



E-ISSN: 2706-9591
P-ISSN: 2706-9583
<https://www.tourismjournal.net>
IJTHM 2023; 5(2): 12-21
Received: 07-04-2023
Accepted: 15-05-2023

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Thefts in the food and beverage department of hotels an exploratory study on a sample of hotels in the holy city of Karbala

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DOI: <https://doi.org/10.22271/27069583.2023.v5.i2a.72>

Abstract

The phenomenon of theft in the hotel's food and beverage division is among the common phenomena in the hotel and restaurant business. From this standpoint, the research aims to define theft and know its danger in the field of work of the in the hotel's food and beverage divisions, and to identify the types of theft in the hotel's food and beverage division, and to know the characteristics of the work that is widespread. It contains theft, its motives, and presents some cases of theft that occur in the hotel's food and beverage division. The research relied on the descriptive analytical approach, and a survey was distributed used to gather study info from a random sample of workers in the Baron Tourist and Karbala Rayhana hotels in the city of Karbala, numbering (60). Individually, the research found that the differences were statistically significant between the opinions of employees about the motives for theft in the hotel's food and beverage division. It also showed there being an association with statistical significance between the motives and manifestations of theft in the hotel's food and beverage division, and the presence of a statistically significant effect on ways to confront theft in the food and beverage division. Food and beverages in hotels in all their aspects, and the study suggested setting ethical controls and standards within the requirements for appointment in the food and beverage division, and paying attention to measuring employee satisfaction and solving problems related to aspects of work.

Keywords: Hotel management - in the hotel's food and beverage division- thefts - Holy Karbala

Introduction

Employees Theft is a prevalent and critical issue for businesses and appears to be increasing in the hotels and restaurants business, particularly the food and beverage division, which is exposed to a high volume about cash transactions, repair possessions, material presents, food and tasty beverages. (Goh & Sandra, 2016, p. 2) ^[3] believe that the in the hotel's food and beverage division is the department that is most tolerant of unethical matters among the rest of the hotel departments, and according to reports from the American Chamber of Commerce, which showed that the Employee theft results in annual revenue losses between \$40 and \$400 billion. Dollars annually, and about 50% of small business failures are caused by this and bankruptcy, which detracts from the ability of investors to conduct business in the field of hospitality, as it causes financial losses and thus affects local economic activities (Poulson, 2008, p. 51).

Methodology

Research issue

The issue with the study is the exacerbation of the phenomenon of theft in the hotel's food and beverage division at the present time, which has been met with a lack of studies and research that have addressed the causes and methods of dealing with this dishonest phenomenon among some employees. Therefore, the problem of the study is represented in the following questions:

- What are the motives for theft in the hotel's food and beverage division?
- What are the manifestations of theft in the hotel's food and beverage division?
- What are the ways to deal with it theft in the hotel's food and beverage division?

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Study hypotheses

There are statistically significant differences, according to the first assertion. Between employees' opinions about the motives for theft in the hotel's food and beverage division. The second a statistically significant link exists between the motives for theft in the food and beverage divisions of hotels and their manifestations.

The third one is that there an effect of statistically significant ways to deal with it theft in the hotel's food and beverage division on its manifestations.

Research aims

- Defining theft and knowing its danger in the field of work of the in the hotel's food and beverage division.
- Identify the types of theft in the hotel's food and beverage division.
- Knowing the characteristics of the work in which theft is widespread.
- Identify the causes and motives for theft in the hotel's food and beverage division.
- Presenting some cases of international theft to benefit from them in the field of research.

Research importance

The significance of the research is a result of the fact that sheds light on theft and its danger to local economic hotel activities and thus contributes to raising awareness of hotels and restaurants management and those concerned with this field to reduce it and avoid its occurrence in hotels and restaurants.

Limits of the study

Methodological limitations: The study used the descriptive analytical approach in addition to the applied approach in analyzing the questionnaire form.

Spatial limitations: The research was applied in the Baron Tourist and Karbala Rayhana hotels in the city of Karbala.

Time limitations: The research was completed within the time period from 1/2/2023 to 1/3/2023

Human limitations: A random sample of employees in the hotel's food and beverage division amounted to 60 individuals.

Literature review

Study (Poulson, 2008) ^[6], on the causes of employee theft in hospitality (excuses and excuses): The study showed that theft is related to employee churn, a lack of confidence between staff and management, and organizational deception, and broad discontent of employees. The motives for theft are also represented by unfair working conditions. As frequently equated with hospitality-related workplaces, salaries are usually low; many organizations have considerable employee turnover and heavily rely on young people, migrant workers, due to the minimal entrance requirements, and other transient workers. Understaffing shortages, limited time, heavy workloads, and lengthy hours, and a shift schedule, under these conditions it does not seem it's unexpected that some staff will attempt to better their situation by stealing from clients, the business, and one another. Moreover, the characteristics of employees The hospitality industry may also be exposed to steal, as within New Zealand, where 40% of service industry employees are under the age of 25, and the largest percentage is in the age group of 15 to 19 years. Age is considered by many researchers to have an important

influence on moral judgment, with young people identified as those most tolerant of immoral behavior.

