



**Intercultural Professional Development in Hospitality
AGREEMENT NUMBER – 2021-1-IE01-KA220-VET-0033351**

R1/A1: Needs Analysis

NATIONAL REPORT

Republic of Slovenia

PART 1: National Socio-Economic Report

Name of the Country: **Republic of Slovenia**

1. What are the basic pillars of the national economy (References to agriculture, industry, construction, domestic market etc.)?

Slovenia has a relatively small but fast-growing and export-oriented economy. Economic growth today is driven primarily by private consumption, investment and exports. Slovenia is one of the few European countries that constantly shows a surplus of exports over imports.

The strengthening of exports is driven in particular by the growth of foreign demand and the growing competitiveness of domestic companies. This leads to revenue growth in some segments of market services, especially in transport, computer services and tourism. A noticeable increase in the number of arrivals or overnight stays of foreign tourists also leads to an increase in revenues in the hospitality industry.

<http://www.berlin.embassy.si/index.php?id=235>

<https://www.youtube.com/watch?v=B1bWB4mG8QQ>

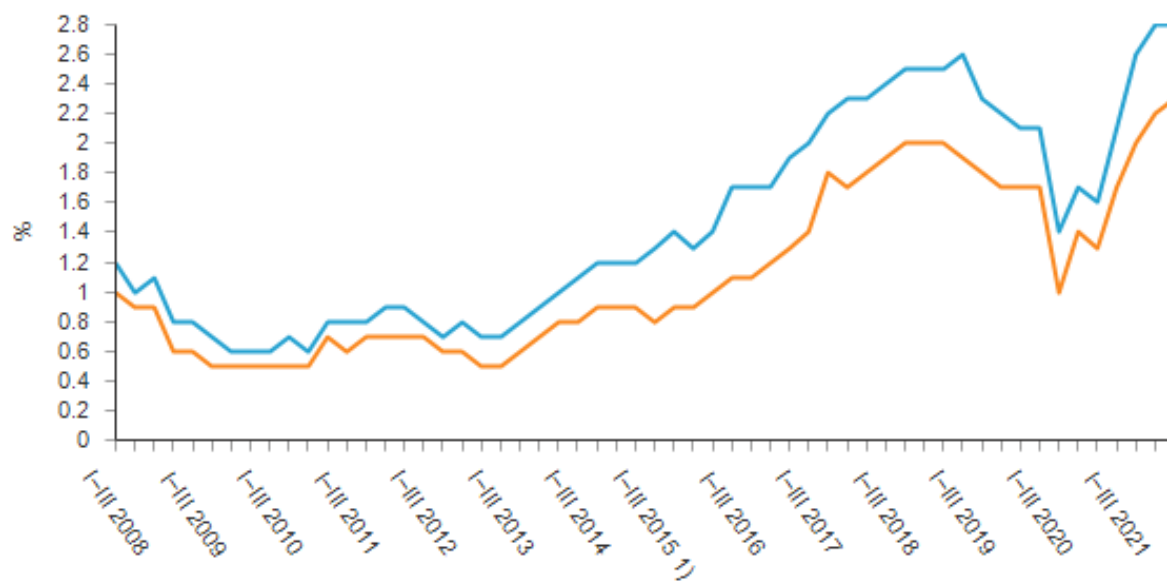
Today, the most economically profitable service activities are: trade, tourism and the high-tech industry.

2. What is the situation of the labour market (employment rates, wages and salaries, employment of third country nationals, employment of European migrants etc.)?

In the third quarter of 2021, the unemployment rate in Slovenia was 4.5%, slightly higher than in the previous quarter (4.3%), but lower than in the third quarter of 2020 (5.1%). We also saw an increase in the employment rate and in student work.

<https://www.stat.si/StatWeb/en/News/Index/9979>

In the 4th quarter of 2021, 22,900 job vacancies were recorded, which is again the highest value so far. Increased demand for new labour force, on the other hand, is reflected in the higher number of occupied posts, which stopped at 792,100, also the highest value so far.



- all business entities - seasonally adjusted data
- business entities with 10 or more employees - seasonally adjusted data



REPUBLIC OF SLOVENIA
STATISTICAL OFFICE

<https://www.stat.si/StatWeb/en/News/Index/10141>

Average gross earnings for 2021 were the highest in financial and insurance activities (EUR 2,790.04), and the lowest in accommodation and food service activities (EUR 1,330.27). Compared to earnings for 2020, gross earnings increased in all of activities; the most in accommodation and food service activities (by 12.7%) and the least in electricity, gas, steam and air conditioning supply (by 1.5%).

<https://www.stat.si/StatWeb/en/News/Index/10161>

Earnings and Labour Cost

LATEST DATA

2,064.12 EUR

Average monthly gross earnings

Show more

1,336.82 EUR

Average monthly net earnings

Show more

106.0 index

Labour cost index (same quarter of previous year = 100)

