individuals. (Ahorsu et al 2020). Various studies have been found that establish different levels of relationships between

people' socio-demographic characteristics and covid-19 fear (Cao, Fang, Hou, Han, Xu, Dong & Zheng 2020; Duman 2020; Altundağ 2021; Taspınar et al. 2021). There are studies examining the relationship between people' intolerance of uncertainty and fear of covid-19 (Duman 2020; Bakioğlu, Korkmaz & Ercan 2021; Satıcı, Göçet, Deniz & Satıcı 2021; Ustabaşı Gündüz & Akarçay Ulutaş 2022).

In a study Geçkin & Sahraç (2017), it was determined that the levels of intolerance of uncertainty did not differ statistically significantly according to gender and perceived income level. On the other hand Yıldız and Güllü (2018) found a significant difference in students' intolerance of uncertainty in terms of age, faculty and perceived socio-economic level variables. In a study in which Bozkur et al. (2020) examined the level of intolerance of uncertainty of university students, it was determined that individuals who perceived uncertainty as a distressing and stressful situation had higher levels of intolerance to uncertainty than other individuals. In a different study Kilit et al. (2020) concluded that individuals with a high level of intolerance of uncertainty have a high tendency to perceive the events they encounter as negative and threatening. Şahinler (2021) examined the level of intolerance to uncertainty of individuals in the covid-19 process, it was determined that the them intolerance level of uncertainty was at medium level. In addition, significant differences were found between individuals' intolerance of uncertainty levels and gender, age and general health status. However, Demir et al. (2023) examined the level of intolerance to uncertainty of sports labourers and found no significant difference in the participants' responses to the intolerance of uncertainty scale according to age and income variables.

The Fear of COVID-19 Scale, a seven-item scale, has robust psychometric properties. It is reliable and valid in assessing fear of COVID-19 among the general population and will also be useful in allaying COVID-19 fears among individuals. In a study conducted across Turkey, Altundağ (2021) found that women's perceptions of fear of covid-19 were higher than men's. Duman (2022) conducted a study on university students that positive, moderate, and highly significant correlations were observed between covid-19 fear and intolerance of uncertainty. Fear of covid-19 also significantly predicts the level of intolerance to uncertainty. In a study Ulutaş and Gündüz (2022) reveal the perceptions and attitudes of the individuals towards the covid-19 epidemic and their intolerance of uncertainty. They found a relationship between individuals' perceptions towards the covid-19 pandemic and intolerance of uncertainty.

In this study, hotel employees' intolerance to uncertainty levels (BTD-12) and their perceptions of covid-19 fear were examined. In this context, the problems of the research are as follows:

1. Is there a significant relationship between the intolerance of uncertainty levels of hotel employees and their socio-demographic characteristics?
2. Is there a significant relationship between hotel employees' perceptions of covid-19 fear and their socio-demographic characteristics?
3. Is there a significant correlation between the intolerance of uncertainty levels of hotel employees and their perceptions of covid-19 fear?

3. METHOD

The research model used in this study is the "relational screening model," which goals to determine the presence or degree of variation between two or more variables. (Karasar, 2016:114). The population of the research consists of Turkish personnel working at hotels in Manavgat, Antalya, while the sample consists of 313 hotel workers selected through convenience sampling, which is one of the non-probability sampling methods.

A questionnaire was used as the data collection tool in the research. The questionnaire consisted of three parts. The first part comprised 12 statements designed as 5 point likert scale (1: Does not define me at all, 2: Does not describe me, 3: Describes me partially, 4: Describes

me, 5: Definitely describes me) to assess the participants' level of intolerance to uncertainty. The second part included 7 statements also presented in a five-point Likert scale (1: I strongly disagree, 2: I do not agree, 3: I agree at a moderate level, 4: I agree, 5: I strongly agree) to measure the participants' levels of covid-19 fear. The third part of the questionnaire consisted of questions related to the demographic characteristics of the personnel included in the research, such as gender, marital status, age, education level, monthly average personal income level, department, and working time. The level of intolerance to uncertainty scale (IUS-12) used in the questionnaire was originally developed by Carleton, Norton, and Asmundson (2007) and adapted into Turkish by Sariçam, Erguvan, Akın, and Akça (2014) after conducting validity and reliability studies. The covid-19 fear scale used in the questionnaire was developed by Ahorsu, Lin, Imani, Saffari, Griffiths, and Pakpour (2020) and adapted into Turkish with validity and reliability studies conducted by Artan et al. (2021).