Study (Goh & Sandra, 2016, p.2) ^[3] on Theft at the hotel's office Perceptions of front-line employees towards hotel employee theft, research into ethical behavior the hospitality division has prioritized primarily on specialists and employees. Hotel front-line workers in the food and beverage industry are more likely to accept unethical behavior compared to qualified hotel staff, like those in marketing. A balanced, moral work climate is favorable associated as well as improved job satisfaction organizational customers notice unethical behavior, and most importantly, dedication behaviors that is bullying. Despite the importance of business ethics in 81% of hotel managers said their establishments do not contribute to their company's growth. Provide ethical Expect more ethics education for kids before they enter the workforce by providing training to their staff. Market. Work and hotels with management organizations must joint accountability for developing curricula and educational settings to enhance ethical conduct for students of hotel management, as aspiring hoteliers classified one of the unethical practices is employee theft. Behaviors coupled with other immoral issues like population, garbage disposal, and sexual harassment that the hospitality business must deal with. Likewise, it raised ethical topics such as leaking company information and accepting bribes that students interested in hospitality believed were necessary and wished to include in their values in hospitality curricula. Their values in hospitality that younger hospitality workers possess a greater inclination to act unethically behaviors. And that aspiring hoteliers who are less than 26 years old and have much higher unethical scores than other age groups if they lack management experience. Between unethical behaviors, the theft offense was considered unjustified by hospitality students, followed by sexual assault; make an effort to private information and employee theft as by far relevant ethical problems behavior within the hotel division. However, no research has specifically investigated hotel staff theft among students studying hotel management.

Study (Lee & Lee, 2021) ^[5] on cases of employee stealing in hospitality, where the researcher considers that employee theft is among the most deviant employee behaviors, as his study indicated that the percentage of losses due to internal theft in hospitality institutions reached 60%, while external losses amounted to 20% and the remaining percentage are errors in the payment register, and it showed that the increasing cost of internal theft to companies in the United States amounted to 40-400 billion dollars annually. The most primary motivation for stealing behavior is opportunity (and the thief has zero chance of being caught). It also showed that there are several types of deviation (theft) in hospitality institutions, which are ownership deviation, production deviation, political deviation, and personal deviation, and the most serious of them is ownership deviation, and its forms include (theft of company property, accepting bribes, revealing confidential company information, acts of sabotage). The study showed that personal needs are the strongest reason that prompts an employee to steal.

Second - The theoretical framework

Definition of Theft

Theft in language means taking money secretly, and it is said: He stole something from me as a thief and a theft, just

as it is said: I enslaved it in the sense of stealing it, and the Arab thief is someone who comes hidden to a place and takes someone else's money. If he takes it from someone else's property, then he is an embezzler, stealing, and being careful, and if he withholds what is in his hand, then he is stealing. An usurper and plunderer, so theft is taking something secretly and by deceit (Al-Marwani, 2011, p. 58)^[2], and jurists from their different schools of thought have agreed that theft in the legal sense matches its linguistic meaning because the element of theft in the jurisprudential sense is taking something from others secretly (Al-Hamwi, 2003, p. 230)^[11].

The act of physically taking away a potentially valuable item without the owner's permission and with the purpose of permanently depriving them of it is referred to as theft. An desire to destroy, sell, or abandon the stolen goods in a situation where it won't be found is sufficient; the criminal need not want to keep it themselves. Selling the stolen car or its components is a common practice in the case of auto theft, for instance. Sometimes simply intending to temporarily deprive the owner of the property is enough, like when a car is taken for a "joyride" and subsequently abandoned in a fashion that allows the owner to recover it. (Thomas J, 2023, p.1)^[8]

Few people recognize how pervasive and devastating theft is. One of the most frequently seen examples of disruptive employee conduct is employee theft. Any unauthorized removal of money or property from the employing firm is referred to as employee theft. The "unlawful taking" is one of the most popular definitions of employee theft. an employee's authorized or overseen transfer of money or property belonging to a formal labor organization while acting in the course of their employment. The term "unauthorized seizure of company property by employees" was enlarged by researcher Krenberk to include "any unauthorized seizure of company property by employees either for personal use and including but not limited to the removal of products, supplies, materials, boxes, and data" and "any unauthorized seizure of information or intellectual property" (Lee & Lee, 2021, p. 50)^[5].