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1,969.59 EUR

Average monthly gross earnings for year

Show more

1,270.30 EUR

Average monthly net earnings for year

Show more

<https://www.stat.si/StatWeb/en/Field/Index/15>



2,108,708

POPULATION



2,064.12 €

GROSS EARNINGS



4.5 %

UNEMPLOYMENT



10.4 %

GDP GROWTH

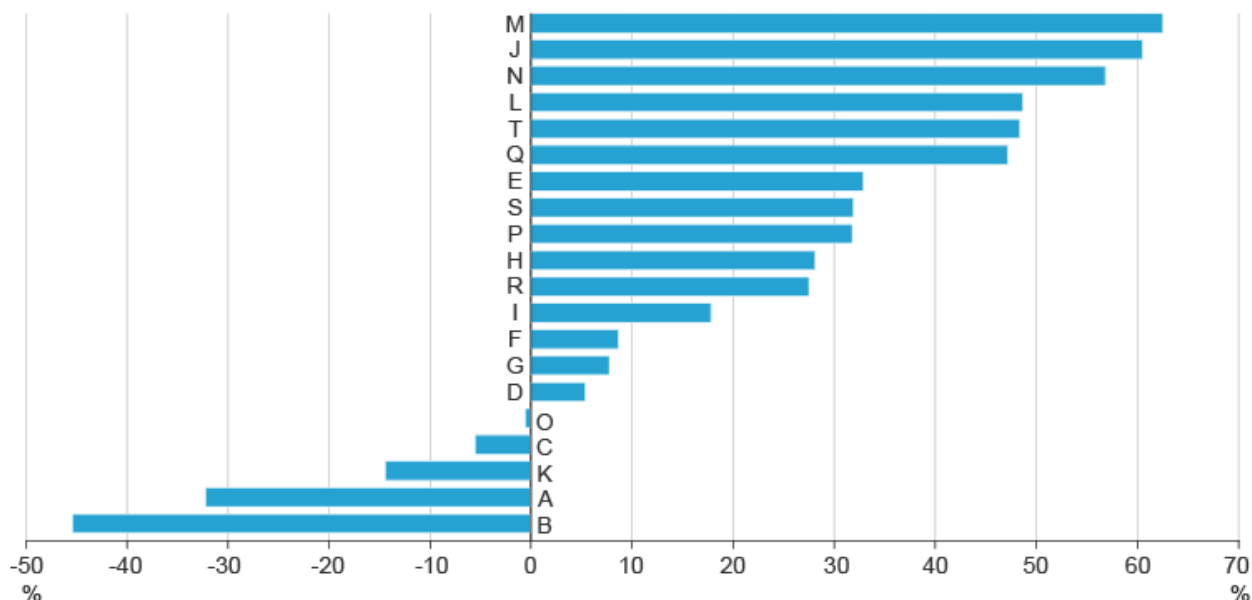


6.9 %

INFLATION

<https://www.stat.si/StatWeb/en>

Growth rate of persons in employment by activities (NACE Rev. 2), Slovenia, 2021/2005



- | | |
|--|--|
| A Agriculture, forestry and fishing | L Real estate activities |
| B Mining and quarrying | M Professional, scientific and technical activities |
| C Manufacturing | N Administrative and support service activities |
| D Electricity, gas, steam and air conditioning supply | O Public administration and defence, compulsory social security |
| E Water supply, sewerage, waste management and remediation activities | P Education |
| F Construction | Q Human health and social work activities |
| G Wholesale and retail trade, repair of motor vehicles and motorcycles | R Arts, entertainment and recreation |
| H Transportation and storage | S Other service activities |
| I Accommodation and food service activities | T Activities of households as employers, undifferentiated goods- and services-producing activities of households for own use |
| J Information and communication | |
| K Financial and insurance activities | |

<https://www.stat.si/StatWeb/en/News/Index/10155>

Due to the lack of adequate staff, many jobs are taken by foreigners. Slovenia already employs more than 112,000 foreigners, more than 11 per cent of the total working population, and their number has doubled in five years. The employment of workers from third countries is increasing sharply. Last year, the Employment Service of Slovenia (ESS) issued as many as 46,264 consents to the single work and residence permit (ED) in Slovenia, allowing foreigners to enter and work in Slovenia and is issued by administrative units. There were 6017 negative decisions. 36,511 consents were issued. Citizens of Bosnia and Herzegovina predominate among third-country workers.

3. What is the country's level in terms of economic and financial indicators such as stock exchange, financial results, national debt, and business service? (Where possible, please provide percentages from European or World Bank reports)

The economic sentiment indicator rose in February. Confidence in all sectors was significantly higher than a year ago, while it remained unchanged among consumers. The Ukrainian crisis is not yet reflected in the indicator value for February. According to data on fiscal verification of invoices, total turnover until mid-February was higher year-on-year, reflecting higher turnover in trade, while turnover in accommodation and food service activities and creative, arts and entertainment activities and personal services remained lower. The high level of economic activity and the continued tight conditions in energy markets have led to an increase in Slovenian industrial producer prices, which reached their highest level in 20 years in January. Over the past year, average wages increased by 6.1% in nominal terms, as did average wages in the private sector, while in the public sector they rose by 6.5%. Wage growth in the public sector slowed in the second half of the year due to the cessation of epidemic-related bonus payments, while growth in the private sector continued.

https://www.umar.gov.si/en/public-info/news/release/news/grafi-tedna-od-21-do-25-februarja-2022-gospodarska-klima-prodaja-na-osnovi-davcno-potrjenih-racu/?tx_news_pi1%5Bcontroller%5D=News&tx_news_pi1%5Baction%5D=detail&cHash=f2505ab227e48be71dba3ed33eb5ed18

Slovenia					
Country Profile					
	1990	2000	2010	2020	
CO2 emissions (metric tons per capita)	0.11	1.01	1.12	0.11	
Electric power consumption (kWh per capita)	5,335	5,778	6,511	..	
Economy					
GDP (current US\$) (billions)	..	20.29	48.16	53.59	
GDP growth (annual %)	..	3.7	1.3	-4.2	
Inflation, GDP deflator (annual %)	..	5.6	-1.0	1.2	
Agriculture, forestry, and fishing, value added (% of GDP)	..	3	2	2	
Industry (including construction), value added (% of GDP)	..	30	27	29	
Exports of goods and services (% of GDP)	..	50	64	78	
Imports of goods and services (% of GDP)	..	54	63	69	
Gross capital formation (% of GDP)	..	29	22	20	
Revenue, excluding grants (% of GDP)	..	40.2	38.8	38.8	
Net lending (+) / net borrowing (-) (% of GDP)	..	-2.2	-5.3	0.6	
States and markets					
Time required to start a business (days)	..	62	6	8	
Domestic credit provided by financial sector (% of GDP)	
Tax revenue (% of GDP)	..	20.1	18.1	18.3	
Military expenditure (% of GDP)	2.2	1.1	1.6	1.1	
Mobile cellular subscriptions (per 100 people)	0.0	61.2	103.8	122.7	
Individuals using the Internet (% of population)	0.0	15.1	70.0	86.6	
High-technology exports (% of manufactured exports)	6	8	
Statistical Capacity Score (Overall Average) (scale 0 - 100)	

https://databank.worldbank.org/views/reports/reportwidget.aspx?Report_Name=Country_Profile&Id=b450fd57&tbar=y&dd=y&inf=n&zm=n&country=SVN