To ensure a proper understanding of the survey items prior to data collection, expert validation (Gürbüz & Şahin, 2018) was sought by consulting two expert faculty members in the relevant field. Following this, a pilot study was conducted with 30 participants from hotel employees in the Muğla region. No issues were identified during the pilot study, which allowed the researchers to proceed with the main study. The data for the research were collected by the researchers between June and September 2022. Prior to data collection, the researchers obtained the required ethical approval document from the Muğla Sıtkı Koçman University Ethics Committee. The approval was granted on June 20, 2022, with the decision number 96.

The socio-demographic characteristics of the participants were analyzed using absolute and percentage values. The statements related to the IUS-12 and the COVID-19 fear scale were analyzed using mean and standard deviation. Before conducting difference tests, the normality of the dataset was checked to assess whether it followed a normal distribution. Skewness and kurtosis values were examined, and it was found that they fell within the acceptable range of ($-1.5 < \text{skewness}$ and $\text{kurtosis} < +1.5$), indicating normality of the data (Tabachnick and Fidell, 2013). Therefore, it can be concluded that the dataset related to the scales exhibits a normal distribution. To compare two groups, an independent samples t-test was used, while one-way analysis of variance (ANOVA) was used for comparing three or more groups. A significance level of $p < 0.01$ or $p < 0.05$ was considered acceptable in the statistical analyses. According to the central limit theorem, groups with frequency values of demographic variables below 30 (such as graduate education level and income group of 10501 TL and above) were included in a subgroup (Gürbüz and Şahin, 2018:220). For analyzing the variance between groups with homogeneous variances, the Tukey test was used. When the variance was not homogeneous, the Games-Howell test was employed. Only the significant results of the comparisons have been included in the tables, while non-significant results have not been reported. To assess the reliability of the scales, internal consistency analysis using Cronbach's alpha was conducted. The IUS-12 scale showed an alpha value of 0.945, while the COVID-19 fear scale had an alpha value of 0.891. These values indicate high levels of reliability for the scales. Simple correlation analysis was used to test the relationship between the participants' levels of intolerance to uncertainty (measured by the IUS-12 scale) and their perceptions of COVID-19 fear.

4. Findings

The demographic data of the participants were analyzed and the results are shown in Table 1. The majority of participants were male (53%), single (52.7%), within the age range of 18-24 (35.5%), and held an associate's degree (28.1%). In terms of monthly average income levels, 31.3% of participants had an income of 4253 TL or below, 28.4% fell within the range of 4254 to 6500 TL, 19.8% fell within the range of 6501 to 8500 TL, while the remaining 19.5% had incomes in the ranges of 8501-10500 TL, 12501 TL or above, and 10501-12500 TL, respectively. Examining the departments where participants were employed, it was found that 25.9% worked in the kitchen, 25.6% were engaged in housekeeping services, 19.5% worked in restaurants or bars, 16.9% worked in reception, and 12.1% worked in the accounting field.

Regarding their length of employment, it was observed that 30.7% of participants had worked for 5 years or less, 30.4% had worked between 6 and 10 years, 29.1% had worked between 11 and 15 years, while 9.9% had worked for 16 years or more.

Table 1. Information on Participants' Demographic Characteristics (n=313)

Gender	n	%	Income (TL)	n	%
Male	147	47	4253 or less	98	31,3
Female	166	53	4254 – 6500	92	28,4
Marital Status	n	%	6501 – 8500	62	19,8
Married	148	47,3	8501 – 10500	44	14,1
Single	165	52,7	10501 – 12500	6	1,9
Age	n	%	12501 or more	11	3,5
18 – 24	99	35,5	Department	n	%
25 – 29	75	22,7	Kitchen	81	25,9
30 – 35	71	22,7	Restaurant	61	19,5
36 – 41	37	11,2	Housekeeping	80	25,6
42 – 47	31	8	Reception	53	16,9
Educational Level	n	%	Accounting	38	12,1
Primary school	47	15	Working Year	n	%
Secondary school	39	12,5	5 years or less	96	30,7
High school	80	25,6	6 – 10 year	95	30,4
Associate's degree	88	28,1	11 – 15 year	91	29,1
Bachelor degree	52	16,6	16 – 20 year	31	9,9
Postgraduate	7	2,2			