Theft of employees in hotels and restaurants

Theft is a constant source of concern and has been occurring for a long time in all areas of business, and employee estimates vary from one field to another. The percentage of employee theft in manufacturing jobs is estimated at 33%, while among hospital employees it is 35%, and for supermarket employees it is 43%. In the food and beverage section of hotels and restaurants of all types, it amounted to 62%. This demonstrates how theft is a major reason why many hotels and restaurants have failed and will continue to fail (Greenberg & Barling, 1996)^[4]. Understanding the causes and motivations behind the illegal behavior is the key to managing it. Managers must make the supposition that most workers are honest and are motivated to steal by unknowable motives, while simultaneously keeping in mind that most people must engage in some form of internal justification before they steal. Each employee's explanation for believing there was a theft is unique. They must first decide whether the cash or commodities they are about to accept are worth the risk of losing their jobs. The possibility of obtaining may be sufficient in some circumstances to discourage them. When they determine that stealing is desirable, they excuse the robbery by calling it something else. Resentment, thievery and greed, and financial

necessity are the three most frequently cited motives. The food service industry is significantly impacted by employee theft. Industry estimates place the price of employee theft in restaurants anywhere from \$300 and \$6 billion. There are two types of employee theft in hotels and restaurants: "shrinkage" and "loss of inventory or "theft" loss of cashA few instances of staff theft at hospitality facilities include taking inventory of food and beverage products, consuming unpaid food items, using a credit card fraudulently, using stolen tips, giving free food to friends and family, and receiving unauthorized discounts. Furthermore, because proper internal control systems are lacking, these kinds of theft frequently go unnoticed for protracted periods of time (Quintero, 2001, pp.4-5)^[7].

Types of employee theft

Types of employee theft are classified into two main categories

Tangible theft: There are many types of employee theft in the food and beverage division, such as the removal of cash and inventory, equipment, free use of facilities, improper use of employee discounts, fraudulent and unauthorized refunds of coupons, and theft in the workplace is often of the tangible goods nature, such as serving food. Or free drinks to friends, making a phone call in the guest room and taking sums of money to arrange and change the guest's room in a special way, employee theft in retail outlets which is also common, theft of cash and theft of goods.

Intangible theft: According to researchers in this subject, employee theft can take many different forms, including giving out unauthorized discounts, abusing sick days, and wasting time away from the office by showing up late or departing early, taking longer breaks, or daydreaming while working. This demonstrates unequivocally that employee theft may have an impact on the majority of the hospitality in this division. However, prior research has revealed that managers employed a variety of language terms in place of theft to maintain a non-criminal business image, including "inventory shrinkage," "shortage," "reduction," "embezzlement," and "unaccounted loss" (Goh & Sandra, 2016)^[3]. P: 3.

Characteristics of employee theft in the food and beverage division

According to a study (Quintero, 2001, pp. 4-5)^[7], employee theft at the workplace has certain features. The age of the employee, the length of their employment with the organization, and their judgments of the employer's fairness or injustice in particular were all linked in this study as three criteria that can be directly linked to employee theft. Employees who are a little younger are more prone to engage in some types of unacceptable activities or display aberrant conduct. Employees who have not been with the company for a long time or who have not established a satisfying bond with it may act in ways that are deviant. Employees who believe they are being treated unfairly may take inappropriate steps. The culture of the firm and the opportunities offered are additional elements that could possibly encourage employee deviation or unreliability. According to their analysis, which included looking at the study of employee theft in relation to property theft, theft by gender, theft by age, and theft by opportunity, the following results were obtained:

Property theft

Eating business meals was the most typical form of stealing. The next most popular method was giving friends free food and beverages. About 40% acknowledged to committing this kind of theft. Of those asked, more over half (53.5%) acknowledged to stealing from the office. In other words, they either took money or property for their own use, made money off of or gave property to others that they had no right to handle, or both. Additionally, the majority of workers (73.5%) admitted to engaging in some types of property theft.

Gender-based theft

A substantial percentage of men were charged with engaging in theft-related (behaviors or activities). There were discrepancies when the participation frequencies of men and women were compared. Men were noticeably more inclined to offer friends free food and beverages, as well as to assist others in acquiring things or property. Removing food or drinks from the inventory for one's own consumption or consuming company food without authorization.

Theft based on age

The most common type of theft, regardless of age, was giving free food and drinks to friends. This was followed by eating business meals. However, older workers were generally less likely to take part in theft-related actions. Younger workers were more likely to aid others in stealing products or property and to take directly from customers or other workers (as opposed to a corporation). When the association between age and activity level was significant and adverse, it showed that younger workers often participate in more activities than do older workers.

Theft of an opportunity

Respondents were asked to indicate whether they were front of the house (server, host, and cashier) or staffed from the house (cook, dishwasher, maintenance). Two-thirds of the respondents (66.3%) were regular employees, 15.8% were regular employees working at home, and 17.8% indicated that they worked in both regions. Perhaps predictably, employees tended to engage in theft-related activities that were more likely to occur in the context of their work. That is, they were more likely to commit a form of theft where, from their perspective, they saw an opportunity. For example, in-home employees were more likely to provide free food and drinks, charge friends, sell merchandise at discounted prices, and take money by not reporting or ringing up sales at the register. On the other hand, home-based employees were more likely to take company supplies and remove food and beverage items from the inventor (Quintero, 2001, p.8) ^[7]

Reasons for employee theft

According to research on the causes of employee theft, there are both employer- and employee-driven factors at play. Reasons led by the employer, which are represented in the following paragraphs:

Weak programs to guide and educate workers about the types of theft and its serious consequences for the worker and the hotel or restaurant.