Government Deficit and Debt, Government Accounts

LATEST DATA

249 EUR mio
General government surplus (+) / deficit (-)

Show more

0.5 % of GDP
General government surplus (+) / deficit (-) as a share of GDP

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40,134.4 EUR mio
Quarterly general government debt

Show more

31,744 EUR mio
Government debt

Show more

65.6 % of GDP
General government debt as a share of GDP

Show more

37.8 % of GDP
Total fiscal burden

Show more

<https://www.stat.si/StatWeb/en/Field/Index/1/86>

GDP in 2020

GDP and Economic Growth

LATEST DATA

10.4 %
Volume growth of GDP (compared to the same quarter of the previous year)

Show more

10.5 %
Volume growth of GDP (compared to the same quarter of the previous year) - seasonally adjusted

Show more

5.4 %
Volume growth of GDP (compared to the previous quarter) - seasonally adjusted

Show more

46,918 EUR mio
Gross domestic product

Show more

22,312 EUR
GDP per capita

Show more

-4.2 %
Annual volume growth of GDP

Show more

-4.9 %
Volume growth of GDP per capita

Show more

<https://www.stat.si/StatWeb/en/Field/Index/1/29>

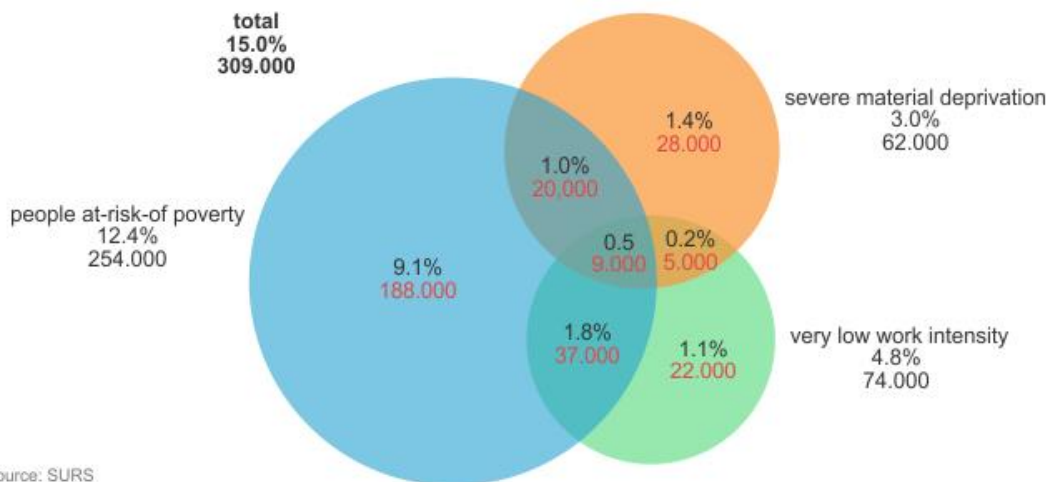
- 4. What is the country's level in terms of social indicators such as education, health, employment and unemployment rates, participation, safety, and gender equality? (Where possible, please provide percentages from Eurydice or other European or World Bank reports)**

One in eight people in Slovenia below the at-risk-of-poverty threshold in 2020

According to the 2020 Statistics on Income and Living Conditions (SILC), the at-risk-of-poverty rate in Slovenia was 12.4%. This means that in 2020 about 254,000 people in Slovenia were living below the at-risk-of-poverty threshold, which is about 11,000 more than in the previous year. The calculation is based on the income earned in 2019.

The annual at-risk-of-poverty threshold for a one-member household was set at EUR 8,864; the net disposable monthly income of people below the at-risk-of-poverty threshold was thus below EUR 739 per equivalised adult person. The threshold for a four-member family with two adults and two children younger than 14 was set at EUR 1,551 per month and the threshold for a two-member household without children at EUR 1,108 per month. Compared to the previous year, the at-risk-of-poverty rate increased by 0.4 p.p. The at-risk-of-poverty threshold increased by EUR 424 per year.

People at-risk-of-poverty or social exclusion, Slovenia, 2020



Source: SURS

<https://www.stat.si/StatWeb/en/News/Index/9624>

According to the Global Peace Report 2021, Slovenia is among the safest countries in the world, ranking 5th on the list in this regard.