The arithmetic mean and standard deviation of the responses given by the participants to the items of the Intolerance of Uncertainty Scale are presented in Table 2. According to this, the expression with the highest mean is "I should be able to organize everything in advance" while the expression with the lowest mean is "One should always look ahead so as to avoid surprises"

Table 2. Mean and Standard Deviation on the Intolerance of Uncertainty of the Participants

Intolerance of Uncertainty Scale (IUS-12) Items	Mean	Sd.
"Unforeseen events upset me greatly."	3,26	1,23
"It frustrates me not having all the information I need."	3,42	1,13
"One should always look ahead so as to avoid surprises."	3,10	1,23

INTOLERANCE OF UNCERTAINTY AND COVID-19 FEAR IN HOTEL EMPLOYEE

“A small, unforeseen event can spoil everything, even with the best of planning.”	3,27	1,18
“I always want to know what the future has in store for me.”	3,19	1,35
“I can’t stand being taken by surprise.”	2,32	1,25
“I should be able to organize everything in advance.”	3,43	1,27
“Uncertainty keeps me from living a full life.”	3,22	1,38
“When it’s time to act, uncertainty paralyzes me.”	3,38	1,39
“When I am uncertain I can't function very well.”	3,27	1,30
“The smallest doubt can stop me from acting.”	3,24	1,28
“I must get away from all uncertain situations.”	3,41	1,32

The arithmetic mean and standard deviation of the participants' responses to the items of the Covid-19 Fear Scale are presented in Table 3. It can be observed that the item "I am most afraid of covid-19" received the highest average score, indicating that participants expressed a high level of fear regarding covid-19. On the other hand, the item "I cannot sleep because I'm worrying about getting covid-19" received the lowest average score, suggesting that participants reported relatively lower levels of fear related to sleep disturbances.

Table 3. Mean and Standard Deviation on the Covid-19 Fear of the Participants

The Covid-19 Fear Scale Items	Mean	Sd.
“I am most afraid of coronavirus-19.”	2,78	1,20
“It makes me uncomfortable to think about coronavirus-19.”	2,68	1,21
“My hands become clammy when I think about coronavirus-19.”	2,25	1,02
“I am afraid of losing my life because of coronavirus-19.”	2,48	1,16
“When watching news and stories about coronavirus-19 on social media, I become nervous or anxious.”	2,34	1,12
“I cannot sleep because I’m worrying about getting coronavirus-19.”	1,81	0,91
“My heart races or palpitates when I think about getting coronavirus-19.”	2,02	1,05

The study examined whether there were differences in the arithmetic means of participants' levels of IUS-12 and their perceptions of fear of covid-19 based on gender and marital status. The results are presented in Table 4. The analysis revealed a statistically significant difference ($p = 0.007$) in the levels of IUS-12 based on marital status. This suggests that participants' levels of intolerance to uncertainty varied significantly depending on their marital status. Additionally, a statistically significant difference ($p = 0.005$) was found in the perceptions of fear of covid-19 based on gender. This indicates that participants' levels of fear related to covid-19 differed significantly between males and females.

The study compared the levels of IUS-12 and perceptions of covid-19 fear among participants based on their age. The results are presented in the table. For the comparison based on age, no statistically significant difference was found in either variable. However, it was observed that participants in the 36-41 age range had the highest average scores for both IUS-12 and perceptions of covid-19 fear. This indicates that participants in this age group had higher levels of intolerance to uncertainty and covid-19 fear compared to other age groups.

Regarding the comparison based on educational status, the highest average score for IUS-12 levels was found among associate degree graduates, while the lowest average was among high school and equivalent graduates. The statistically significant difference ($F=2.784$; $p=0.027$) was found between associate degree graduates and undergraduate and higher graduates. In terms of perceptions of covid-19 fear, the highest average score was observed among secondary school graduates, while the lowest average was among undergraduate and higher graduates. The statistically significant difference ($F=2.445$; $p=0.047$) was found between secondary school graduates and undergraduate and higher graduates.