- Lack of clarity in human resources policies.
- Management culture.

The employee's motivations, as derived from within the worker, including

- Financial problems such as debts and loans.
- Immoral values and inflammatory behavior.

Employer-led reasons regarding employee theft are considered more dangerous than employee-led reasons because if employees do not have awareness and guidance about professional ethics and what tangible and intangible theft is in the workplace, they may commit theft unintentionally. A study (Poulson, 2008) ^[6] found that this result was based on a survey of a sample of 534 participants of workers and students in the hotel's food and beverage division and found that Self-reports from 33% of hospitality workers and 25% of hospitality students indicated that during employment, they would remove food and pens from the workplace. Poor managerial communication is one reason why this perception could exist. Employees may therefore think that some products are too unimportant to be deemed theft and that their theft is not wrong. This explains why some workers don't feel bad when coworkers steal, as well as the presumption that theft happens. Employee theft causes a number of issues because, if left to their own devices, each employee will define theft differently. For instance, a worker at a fast food restaurant wouldn't consider consuming a few French fries during a shift to be theft. A cook in a hotel would regard taking leftovers home as a privilege. Since hotel pens are provided free of charge to guests and there is no inventory system to assess these things, front desk workers may consider taking hotel pens home to be standard conduct. This opportunistic behavior is often done through opportunity provided during the operating environment such as guests leaving and requesting changes from housekeepers to clean the room on their own or employees having unsupervised access to their employers' inventory. Employee unhappiness is a further justification for theft. Because they feel "insulted" by their employer, employees have reportedly stolen from them. This is frequently connected to concerns about pay equity, career opportunity, and workplace culture. For instance, it was reported that staff members engaged in little food theft in their study to supplement their meager and unjust pay. (Goh & Sandra, 2016, p. 3) ^[3].

Additionally, it is mentioned that poor pay contributes to theft because snack food workers took toiletries like toilet paper to make up for their meager pay. Because of the stressful work environment caused by staff shortages, time constraints, an excessive workload, long hours, and difficult work, low-paid employees may steal from customers and the business as a form of economic compensation. This practice is known as wages in kind. Employees' moral and ethical compass is another reason why employees steal.

Enhancing employee satisfaction will aid workers in making moral choices when confronted with immoral behavior, such as theft. Moral principles raise job satisfaction and turnover among hotel staff members, which in turn lowers workplace theft. The social pressures of management or other coworkers may have an impact on an employee's moral compass. Employees' decisions about theft may be influenced by their manager's actions; they will often imitate this behavior and think that theft is acceptable; this is known as a moral climate in ethical decision-making. Employees' intentions to steal will rise if supervisors themselves support or partake in workplace theft. For instance, an employee

witnessed the manager take a ream of paper home for personal use and decided to do the same with some Leaves, according to a research on how people interpret minor offenses. If coworkers or other employees behave dishonestly, it may motivate a worker to steal from the business. According to another researcher who looked at how coworkers reacted when they saw other employees stealing from the company, the observer was less likely to regard the action as theft when there was less agreement among colleagues as to whether unethical behavior constituted theft. The moral beliefs of individuals who were significant or near to them (such as friends or classmates) worried people. If these powerful people think certain wrongdoing is acceptable, (Goh & Sandra, 2016, p. 4) [3] The motives and causes of theft among employees in the hotel's food and beverage division and restaurants can be summarized in the following points:

- Qualities of personality.
- Discontentment.
- Low morale among workers.
- A lack of ethics at work.
- Low wages.
- A lack of organizational dedication.
- Ineffective command and control (prevention)
- Provides the opportunity for theft.
- Social consensus (collective mind)
- External influences including the regional crime rate, a weakened job market, and the economic slump (Lee & Lee, 2021, p. 50) [5].

Third - The applied framework

Field study methodology

Designing the questionnaire form

The questionnaire form was designed to be the main tool for collecting data in the form of personal and objective questions related to the study of thefts in the hotel's food and beverage division. The questionnaire form consisted of (26) questions. The first section of the questions included demographic data and included (5), and the second section included objective data, It consists of (21) questions.

Scale interactions

Responses were graded on a five-point Likert scale, and the scores were grouped into the following categories: Table (1):

Table 1: The measure of answering the questionnaire items

Rating degree	Utterly disagree	Disagree	Neutral I concur	Agree	Totally agree
	1	2	3	4	5

Testing the questionnaire's reliability and validity

The scale's validity indicates whether or not it is appropriate for measuring the things for which it was designed. Using the Pearson correlation between each questionnaire paragraph and the typical responses, the validity of the internal consistency was evaluated in order to ensure the validity of the questionnaire.