<https://www.slovenia.info/en/plan-your-trip/practical-info/safety>

RANK	COUNTRY	SCORE	CHANGE	RANK	COUNTRY	SCORE	CHANGE	RANK	COUNTRY	SCORE	CHANGE
1	Iceland	1.1	↔	29	Qatar	1.605	↑ 2	57	South Korea	1.877	↓ 12
2	New Zealand	1.253	↑ 1	30	Estonia	1.612	↔	58	Tanzania	1.892	↓ 9
3	Denmark	1.256	↑ 2	31	Spain	1.621	↑ 1	= 59	Malawi	1.909	↑ 6
4	Portugal	1.267	↓ 2	32	Italy	1.652	↓ 3	= 59	Moldova	1.909	↑ 4
5	Slovenia	1.315	↑ 5	33	United Kingdom	1.658	↑ 6	61	Cyprus	1.912	↓ 3
6	Austria	1.317	↓ 2	34	Taiwan	1.662	↔	62	Equatorial Guinea	1.915	↓ 9
7	Switzerland	1.323	↑ 2	35	Latvia	1.686	↔	63	Jordan	1.916	↑ 4
8	Ireland	1.326	↑ 3	36	Kuwait	1.688	↔	64	Panama	1.919	↓ 3
9	Czech Republic	1.329	↓ 1	37	Lithuania	1.689	↓ 6	65	Namibia	1.927	↓ 5
10	Canada	1.33	↓ 3	38	Ghana	1.715	↑ 2	66	Greece	1.932	↓ 10
11	Singapore	1.347	↓ 5	39	Costa Rica	1.735	↓ 1	67	Kazakhstan	1.936	↑ 1
12	Japan	1.373	↔	40	North Macedonia	1.744	↑ 11	68	Argentina	1.945	↑ 3
13	Finland	1.402	↔	41	Botswana	1.753	↑ 2	69	Eswatini	1.955	↑ 12
14	Norway	1.438	↑ 1	= 42	Indonesia	1.783	↑ 2	70	Madagascar	1.963	↔
15	Sweden	1.46	↔	= 42	Mongolia	1.783	↓ 1	71	Zambia	1.964	↓ 24
16	Australia	1.47	↓ 2	44	Serbia	1.797	↓ 3	72	Bosnia and Herzegovina	1.97	↑ 2
= 17	Croatia	1.48	↑ 6	45	Laos	1.809	↑ 3	73	Oman	1.982	↑ 2
= 17	Germany	1.48	↑ 1	46	Sierra Leone	1.813	↑ 10	74	Jamaica	1.992	↓ 1
19	Hungary	1.494	↑ 3	47	Uruguay	1.817	↓ 10	75	Paraguay	1.997	↑ 7
20	Belgium	1.496	↓ 3	48	Albania	1.824	↓ 2	= 76	Kyrgyz Republic	1.998	↑ 20
21	Netherlands	1.506	↓ 2	49	Chile	1.831	↑ 1	= 76	Liberia	1.998	↓ 17
22	Bhutan	1.51	↓ 2	50	Vietnam	1.835	↑ 19	78	Cambodia	2.008	↓ 7
23	Malaysia	1.515	↑ 1	51	Montenegro	1.847	↑ 3	79	Morocco	2.015	↑ 9
24	Poland	1.524	↑ 9	52	United Arab Emirates	1.848	↑ 12	= 80	Angola	2.017	↑ 7
25	Romania	1.53	↓ 4	53	The Gambia	1.853	↑ 13	= 80	Kosovo	2.017	↔
26	Slovakia	1.557	↔	54	Senegal	1.864	↑ 1	82	Dominican Republic	2.024	↓ 5
27	Bulgaria	1.577	↑ 1	55	France	1.868	↑ 7	83	Rwanda	2.028	↓ 4
28	Mauritius	1.592	↓ 3	56	Timor-Leste	1.873	↓ 4				

GLOBAL PEACE INDEX 2021 | 9

<https://www.visionofhumanity.org/wp-content/uploads/2021/06/GPI-2021-web-1.pdf>

Slovenia has ranked 12th in this year's EU gender equality index ranking released by the European Institute for Gender Equality (EIGE) on Thursday. The country scored 67.6 points out of 100, practically level with the EU average, as it dropped by one spot compared to the 2020 ranking.

<https://www.total-slovenia-news.com/lifestyle/9112-slovenia-ranked-12th-on-gender-equality-in-eu>

5. Are there any socio-economic threats to the country and its citizens?

The social protection systems in Slovenia are mainly based on public social insurance schemes whose main source of funding is income from work. Given the decline in employment and earnings, coupled with the rising needs of the ageing population, the crisis revealed an increasing unsustainability of the pension and health systems and inadequacies in financing long-term care.

<https://www.umar.gov.si/en/topics/social-security/>

6. What is the level of training of staff working in the tourism industry in terms of intercultural skills?

The levels of cognitive, emotional and behavioural dimension of intercultural competence of front office employees in hotels in Slovenia are high and that both, the cognitive and the emotional dimension, are positively related to the behavioural dimension.

<https://www.semanticscholar.org/paper/Assessing-intercultural-competence-of-front-office-Korez-Vide-Tanšek/30334a83190ba152448a30a902a1d6d21dcda583#paper-header>

PART 2: Analysis of Questionnaires

Name of the Country: Republic of Slovenia

Name of the institution: Srednja šola za gostinstvo in turizem Celje

Number of participants (hotel staff): 33

Number of participants (hotel guests): 58

Questionnaire of Hotel Staff

Question 1: Country of Origin/Nationality

Answer	Response
Bulgaria	0 / 33
Cyprus	0 / 33
Greece	0 / 33
Ireland	0 / 33
Italy	0 / 33
Lithuania	0 / 33
Slovenia	33 / 33
Netherlands	0 / 33
Other	0 / 33

Question 2: Gender

Answer	Response
Male	10 / 33
Female	20 / 33

Question 3: Age

Answer	Response
Under 20 years	13 / 33
20 - 33 years	5 / 33
33 - 40 years	6 / 33
40 - 50 years	8 / 33
Over 50 years	1 / 33

Question 4: Religion (optional)

Answer
Catholic x 3
Christian x 9
Atheist
Rimo - katoliška

Question 5: In which country are you working?

Answer	Response
Bulgaria	0 / 33
Cyprus	0 / 33
Greece	0 / 33
Ireland	0 / 33
Italy	2 / 33
Lithuania	0 / 33
Slovenia	28 / 33
The Netherlands	0 / 33
Other:	3 / 33

Question 6: If "other", please name the country.