According to Table 4, was conducted between participants' departments of employment and their levels of Intolerance of Uncertainty and perceptions of Covid-19. In the comparison between participants' departments of employment and their IUS-12 levels, it is understood that the highest mean belongs to the accounting department, while the lowest mean is attributed to the kitchen department. In the comparison based on perceptions of Covid-19, the highest mean is found in the restaurant/bar department, while the lowest mean is observed in the kitchen department. The statistically significant differences between groups are apparent in the IUS-12 scale between the restaurant/bar and kitchen, floor services, and accounting departments, as well as between the accounting and kitchen, floor services, and accounting departments ($F=6.686$; $p=0.000$). In the Covid-19 scale, the significant difference between groups was found between the kitchen department and the restaurant/bar department ($F=3.926$; $p=0.004$).

Comparing the levels of Intolerance of Uncertainty and perceptions of covid-19 fear among participants based on their duration of employment, the following observations were made. Uncertainty Tolerance: Averages were highest for participants with 16 years or more of work experience and lowest averages were for participants with 5 years or less of work experience. A statistically significant difference ($F=2.958$; $p=0.033$) was observed between the 5 years or less work experience group and the 6-10 years work experience group and the 16 years or more work experience group. Fear of Covid-19: Participants with 16 or more years of work experience had the highest mean and those with 6-10 years of work experience had the lowest mean. There was a statistically significant difference between the group with 16 years or more of professional experience and all other groups ($F=4.713$; $p=0.033$).

The participants' intolerance of uncertainty and fear of covid-19 scores were compared according to their income levels. It is noted that no statistically significant difference was found. This suggests that participants' levels of Intolerance of Uncertainty and perceptions of Covid-19 fear did not vary significantly across different income groups. However, it is worth mentioning that the highest mean was observed in the income group of 8501 TL and above, indicating a relatively higher level of Intolerance of Uncertainty and perceptions of Covid-19 fear among participants in this income category. The lowest mean was observed in the income group of 6501-8500 TL, suggesting a relatively lower level of Intolerance of Uncertainty and perceptions of Covid-19 fear among participants in this income category. Although no statistically significant difference was found, these observations provide some insights into the potential association between income levels and levels of Intolerance of Uncertainty and perceptions of Covid-19 fear among the participants.

Table 4. Comparison of IUS-12 and Covid-19 Fear Scale by Demographic Characteristics

Demographic Characteristics	IUS-12				Covid-19 Fear							
	n	Ort.	s. s.	t	F	p	n	Ort.	s. s.	t	F	p
Gender												
Male							147	2,43	0,78		1,835	0,005
Female							166	2,25	0,91			
Marital Status												
Married	148	3,12	1,06	-1,407		0,007						
Single	165	3,29	0,96									
Education Level												
Primary school	47	3,30	0,91		2,784	0,027	47	2,49	0,80		2,445	0,047
Secondary school	39	3,31	1,05				39	2,62*	0,83			
High school	80	3,21	1,06				80	2,26	0,88			
Associate's degree	88	3,37*	0,96				88	2,33	0,83			
Bachelor degree	52	2,84*	1,02				52	2,13*	0,88			
Department												
Kitchen	81	2,93*	1,03		6,686	0,000	81	2,09*	0,79		3,926	0,004
Restaurant	61	3,58*	0,80				61	2,65*	0,83			
Housekeeping	80	2,96*	1,05				80	2,39	0,91			
Reception	53	3,31	0,96				53	2,27	0,82			
Accounting	38	3,59*	0,86				38	2,35	0,84			
Working Year												
5 years or less	96	3,07*	1,04		2,958	0,033	96	2,29*	0,84		4,713	0,033
6 – 10 year	95	3,17*	1,01				95	2,26*	0,86			
11 – 15 year	91	3,24	1,02				91	2,28*	0,80			
16 – 20 year	31	3,68*	0,78				31	2,88*	0,88			