Table 2: Internal consistency validity using (Pearson correlation) for questionnaire items

M	Paragraph	Correlation coefficient	Statistical significance
The first axis - motives for theft in the food and beverage division			
1	Lack of wages and incentives	0.558**	0.000
2	High prices and difficulty of living	0.534**	0.000
3	Dissatisfaction with job level	0.574**	0.000
4	Weak organizational commitment of the hotel organization	0.758**	0.000
5	Weak development of the hotel organization	0.676**	0.000
6	Lack of tight control and absence of supervision	0.731**	0.000
7	Absence of religious and moral motives	0.724**	0.000
The second axis - manifestations of theft in the food and beverage division			
8	The disappearance of some valuable foods and drinks	0.701**	0.000
9	Unexplained shortage of food and beverage stocks	0.838**	0.000
10	Unauthorized personal consumption of food and drinks	0.680**	0.000
11	Offering free food or drinks to friends	0.743**	0.000
12	Hiding tips from colleagues and supervisors	0.852**	0.000
13	Failure to adhere to official working hours	0.808**	0.000
14	Failure to maintain the safety of devices, equipment and tools	0.858**	0.000
The third axis - ways to combat theft in the food and beverage division			
15	Fairness in distributing wages according to the hotel's administrative structure	0.670**	0.000
16	Financial and moral encouragement for distinguished workers	0.815**	0.000
17	Lack of severity in punishment in the event of admitting negligence	0.604**	0.000
18	Providing social and health care for all hotel employees	0.720**	0.000
19	Have ethics and teamwork spirit	0.837**	0.000
20	Paying attention to employee satisfaction and spreading the spirit of belonging to the hotel	0.876**	0.000
21	Follow modern electronic command and control systems	0.817**	0.000

Table (2)'s observation that all Pearson correlation coefficients between each questionnaire paragraph and the average responses to the axis to which it belongs were statistically significant at the 0.01 level in all paragraphs suggests that the questionnaire's paragraphs have a high

degree of internal consistency. The statistical program (SPSS, V.24) was used to examine the reliability of the scale for the questionnaire using the Cronbach Alpha coefficient, which is useful in confirming the level of stability of the scale utilized.

Table 3: Cronbach’s alpha reliability coefficient for the questionnaire axes

Axis	Title	Number of paragraphs	Cronbach’s alpha coefficient
The first	Motives for theft in the food and beverage division	7	0.740
The second	Manifestations of theft in the food and beverage division	7	0.886
The third	Ways to combat theft in the food and beverage division	7	0.878
Total questionnaire		21	0.908

Table (3) clearly shows that the questionnaire's Cronbach's alpha coefficient was 0.908, which denotes a high level of item reliability. The questionnaire had 21 items.

Identify the study sample

The size of the study sample (60 workers) was determined using a random sampling technique. at the Baron Tourist and Karbala Rayhana hotels in the holy city of Karbala. After excluding one form with incomplete data, statistical analysis was conducted for (59) individuals.

The statistical tools used

The statistical analysis program SPSS, V.24, used a number of statistical methods, including percentages, arithmetic means, standard deviations, Cronbach's alpha coefficients, and Pearson correlations - one sample T test - simple linear regression).

Descriptive statistics of the replies from the study sample
Demographic data

Table 4: Statistical analysis of the demographic data of the study sample

Variable	Response	Frequency	Percentage	Arithmetic mean
Type	male	49	83.1%	1.16
	feminine	19	16.9%	
The age	Less than 30 years old	43	72.9	1.35
	From 30 to 40 years	12	20.3	
	41- 50 years	3	5.1	
	More than 50 years	1	1.7	
Marital status	bachelor	29	49.2	1.57
	married	27	45.8	
	absolute	2	3.4	
	Widower	1	1.7	
Educational Qualification	middle	16	27.1	2.27
	preparatory	14	23.7	
	Bachelor's	26	44.1	
	Postgraduate	3	5.1	
Experience in Years	Fewer than five years	34	57.6	1.55
	From 5 - 10 years	17	28.8	
	More than 10 years	8	13.6	

Table (4) shows the aspects of the study sample's demographics. In terms of gender, there are more men than workers was 49, representing 83.1%, and the number of female workers was 19, representing 16.9%, with an arithmetic average of 1.16. It was found that the prevailing age group was less than 30 years, with a number of 43 workers, representing 72.9%, with an average. My calculation is 1.35, and in terms of marital status, single people came in first place, with 29 workers, at a rate of 49.2%, and in second place were married people, with 27 people, at a rate of 45.8%, at a rate of 1.57. The results of

the academic qualification analysis indicated that the largest percentage of those holding a bachelor’s degree was 26 people, at a rate of 44.1%. With an arithmetic average of 2.27, while the prevailing number of years spent working in the field was less than 5 years, with 34 individuals representing 57.6%, with an arithmetic average of 1.55.