Answer
Ireland and Portugal
Croatia x 2

Question 7: Which service area of the hotel do you work in?

Answer	Response
Reception	11 / 33
Food and Beverage	14 / 33
Housekeeping	4 / 33
Management	13 / 33
Other: Marketing / Wellness	2 / 33

Question 8: How often do you communicate with:

Answer	Not at all	Not very often	Often	Very often	Constantly
A) colleagues with a different cultural background	3 / 33	9 / 33	7 / 33	9 / 33	5 / 33
B) customers with a different cultural background	0 / 33	4 / 33	9 / 33	8 / 33	12 / 33

How would you rate your competences against the following?

9. a) Communication

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Foreign Language Skills	0 / 33	10 / 33	12 / 33	11 / 33
Maintaining Professional Presentation (i.e. uniform)	1 / 33	7 / 33	13 / 33	12 / 33
Problem Solving Skills	1 / 33	4 / 33	22 / 33	6 / 33
Cross-Cultural Communication	1 / 33	8 / 33	14 / 33	10 / 33
Teamwork Skills	0 / 33	4 / 33	14 / 33	15 / 33
Active Listening Skills	0 / 33	3 / 33	19 / 33	11 / 33
Empathy Skills	0 / 33	6 / 33	14 / 33	13 / 33

Question 10. Please indicate the situations in which you encounter communication problems with colleagues and guests of different cultural backgrounds during your day-to-day work. (Please tick any that applies to you)

Answer	Response
Day to day chats	15 / 33
Communication about daily tasks	14 / 33
When discussing guests' complaints/requirements/requests	17 / 33
When communicating with other departments	10 / 33
Talking about emotions (e.g. anxiety, stress, depression, worries, dissatisfaction...)	10 / 33
Religious differences	6 / 33
Language barriers	14 / 33
Dress codes	5 / 33
Guests refusing/not able to communicate with me due to language/cultural differences	9 / 33
Guests refusing/not able to communicate with my colleagues due to language/cultural differences	11 / 33
Other: There can sometimes be issues with comprehension regarding instructions / hotel policies etc.	0 / 33

Question 11. In the case one of your answers was "other", you have the opportunity to (optionally) provide more information here.

Answer

Question 12. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer
We once had an Arabian princess checking in, and eating at the hotel bar. We were kindly asked not to look her in the eyes while communicating.

Question 13. b) Emotional Intelligence

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Flexibility in dealing with guests	1 / 33	4 / 33	15 / 33	13 / 33
Flexibility in dealing with colleagues	0 / 33	2 / 33	18 / 33	13 / 33
Coping with negativity in the workplace	1 / 33	9 / 33	16 / 33	7 / 33
Adaptation to new challenges and situations	0 / 33	3 / 33	15 / 33	15 / 33
Flexibility of behaviour (i.e: different cultures/cultural diversity)	0 / 33	1 / 33	17 / 33	15 / 33
Understanding other people's feelings	0 / 33	2 / 33	14 / 33	17 / 33

Question 14. Please indicate the situations in which you encounter Emotional Intelligence related problems with colleagues during your day-to-day work. (Please tick any that applies to you)

Answer	Response
Difficulties expressing/discussing feelings with colleagues	9 / 33
Difficulties understanding someone's feelings	5 / 33
Difficulties managing stress during conflict with guests	16 / 33
Difficulties managing stress during conflict with colleagues	13 / 33
Difficulties dealing with guests and/or colleagues	11 / 33
Difficulties adapting to unexpected situations	12 / 33
Difficulties in managing discriminative behaviours towards me	10 / 33
Difficulties in managing discriminative behaviours towards my colleagues	13 / 33
Other:	0 / 33

Question 15. In the case one of your answers was "other", you have the opportunity to (optionally) provide more information here.

Answer

Question 16. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer

Question 17. c) Understanding other cultures

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Understanding the different cultural backgrounds of colleagues and customers	0 / 33	6 / 33	16 / 33	11 / 33
Co-operating with colleagues of different cultural backgrounds	0 / 33	3 / 33	16 / 33	14 / 33
Providing services to customers from different cultural backgrounds	0 / 33	6 / 33	13 / 33	14 / 33
Openness and acceptance of others	0 / 33	4 / 33	14 / 33	15 / 33
Knowledge of specific needs of different cultures (i.e.: daily religious practices, dietary restrictions, greetings; etc.)	0 / 33	8 / 33	14 / 33	11 / 33

Question 18. Please indicate the situations in which you encounter difficulties understanding other cultures of colleagues during your day-to-day work. (Please tick any that applies to you)

Answer	Response
Difficulties understanding colleagues' cultural backgrounds	10 / 33
Difficulties understanding guests' cultural backgrounds	9 / 33
Difficulties understanding and meeting guests' requests/expectations	14 / 33
Difficulties responding to cultural differences / cultural diversity	16 / 33
Low motivation to deliver service to customers of different cultural backgrounds	4 / 33
Low motivation to co-operate with colleagues of different cultural backgrounds	0 / 33
Refusal/Low motivation from customers to be served by me due to cultural differences / cultural diversity	8 / 33
Refusal/Low motivation from customers to be served by my colleagues due to cultural differences / cultural diversity	5 / 33
Other:	0 / 33

Question 19. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.