Based on the results of the simple correlation analysis, it was found that there is a significant and positive relationship between hotel employees' levels of intolerance of uncertainty and their levels of Covid-19 fear. The correlation coefficient (r) of 0.462 indicates a moderate positive relationship between these two variables. The p -value of less than 0.01 suggests that the observed correlation is statistically significant at a 99% confidence level. This

indicates that the likelihood of observing such a strong correlation between intolerance of uncertainty levels and Covid-19 fear by chance alone may be less than 1%. The positive direction of the relationship implies that as employees' levels of intolerance of uncertainty increase, their levels of Covid-19 fear also tend to increase. In other words, individuals who have higher levels of intolerance of uncertainty are more likely to experience higher levels of fear related to the Covid-19 pandemic. These findings suggest that there is an association between intolerance of uncertainty and Covid-19 fear among hotel employees, highlighting the importance of considering individuals' intolerance of uncertainty levels when addressing their fears and concerns related to the pandemic.

Table 5. IUS-12 and Covid-19 Fear Scale Correlation Analysis Results

		IUS-12	Covid-19 Fear
IUS-12		1	0,462**
	Sig. (2-tailed)		0,000
	n	313	313
Covid-19 Fear	0,462**		1
	Sig. (2-tailed)	0,000	
	n	313	313

5. CONCLUSION AND DISCUSSION

This study examines the levels of intolerance to uncertainty and perceptions of Covid-19 fear among hotel employees who have been affected by the pandemic. The pandemic has had a profound impact on the tourism industry, with people refraining from travel due to the outbreak and having to cancel their travel plans due to government travel bans or restrictions. Furthermore, employees in the tourism sector, especially those working in hotels, have experienced a work process fraught with uncertainty, including the fear of unemployment or the fear of contracting the virus while working. Within this context, this study focuses on the levels of intolerance to uncertainty and perceptions of Covid-19 fear among hotel employees who have been most affected by the pandemic.

The study examines the socio-demographic characteristics of the participants. More than half of the participants are male and single. One-third of the participants belong to the group with minimum wage or lower income levels, and they are predominantly young employees between the ages of 18 and 24. In terms of education level, the highest two groups consist of high school graduates and equivalent, as well as associate degree holders, with a similar number of individuals in these two groups. Examining the departments in which the hotel employees work, it is observed that, except for the accounting department, the distribution among the departments is relatively equal, although the number of kitchen staff is relatively higher. Bakioğlu et al. (2021) found that feelings of fear and anxiety emerged in almost every professional group due to the covid-19 virus. Analyzing the demographic characteristics of the employees based on their tenure (length of employment), it is found that the number of employees is roughly equal for each 5-year tenure interval, with the exception of employees with 16 years or more of tenure, who represent the smallest group.

It has been determined that the hotel employees included in the research have a medium level of intolerance to uncertainty and a low level of Covid-19 fear. The demographic characteristics of the employees included in the research were compared within the scope of intolerance to uncertainty and perceptions of Covid-19 fear. As a result of these comparisons, a statistically significant difference was found in the fear of Covid-19 according to gender, and the level of intolerance to uncertainty according to marital status. It is understood that the mean of the answers given by men is higher than that of women, and the mean of the answers given by singles is higher than that of married individuals. These results show that men are more affected than women, and married people are more affected than singles in terms of the level of intolerance to uncertainty and Covid-19 fear. In a similar study conducted by Duman (2020) on university students, a significant difference was found between gender and Covid-19 fear. However, in the study by Cao et al. (2020), no difference was found between Covid-19 fear and gender. When comparing employees' IUS-12 (Intolerance of Uncertainty Scale) scores and perceptions of Covid-19 fear based on age, no statistically significant result was found. However, there are also studies in the literature (Ersöz et al., 2016; Yıldız and Güllü, 2018; Şahinler, 2021) that have found significant differences in the comparison between people's intolerance of uncertainty levels and age.