Objective data

The first axis - motives for theft in the food and beverage division

Table 5: Statistical analysis of the study sample's opinions about theft motives in the department

The statement		Utterly disagree	Disagree	Neutral	Agree	Absolutely concur	Arithmetic mean	Standard deviation
Lack of wages and incentives	Repetition	4	19	6	16	14	3.28	1.32
	%	6.8	32.2	10.2	27.1	23.7		
High prices and difficulty of living	Repetition	3	10	19	22	5	3.27	1.01
	%	5.1	16.9	32.2	37.3	8.5		
Dissatisfaction with job level	Repetition	5	18	13	16	7	3.03	1.18
	%	8.5	30.5	22.0	27.1	11.9		
Weak organizational commitment of the hotel organization	Repetition	6	8	8	21	16	3.55	1.30
	%	10.2	13.6	13.6	35.6	27.1		
Weak development of the hotel organization	Repetition	5	11	10	22	11	3.38	1.23
	%	8.5	18.6	16.9	37.3	18.6		
Lack of tight control and absence of supervision	Repetition	3	12	10	10	24	3.67	1.33
	%	5.1	20.3	16.9	16.9	40.7		
Absence of religious and moral motives	Repetition	9	3	7	17	23	3.71	1.42
	%	15.3	5.1	11.9	28.8	39.0		

Table (5) shows the motives for theft in the food and beverages division, where it was shown that the paragraph “absence of religious and moral motives” came in first place, and The standard deviation was 1.42, indicating that the study sample was dispersed. Answers about the arithmetic mean, which reached 3.71, and the average response in the category was “OK.” The paragraph “Lack of tight control and absence of supervision” came in second place, and the standard deviation was 1.33, indicating the study sample's dispersion. Answers regarding the arithmetic mean, which reached 3.67, and the average response in the category was OK, and the paragraph came in third place, “Weak organizational commitment of the hotel organization.” The standard deviation was 1.30, which indicates the variability in the study sample's responses about the question with an arithmetic mean of 3.55, and the average response in the category was “OK,” and the paragraph “Weak development of the hotel organization” came in fourth place. The standard deviation was 1.23, indicating the study sample's dispersion answers about the

question with an average My calculation, which reached 3.38, and the average response in the category was neutral, and the paragraph “Lack of wages and incentives” came in fifth place, and the standard deviation reached 1.32, which indicates the dispersion of the study sample’s answers about the arithmetic mean, which reached 3.28, and the average response in the category was neutral, and it came in In the sixth paragraph, “High prices and difficulty of living,” the standard deviation reached 1.01, which indicates the dispersion of the study sample’s answers about the study, with an arithmetic average of 3.27, and the average response in the category was neutral. In seventh place was the paragraph, “Dissatisfaction with the job level,” and the study sample's responses were skewed, as seen by the standard deviation of 1.18. About the study, with a mean of 3.03, and the average response in the category was neutral.

The second axis - manifestations of theft in the food and beverage division

Table 6: Statistical analysis of research sample's opinions about the manifestations of theft in department

The statement		Utterly disagree	Disagree	Neutral	Agree	Absolutely concur	Arithmetic mean	Standard deviation
The disappearance of some valuable foods and drinks	Repetition	2	6	15	19	17	3.72	1.09
	%	3.4	10.2	25.4	32.2	28.8		
Unexplained shortage of food and beverage stocks	Repetition	3	6	16	15	19	3.69	1.17
	%	5.1	10.2	27.1	25.4	32.2		
Unauthorized personal consumption of food and drinks	Repetition	2	8	12	17	20	3.76	1.16
	%	3.4	13.6	20.3	28.8	33.9		
Offering free food or drinks to friends	Repetition	5	10	9	16	19	3.57	1.32
	%	8.5	16.9	15.3	27.1	32.2		
Hiding tips from colleagues and supervisors	Repetition	8	6	13	12	20	3.50	1.40
	%	13.6	10.2	22.0	20.3	33.9		
Failure to adhere to official working hours	Repetition	9	12	8	14	16	3.27	1.44
	%	15.3	20.3	13.6	23.7	27.1		
Failure to maintain the safety of devices, equipment and tools	Repetition	13	6	13	10	17	3.20	1.51
	%	22.0	10.2	22.0	16.9	28.8		