Answer

Question 20. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer

Question 21. d) Openness to diversity

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Positive attitude towards guests	0 / 33	1 / 33	11 / 33	21 / 33
Positive attitude towards colleagues	0 / 33	1 / 33	13 / 33	19 / 33
Tolerance of cultural differences/diversity and habits/beliefs/behaviours/attitudes	0 / 33	5 / 33	15 / 33	13 / 33
Sociability to colleagues from different cultural backgrounds	0 / 33	2 / 33	17 / 33	14 / 33
Sociability to guests from different cultural backgrounds	0 / 33	3 / 33	15 / 33	15 / 33
Providing differentiated service according to diverse cultural and religious backgrounds	0 / 33	5 / 33	19 / 33	9 / 33
Awareness of own cultural background	0 / 33	2 / 33	15 / 33	16 / 33

Question 22. Please indicate the situations in which you encounter challenges/difficulties maintaining a positive attitude, tolerating, or socialising with people from other cultures during your day-to-day work. (Please tick any that applies to you)

Answer	Response
Difficulties maintaining a professional attitude when dealing with different cultural attitudes/habits/beliefs/attitudes of colleagues or guests	8 / 33
Difficulties when trying to learn more/understand more about a cultural background	14 / 33
Difficulties being social with colleagues/guests from other cultural backgrounds	12 / 33
Difficulties maintaining a positive attitude towards different cultural /practises	8 / 33
Negative attitude towards me due to cultural differences	10 / 33
Negative attitude towards my colleagues to cultural differences	7 / 33
Other: I do not find it difficult	0 / 33

Question 23. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.

Answer

Question 24. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer

Question 25. e) Conflict Resolution

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Managing Interactions with colleagues of different cultural backgrounds	0 / 33	3 / 33	18 / 33	12 / 33
Managing Interactions with guests with different cultural backgrounds	0 / 33	3 / 33	16 / 33	14 / 33
Adapting to different cultural backgrounds (for both colleagues and guests)	0 / 33	4 / 33	18 / 33	11 / 33
Coping with stress/anxiety/maintaining professional attitudes in challenging situations	0 / 33	8 / 33	16 / 33	9 / 33

Question 26. Please indicate a situation in which you encounter conflict between yourself and a colleague or a guest/customer and how it was resolved. (Please tick any that applies to you)

Answer	Response
Arguments/Misunderstandings because of a cultural difference with guests	12 / 33
Arguments/Misunderstandings because of a cultural difference with colleagues	11 / 33
Accidental offence due to lack of cultural knowledge	12 / 33
Discrimination from a colleague due to a different cultural background	6 / 33
Discrimination towards a colleague due to a different cultural background	10 / 33
Discrimination from a guest due to a different cultural background	4 / 33
Discrimination towards a guest due to a different cultural background	2 / 33
Provocative behaviour towards a colleague due to cultural differences	6 / 33
Reacting negatively to a cultural incident / misunderstanding	4 / 33
Other:	0 / 33

Question 27. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.

Answer

Question 28. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer

Question 29. f) Uncertainty Management

Answer	No Competence	Limited Competence	Sufficient Competence	Total Competence
Establishing Interpersonal relations	0 / 33	7 / 33	19 / 33	7 / 33
Self-awareness of other people and their cultures	1 / 33	4 / 33	17 / 33	11 / 33
Commitment to providing the best service	0 / 33	4 / 33	15 / 33	14 / 33
Commitment to maintaining good relations with colleagues of different cultures	0 / 33	4 / 33	17 / 33	12 / 33
Commitment to maintaining good relations with guests of different cultures	2 / 33	4 / 33	15 / 33	12 / 33

Question 30. Please indicate a situation in which you encounter challenges/difficulties developing and maintaining interpersonal relations with customers and colleagues. (Please tick any that apply to you)

Answer	Response
Uncertainty when engaging with colleagues due to cultural differences	13 / 33
Uncertainty when engaging with guests due to cultural differences	12 / 33
Uncertainty on how to maintain good relations with colleagues from other cultural backgrounds	11 / 33
Uncertainty on how to maintain good relations with guests from other cultural backgrounds	11 / 33
High stress when building good relations with colleagues	13 / 33
High stress when building good relations with guests	10 / 33
Low motivation to commit to provide the best service possible	3 / 33
Low motivation from customers to engage with me	1 / 33
Other:	0 / 33

Question 31. In the case one of your answers was “other”, you have the opportunity to (optionally) provide more information here.

Answer

Question 32. If you wish, please describe situations in which you encountered any of the above in more detail.

Answer

Question 33. Does your organisation support the Intercultural Development/Awareness/Sensitivity of the workplace?

Answer	Response
Yes	21 / 33
No	12 / 33

Question 34. If ‘Yes’, please elaborate how: (i.e. trainings, coaching, mentoring, team-building activities etc.).

Answer
team buildings
International trainings, study visits, youth exchanges
team building activities
mentoring
Organising activities that explains different cultures.
Cultural training before starting the work, explicit emphasis on how to act appropriate when receiving. The guest from different background.
trainings
trainings, coaching, mentoring, team-building
Mentoring

Question 35. Have you attended any Training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry in your country?

Answer	Response
Yes	6 / 33
No	27 / 33

Question 36. If 'Yes', how often and if you can, please provide information on the course (Programme Title, Duration)

Answer
Erasmus+, 1 and 3 months.

Question 37. What topics would you like to have included in Training Seminars/Courses/Programmes on Intercultural Development of the Hospitality Industry in your country?

Answer
What are expectations of different cultures? (food, behaviour...)
Basics knowledge about behaviour of guests from different countries/cultural background
management, human resources, digital presentation
specific characteristics of individual cultures
How to be more open towards new cultures, how to cope with coworkers from different cultures
Seminar about dietary restrictions connected to specific religion.
Understanding needs of young people at work
I have never been to one. So i cant recommend
How to overcome the fear of making mistake while speaking in a foreign language.
I don't know
Learning about different cultures - what is not ok in other cultures, but ok in our country; it would be a good way to avoid misunderstandings.
How to get to know European cultural values even better and conquer them
How to build an organizational culture with Intercultural teams
communication
Seminars about cultural behavior
Thourism there
Haven't went yet so i wouldn't know what to write.
Learning more about our turist attraction
Small talks
seminars
first aid
How to comunicate with guests
How to actually take good care of people.
I am nor sure.
culture problem
Courses about different religions, cultures (specifically about the ones that visit destination).
Coaching individually, to bring out the best competence from each person.
Dont know
Dont know
organisation, flexibility
training on resolving customer complaints

Question 38. Have you ever used any Desktop/Mobile applications or accessed digital content aimed at the Intercultural Development of the Hospitality Industry?

