

BEST Education Network
Think Tank VI
Corporate Social Responsibility for Sustainable Tourism

JUNE 13 - 16, 2006, Girona, (Catalonia), Spain

**Corporate Social Responsibility and Employees in
Sustainable Tourism Organisations**

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Abstract

The concept of Corporate Social Responsibility (CSR) has developed significantly over the last decade and has taken on a myriad of meanings. For many companies, it is a philosophy that helps guide their actions in the external environment. Equally so, is the importance that companies place on the way they operate in the organisation's internal environment and the responsibility of the company towards its employees.

This paper provides a case study of a five-star hotel which is strongly aware of its role in developing its staff and nurturing them. In order to test the validity of its actions, this company undertakes regular climate surveys to gauge the success of its policies. This paper presents the longitudinal findings from 1997 to 2005 of the hotel climate survey which addresses the issues relating to employee well being and the responsibility the hotel towards the employees.

Key words: Corporate social responsibility; employee well-being.