Table (6) shows the manifestations of theft in the food and beverage section, where it was found that the item “Unauthorized personal consumption of food and beverages” came in first place, and the standard deviation was 1.16, which indicates the dispersion of the study sample’s answers about the issue with an arithmetic mean of 3.76, and the average response was in Category OK, and in second place was the paragraph “The disappearance of some types of valuable foods and drinks,” and the standard deviation was 1.09, which indicates the dispersion of the study sample’s answers regarding the arithmetic mean, which reached 3.72. The average response in the category was “OK,” and in third place was the item “The shortage is not the justification in the food and beverage inventory.” The standard deviation reached 1.17, which indicates the dispersion of the study sample’s answers about the issue, with an arithmetic mean of 3.69. The average response in the category was “agree,” and the item “providing free food or drinks to friends” came in fourth place, and the standard

deviation reached 1.32, which indicates To the dispersion of the study sample’s answers about gratuities, with an arithmetic mean of 3.57, and the average response in the category was OK, and the item “Hiding gratuities from colleagues and supervisors” came in fifth place, and the standard deviation reached 1.40, which indicates a dispersion of the study sample’s answers about, with an arithmetic mean of 3.50. The average response in the category was “Agree”, and the item “Failure to adhere to official working hours” came in sixth place, and the standard deviation was 1.44, which indicates the dispersion of the study sample’s answers regarding the arithmetic mean, which reached 3.27. The average response in the category was neutral, and the item came in seventh place, “Failure to maintain the safety of devices, equipment, and tools.” The standard deviation reached 1.51, which indicates the dispersion of the study sample’s answers about the issue, with an arithmetic mean of 3.20, and the average response in the category was neutral.

The third axis - ways to combat theft in the food and beverage division

Table 7: Analysis of the opinions using statistics of the study sample on ways to combat theft in the department

The statement		Utterly disagree	Disagree	Neutral	Agree	Absolutely concur	Arithmetic mean	Standard deviation
Fairness in distributing wages according to the hotel's administrative structure	Repetition	2	5	5	17	30	4.15	1.11
	%	3.4	8.5	8.5	28.8	50.8		
Financial and moral encouragement for distinguished workers	Repetition	2	2	6	14	35	4.32	1.02
	%	3.4	3.4	10.2	23.7	59.3		
Lack of severity in punishment in the event of admitting negligence	Repetition	3	3	8	18	27	4.06	1.12
	%	5.1	5.1	13.6	30.5	45.8		
Providing social and health care for all hotel employees	Repetition	1	1	10	9	38	4.38	0.94
	%	1.7	1.7	16.9	15.3	64.4		
Have ethics and teamwork spirit	Repetition	2	4	6	8	39	4.32	1.12
	%	3.4	6.8	10.2	13.6	66.1		
Paying attention to employee satisfaction and spreading the spirit of belonging to the hotel	Repetition	3	3	3	11	39	4.35	1.12
	%	5.1	5.1	5.1	18.6	66.1		
Follow modern electronic command and control systems	Repetition	7	3	5	11	33	4.01	1.39
	%	11.9	5.1	8.5	18.6	55.9		

Table (7) shows ways to combat theft in the food and beverage division, as it was shown that, in first place came the paragraph "Providing social and health care for all hotel employees," and the standard deviation was 0.94, which indicates the dispersion of the study sample's answers regarding the arithmetic mean, which reached 4.38, and it was The average response in the category "Strongly Agree," and the item "Caring for employee satisfaction and spreading the spirit of belonging to the hotel" came in second place, and the standard deviation was 1.12, which indicates the dispersion of the study sample's answers regarding the arithmetic mean, which reached 4.35. The average response in the category was "Strongly Agree," and it came in "Strongly Agree." The third paragraph was "Material and moral encouragement for distinguished workers," and the standard deviation reached 1.02, which indicates the dispersion of the study sample's answers about the arithmetic average, which reached 4.32. The average response in the category was strongly agree, and in the same rank was the paragraph "Having morals and the spirit of teamwork," and the standard deviation reached 1.12, which indicates the dispersion of the study sample's answers about the question, with an arithmetic average of 4.32, and the average response in the category was strongly agree, and

fourth place came in the item "Justice in the Distribution of Wages According to the Hotel's Administrative Structure," and the standard deviation reached 1.11, which indicates the dispersion of the study sample's answers about With an arithmetic mean of 4.15, the average response in the category was "Agree," and in fifth place came the paragraph "Not to be strict in punishment in the event of admitting negligence." The standard deviation was 1.12, which indicates a dispersion of the study sample's answers about the subject, with an arithmetic mean of 4.06, and the average response was in The category agree, and the paragraph "following modern electronic command and control systems" came in sixth place, and the standard deviation was 1.39, which indicates the dispersion of the study sample's answers regarding the arithmetic mean, which reached 4.01, and the average response in the category was "agree."

Testing the study's hypothesis for validity

Testing the first hypothesis

Using the SPSS program, a one-sample t-test was conducted to determine the validity of the first hypothesis at a significance level of (0.05) as follows:

Table 8: t-test for the hypothesis of the first study

Average	Standard deviation	Standard error of the mean	T-test	95 %confidence interval for a difference between the two means		Probability of significance p
				Minimum	Maximum	
3.42	0.791	0.103	33.185	3.21	3.63	0.000

The alternative hypothesis, that there are statistically significant differences in the opinions of, is accepted because Table (8) clearly shows that the likelihood of significance p is less than the level of significance (0.05). about the motives for theft in the hotel's food and beverage division.