Answer	Response
Yes	6 / 33
No	27 / 33

Question 39. If 'Yes', please provide information on the applications/content, you have used:

Answer
It was in the program of Language Exchange Ireland, before going to Ireland.
Flex keeping

Question 40. Do you have any other comments?

Answer
I am in the finance department and my answers aren't the best

Main findings

Profile of the respondents:

We received 33 answers. All participants were Slovenian. 60 % of participants are male, and 30 are female. 13 participants are under 20 years old since we contacted our former students who had just finished school and found their first jobs. 8 participants are between 40 and 50, 6 between 33 and 40 and 5 between 20 and 33 years old. 13 are Catholic. Others didn't want to answer the question about their religion. They work in reception (11), food and beverage (14), management (13) and housekeeping (4) areas.

Communication Competences:

One-third of staff often don't communicate with colleagues with a different cultural background (12), while two-thirds communicate with them often, frequently or constantly (21). The majority of staff communicates with customers with different cultural backgrounds often, very often or continuously (29). Participants rated their communication skills in general as sufficient or total. 10 participants rated their foreign language competencies as limited.

Specific Observations:

Most communication problems occurred in day-to-day chats when discussing guests' complaints/requirements/requests. They also experienced language barriers. Participants also mentioned a specific situation in which a communication problem arose, like when an Arabic princess was a guest in the hotel. The staff was asked not to look her in the eyes while communicating.

Emotional Intelligence:

Participants feel they can cope with negativity in the workplace, and they rate their flexibility of behaviour as sufficient or total. The most significant problem for them is managing the stress during conflicts with guests and colleagues, managing discriminative behaviour towards their colleagues and adapting to unexpected situations.

Understanding other Cultures:

Most of the participants felt they have enough competencies to understand other cultural backgrounds of colleagues and guests, cooperate with them and provide the service. They also think they have enough knowledge of the specific needs of different cultures. On the other hand, they had expressed difficulties understanding guests' reactions and responding to cultural differences.

Openness to Diversity:

While almost all participants rated their openness to diversity as sufficient or total, they still experience trouble when trying to understand more about the cultural background of their colleagues or guests. They also share some problems while being social with colleagues or guests with different cultural backgrounds. Some (10) also experienced negative attitudes toward themselves due to cultural differences.

Conflict Resolution:

Participants felt they are competent enough to deal with conflict situations, whether coping with stress/anxiety, maintaining professional attitudes in challenging situations or managing interactions with guests with different cultural backgrounds. They also feel competent in adapting to the diverse cultural background of both colleagues and guests. If they encountered conflict, it was mainly because of accidental offence or misunderstanding. More troubling is that 10 answered they experienced conflict situations because of discrimination towards a colleague due to a different cultural background.

Uncertainty Management:

Participants answered that they mostly felt sufficiently or competent when establishing interpersonal relations. They were also committed to maintaining good relations with colleagues and guests alike and providing the best service. They felt uncertain when dealing with cultural differences and building and maintaining good relations with guests and colleagues.

Intercultural Training:

Two-thirds of participants answered that their organization support intercultural development/awareness/sensitivity program. The main activities were team building, training (domestic and international) and mentoring. On the other hand, more than 80 % of them haven't attended any seminars/courses/programs on intercultural development. They expressed a lot of interest in training in intercultural development, such as overcoming language barriers, what to expect from different cultures regarding food, behaviour, cultural values, etc.

Questionnaire of Hotel Guests

Question 1. Country of Origin/Nationality

Answer	Response
Bulgaria	0 / 58
Cyprus	0 / 58
Greece	0 / 58
Ireland	0 / 58
Italy	0 / 58
Lithuania	0 / 58
Slovenia	58 / 58
Netherlands	0 / 58
Other	0 / 58

Question 2. Gender (optional)

Answer	Response
Male	14 / 58
Female	35 / 58

Question 3. Age

Answer	Response
Under 20 years	25 / 58
20 - 60 years	13 / 58
60 - 40 years	2 / 58
40 - 50 years	10 / 58
Over 50 years	8 / 58

Question 4. Religion (optional)

Answer
Christian x11
Catholic x2
Agnostic
Atheist x2
Savinjska x2

Question 5. Which partner country does your experiences as a hotel guest relate to?

Answer	Response
Bulgaria	0 / 58
Cyprus	1 / 58
Greece	2 / 58
Ireland	2 / 58
Italy	7 / 58
Lithuania	29 / 58
Slovenia	0 / 58
Netherlands	0 / 58
Other	6 / 58

Question 6. If "other", please name the country.

Answer
Croatia
Finland
Germany
Portugal and Ireland
Sweden
Tunisia, Egipt, Croatia, Cyprus, Spain, Italy, German, Austria

Question 7. How often do you stay at hotels?

Answer	Response
Not very often	40 / 58
Often	16 / 58
Very Often	2 / 58

To what extent do you agree with the following statements?

"Question 8. a) Front Desk/Reception"

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	12 / 58	23 / 58	23 / 58	0 / 58
I have encountered unprofessional behaviour at the reception	19 / 58	26 / 58	10 / 58	3 / 58
I have experienced a different treatment because of my nationality	29 / 58	18 / 58	10 / 58	1 / 58
I have experienced a different treatment because of my religion and/or cultural background	34 / 58	17 / 58	7 / 58	0 / 58
I have experienced staff with negative attitude and low motivation to interact with me	13 / 58	23 / 58	19 / 58	3 / 58
I felt accepted and understood	3 / 58	10 / 58	32 / 58	13 / 58
Inflexibility in the service to accommodate my needs in a respectful manner	8 / 58	23 / 58	24 / 58	3 / 58

Question 9. Is there a particular incident (misunderstanding) that you would like to share with us?