Significant differences were found in the comparisons between the educational levels of hotel employees and IUS-12 scores and perceptions of Covid-19 fear. It is understood that employees who have completed an associate degree have a higher tolerance towards uncertain situations compared to all other education levels. On the other hand, employees with a bachelor's degree or higher education level have lower intolerance of uncertain situations, according to the results of this study. Although the perception of Covid-19 fear is generally low among all education levels, the comparison reveals that employees who have completed middle school education have relatively higher levels of Covid-19 fear compared to other groups, while those with a bachelor's degree or higher education level have the lowest perception of Covid-19 fear.

There is no statistically significant difference between the monthly average personal income and employees' IUS-12 scores and fear of Covid-19. Kilit et al. (2020) and Geçgin and Sahranç (2017) have similarly expressed in their studies that there is no significant difference between the intolerance of uncertainty scale and economic income. This finding is consistent with the results of the current study. The average scores of the employees' responses to the intolerance to uncertainty and Covid-19 fear were analyzed, and it was observed that the highest average in both variables belongs to the highest income group (8501 TL and above). Therefore, it can be said that employees with high income can better cope with uncertainty and Covid-19 fear. However, Ersöz et al. (2016) found in a study that those with a lower socioeconomic

6. Suggestions

During the pandemic, it is important to provide accurate information about Covid-19 to help alleviate fear. Public health campaigns and educational programs can be developed to ensure individuals have access to reliable information.

Longitudinal or experimental designs should be considered for future studies to establish causal relationships between intolerance towards uncertainty and Covid-19 fear. Tailored support programs or guidance services can be offered separately for married and single participants to address their specific needs in coping with uncertainty. Gender-focused anxiety management programs can be organized to address gender-based differences in coping with Covid-19 fear.

Conducting more comprehensive studies to explore differences among age groups can provide a deeper understanding of how age influences intolerance of uncertainty and perception of Covid-19 fear. Education opportunities and informational programs should be provided to individuals with lower educational levels to improve their coping mechanisms and reduce Covid-19 fear. Workplaces can implement support programs and training to enhance stress

management and coping skills, particularly as the duration of work increases. Departments that show higher levels of intolerance of uncertainty and Covid-19 fear should be identified, and specific support programs or anxiety management training can be developed for employees in those departments. Efforts should be made to reduce income inequalities and provide economic resources to individuals, as higher income levels were associated with lower levels of intolerance of uncertainty and perception of Covid-19 fear.

Future studies should consider participants' socio-cultural characteristics for a more comprehensive understanding of coping with uncertainty and anxiety management. Education and awareness programs focused on coping strategies with uncertainty and anxiety management should be prioritized.

The findings of this study should be shared with healthcare professionals, academics, and relevant stakeholders to inform the development of strategies and interventions for individuals in similar contexts.

Overall, this study provides valuable insights for the development of coping strategies and interventions to address intolerance of uncertainty and Covid-19 fear. The recommendations can contribute to creating a healthier working environment and improving employee' well-being during the pandemic. Further research and collaboration among different stakeholders can build upon these findings to enhance support systems for individuals affected by uncertainty and fear.

Etik Beyan

“*Intolerance of Uncertainty and Covid-19 Fear in Hotel Employee*” başlıklı çalışmanın yazım sürecinde bilimsel kurallara, etik ve alıntı kurallarına uyulmuş; toplanan veriler üzerinde herhangi bir tahrifat yapılmamış ve bu çalışma herhangi başka bir akademik yayın ortamına değerlendirme için gönderilmemiştir. Bu araştırma etik kurul kararı zorunluluğu taşımamaktadır. Makale, Etik Kurulları Yayın Etiği Komitesinin (Committee on Publication Ethics – COPE) yazar, hakem ve editörler için belirtilen kurallardan yararlanılarak oluşturulmuş olan Anasay dergisi etik kuralları çerçevesinde yazılmıştır.

Hakem Değerlendirmesi: Dış bağımsız.

Çıkar Çatışması: Yazar, çıkar çatışması olmadığını beyan etmiştir.

Finansal Destek: This study has received support within the scope of the TÜBİTAK 2209A University Student Research Projects Support Program with the application number 1919B012109503.

Peer-review: Externally peer-reviewed.

Conflict of Interest: The author declares that they have no competing interests

Funding: This study has received support within the scope of the TÜBİTAK 2209A University Student Research Projects Support Program with the application number 1919B012109503.

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