Testing the second hypothesis

Using Pearson Correlation and SPSS, V.24, the study's second hypothesis' validity was examined. software, which is useful in revealing the presence of a significant correlation for the study elements at a significance level (0.01).

Table 9: Results of the correlation coefficient analysis between the motives for theft in the hotel's food and beverage division and their manifestations

Dimensions	Motives for theft	Manifestations of theft
Motives for theft	1	0.638**
Manifestations of theft		1

It is clear from Table (9) that there is a strong positive correlation between the motives for theft in the hotel's food and beverage division and their manifestations, reaching 0.638. It is clear that the correlation, which supports the alternative hypothesis that there is a statistically significant

association, was statistically significant at the significance level (0.01) and thus accepted in between motives and manifestations of theft in the hotel's food and beverage division and its manifestations.

Table 10: Findings from analysis of the simple regression model for the effect of ways to address theft in department of hotels on its manifestations

Landmarks	Estimated value	Standard error	t-test value	Indicative value	Significance level
Fixed part (manifestations of theft in the food and beverage division)	0.427	0.528	0.810	0.000	0.05
1 - Combating theft in the food and beverage division	0.734	0.122	6.005	0.530	0.05
The value of the correlation between variables				R	0.622
The coefficient of determination				R ²	0.388
Modified coefficient of determination				Adj.R ²	0.377
Test value (P)				F	36.062
The significance value of choosing (F)				P-Value	0.000

Test the third hypothesis

A straightforward linear regression model created with the SPSS software was used to examine the third hypothesis' viability. Table No. (10) Displays the test's results.

It is clear from the analysis of the results of the simple linear regression model in Table (10) that there is a strong direct relationship between ways to address theft in the hotel's food and beverage division and its manifestations, as the correlation coefficient (R) was (0.622); The value of the interpretability of the regression model represented in the coefficient of determination (R²) was (0.388); This indicates that 38.8% of the changes in the manifestations of theft in the hotel's food and beverage division are explained by ways to address them.

The value of (F) calculated in the regression model was 36.062, with a level of statistical significance (sig = 0.000), which is smaller than the approved level of statistical significance (0.05), and this shows that an effect is statistically significant. Therefore, the alternative hypothesis is accepted that "there is a significant effect." Statistics of ways to address theft in the hotel's food and beverage division in its manifestations

Conclusion

General results

Theft is a source of concern for hotel management, as the global rate of theft by workers in the hotel's food and beverage division and restaurants is 62%.

The types of employee theft are classified into tangible theft and intangible theft.

The characteristics of employee theft in the hotel's food and beverage division are related to three factors: the employee's age, tenure, and employees' perceptions of organizational justice from the employer.

Field results

The most important factors that lead to theft by employees in the hotel's food and beverage division are the absence of religious and moral morals, the lack of tight control and supervision, and the hotel organization's weak organizational commitment.

The most important manifestations of theft by employees in the hotel's food and beverage division are the unauthorized personal consumption of food and beverages, the disappearance of some valuable types of food and beverages, and the unjustified shortage of food and beverage

stocks.

The three most important ways to combat theft in the hotel's food and beverage division are to provide social and health care for all hotel employees, to pay attention to employee satisfaction, to instill a spirit of belonging to the hotel, and to provide financial and moral encouragement to distinguished employees.

The results of the study revealed that there were statistically significant variations in the views of the staff regarding the causes of theft in the hotel's food and beverage division. Additionally, it demonstrated a statistically significant connection between the motives and manifestations of theft in the hotel's food and beverage division, as well as the presence of a statistically significant effect on ways to confront theft in the food and beverage division. Food and drinks in hotels as they appear.

Discussion

This study deals with employee theft in the hotel's food and beverage division from the point of view of the department's workers. The study showed that age is a strong determinant of theft, as young people under the age of 30 were the most vulnerable to theft among the rest of the age groups working in the food and beverage division, and the natural result of this group was that they had religious and religious weakness. Moral ethics that led them to unauthorized personal consumption of food. And beverages and the disappearance of some types of valuable foods and beverages, as well as the shortage of stored foods and beverages, which was offset by a weakness in the hotel's organizational commitment, the lack of strict supervision, and the absence of supervision in the department.

In order to confront these manifestations of theft, employees unanimously agreed on the need to provide social and health care to all hotel employees, pay attention to employee satisfaction, instill a spirit of belonging to the hotel, and provide material and moral encouragement. To outstanding workers. On this basis, we recommend in this research that the hotel organization establish ethical controls and standards within the requirements for appointment in the food and beverage division, and that it pays attention to measuring employee satisfaction and solving problems related to aspects of work, supporting low employee morale, enhancing incentives and rewards according to performance standards, and working to enhance Organizational culture. And raising the degree of organizational affiliation by

holding meetings and training courses for employees, and we emphasize that the monitoring and control system is a priority for hotel management to prevent theft in the food and beverage division.

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