Answer
I have had some problems regarding the language in Japan. There I was first served by a receptionist who didn't speak English; however, we found a solution. A lot of hand gestures and google translate.
People from northern countries were treated better.
Zato ker nismo bili verni nam niso predali kljucev za sobo kateroy smo ze placali in jo tudi prej rezervirali. (Because we were atheist, they did not hand over the keys to the room we had already paid for and had booked earlier.)
The receptionist did not know the language, and neither did I.
Our language is very similar to Croatian, but the receptionists didn't want to understand my language.
a woman was yelling at a receptionist because she couldn't bring food into a hotel

"Question 10. b) Food and Beverage"

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	12 / 58	26 / 58	18 / 58	2 / 58
I have encountered unprofessional behaviour at the reception	16 / 58	27 / 58	14 / 58	1 / 58

I have experienced a different treatment because of my nationality	25 / 58	22 / 58	11 / 58	0 / 58
I have experienced a different treatment because of my religion and/or cultural background	31 / 58	19 / 58	8 / 58	0 / 58
I have experienced staff with negative attitude and low motivation to interact with me	14 / 58	27 / 58	17 / 58	0 / 58
I felt accepted and understood	2 / 58	11 / 58	32 / 58	13 / 58
Inflexibility in the service to accommodate my needs in a respectful manner	9 / 58	25 / 58	23 / 58	1 / 58

Question 11. Is there a particular incident (misunderstanding) that you would like to share with us?

Answer
Waiter in the restaurant payed way more attention to other guests.
The waiter was unwilling to offer an explanation of the dish.

" Question 12. c) Housekeeping "

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	16 / 58	29 / 58	13 / 58	0 / 58
I have encountered unprofessional behaviour at the reception	18 / 58	31 / 58	9 / 58	0 / 58
I have experienced a different treatment because of my nationality	25 / 58	24 / 58	9 / 58	0 / 58
I have experienced a different treatment because of my religion and/or cultural background	29 / 58	23 / 58	6 / 58	0 / 58
I have experienced staff with negative attitude and low motivation to interact with me	17 / 58	25 / 58	14 / 58	2 / 58
I felt accepted and understood	3 / 58	13 / 58	35 / 58	7 / 58
Inflexibility in the service to accommodate my needs in a respectful manner	6 / 58	30 / 58	20 / 58	2 / 58

Question 13. Is there a particular incident (misunderstanding) that you would like to share with us?

Answer
Visit an unknown country

" Question 14. d) Management "

Answer	Strongly Disagree	Disagree	Agree	Strongly Agree
I have encountered miscommunication at the reception due to different language	14 / 58	29 / 58	14 / 58	1 / 58
I have encountered unprofessional behaviour at the reception	17 / 58	27 / 58	11 / 58	3 / 58
I have experienced a different treatment because of my nationality	26 / 58	24 / 58	8 / 58	0 / 58
I have experienced a different treatment because of my religion and/or cultural background	26 / 58	26 / 58	6 / 58	0 / 58
I have experienced staff with negative attitude and low motivation to interact with me	20 / 58	25 / 58	12 / 58	1 / 58
I felt accepted and understood	3 / 58	12 / 58	35 / 58	8 / 58
Inflexibility in the service to accommodate my needs in a respectful manner	6 / 58	28 / 58	23 / 58	1 / 58

Question 15. Is there a particular incident (misunderstanding) that you would like to share with us?

Answer
A time when we should be quiet /night time

Question 16. Do you have any other comments?

Answer

Main findings

Profile of the respondents:

All of the 58 participants were Slovenian. 35 female and 14 male are under 20 years old (25) between 20 and 30 (13) and between 40 and 50 (10). Those who answered the question regarding religion are Christian. Only 2 of total 58 participant stay in hotel very often. 16 are staying often in hotel, others (40) not very often. Since a lot of participants were still very young such an answer was expected.

Front Desk / Reception:

Participants answered that on most occasions they felt accepted and understood (32 agree and 13 strongly agree). They encountered some unprofessional behavior at the reception or

miscommunication due to different language. A low motivation to interact or negative attitude of staff was also reported. In general majority was satisfied with the level of acceptance, and the service provided by the front desk or reception. Some examples of difficulties are:

- misunderstanding (in Japan front desk staff didn't speak English)
- different treatment because of country of origin
- religion issues
- irrational requests (of guests)

Food and Beverage:

The situation in food and beverage area is very similar to one in reception. Participants mostly feel accepted and understood. They reported some difficulties as unprofessional behavior or miscommunication due to different language. In some cases (179) they experienced staff with negative attitude and low motivation to interact with them. Particular incidents were:

- waiter in the restaurant paid way more attention to other guests
- waiter was unwilling to explain the dish

Housekeeping:

Answers in this section mostly matched those in previous two sections. Majority of participants were satisfied with the provided service. Again, some miscommunication due to different language was mentioned and negative attitude and low motivation to interact also. No particular incidents were reported in this section of questionnaire.

Management:

The key problem in this section was inflexibility in the service to accommodate customers' needs in respectful manner. Again miscommunication due to different language was mentioned and negative attitude and low motivation to interact also. Some problems occurred in the nighttime because of noise.

Overall Comments:

Participants mostly expressed that they felt appreciated, accepted and understood. Majority of the problems come from misunderstanding, language barriers and sometimes irrational requests of the guests or inflexibility of the service to accommodate their needs and low motivation to interact with guests. Some minor incidents were particularly mentioned, such as different treatment due to religion or country of origin.