

IMPACT OF ETHICAL WORK CLIMATE ON REDUCING EMOTIONAL BEHAVIOR AN EXPLORATORY STUDY FOR OPINIONS OF A SAMPLE AT HOTELS IN THE KURDISTAN REGION

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ABSTRACT

The research aims to provide a structure of developmental ideas that contribute to helping the operating hotel departments to create an ethical and cooperative work environment in which the efforts of all employees interact in order to achieve the overall strategic objectives and at all levels in the hotel work environment. In the Kurdistan region, the mechanisms of managing the behaviors of the individuals working in it, to form a stereotypical image of the performance of the departments working in the tourism sector, as it prompted the researcher to study the important dimensions that have a significant impact on the level of tourism performance and thus achieve a state of development in the contents of hotel work in one of the most important sites Tourism in Iraq, which can, if invested in the best way, occupy advanced positions in the tourism activity at the regional and local levels alike. In the Kurdistan Region, opinions were addressed through statistical mechanisms and programs SPSS V.27, and among the most prominent findings of the study, it is highly critical of the method or way in which the working individuals view themselves, and thus sought to enhance the perception of the worker and the work by raising the level of the legal idea within the hearts of individuals about the jobs that each of them performs.

Keywords: *Ethical Work Climate, Emotional Behavior Deficiencies, Kurdistan Region Hotels*

INTRODUCTION

An Ethical work climate in its various patterns in any organization is referred to as the biggest determinant of the behavior of its employees, their affiliation with it, and their integration with it. Indicators are the most decisive way to achieve success for organizations working in the hotel business sector that are sensitive to the ethical dimension. Unstudied behavior and emotions, and research is still continuing in this field, but the current research framed this type of behavior in a different approach because it tried to shed light on different areas in which we can observe this type of behavior, which are hotel organizations that have uniqueness and privacy related to general behavior frameworks The distinct human coping mechanisms, which constitutes the adopted variable in this research.

The research problem crystallizes in relation to the nature of work climates prevailing in the hotel organizations in the Kurdistan region and the mechanisms of behavioral management of the individuals working in them, as it constitutes a stereotypical image of the performance of the departments working there, which prompted the researcher to study these important dimensions, which have a significant impact on the level of general performance and thus Achieving a state of development in the contents of hotel work in one of the most important tourist sites in Iraq, which can, if invested optimally, occupy advanced positions in the tourism activity at the regional level, not just locally. The research aims to provide a structure of developmental ideas that contribute to helping hotel departments. Working to create an ethical and cooperative work environment in which the efforts of all employees interact in order to achieve the overall strategic goals and at all levels in the hotel work environment.

A. Problem of Research:

The features of the problem from which the researcher started can be explained through the following two dimensions

1- Theoretical Aspect: The intellectual problem arises from the nature of the intellectual debate that emerges through the researcher's knowledge of the two explanatory variables (Ethical Work Climate) and the respondent (Insufficiency of Emotional Behavior) as one of the variables that are characterized by dynamism and continuous change, which requires researchers to perpetuate work and theoretical effort to follow up on the latest developments that govern the philosophy of work ethics And the organizational behaviors in its general framework, as well as the theoretical developments taking place in the field of tourism work at the intellectual level, which prompted the researcher to build hypotheses of the theoretical relationship that governs the state of interaction between the two variables.

2- Field dimension: The field dimension of the research is shown by following up the general indicators of the performance of hotels operating in the Kurdistan region, represented by statistics that show occupancy rates, revenues achieved, the number of workers, the volume of investments in the sector, and other indicators that, when compared to the region's potential and tourist attractions, are considered below ambition. There are many reasons behind this, perhaps one of the most prominent of which is related to the nature of work climates prevailing in hotel organizations and the behavioral management mechanisms of the individuals working in them, which constitutes a stereotyped image of the performance of the departments working there, which prompted the researcher to study these important dimensions that have a great impact In the level of general performance and thus achieving a state of development in the contents of hotel work in one of the most important tourist sites in Iraq, which can, if invested optimally, occupy advanced positions in tourism activity at the regional level, not only locally.

Main question: What is the level of correlation and influence relationships left by the nature of the prevailing ethical climate in the hotels of the Kurdistan region of Iraq in the face of the lack of emotional behavior?

Sub-questions: They can be stated in the following points

A - What are the most prominent intellectual implications of the ethical work climate in hotel organizations?

B - What is the realization of the managements operating in the hotel organizations of the most prominent factors that cause the lack of emotional behavior?

C- To what extent is the application of behavioral control mechanisms that govern ethical climates by hotel departments operating in the Kurdistan region?

Importance of Research:

A- The importance of the research emerges as an attempt, even at a first level, to bridge the knowledge gap related to the variables (the moral work climate, the lack of emotional behavior) by finding theoretical foundations on which to draw the research model that explains the nature of the relationship between the two variables.

B- The cognitive importance of research appears in an attempt to provide theoretical frameworks for the variables of the study through theoretical research and studies that included foreign ideas and references.

C - The importance is highlighted by the researcher's effort to draw up a strategy for managing human resources in hotel organizations in order to enhance organizational challenges, by encouraging workers to crystallize ideas and know the effects of administrative pressures.

D - The importance of the research comes from the importance of the sector that constitutes the field framework and is represented by the hotel organizations operating in one of the most important Iraqi tourist sites represented by the Kurdistan Region, which has economic and tourism specificity, which puts it in an advanced position on the map of tourist sites at the regional level if it is exploited as required.

B. Aims of Research:

1. The lack of emotional behavior is associated with a negative relationship represented by the decline in performance in the desired work and the lack of organizational and functional activity resulting from a structural imbalance in the nature of the prevailing moral climate in any organization, which shows the useless participation in the work, and in light of this, the research objectives can be identified as follows:

2. Explaining the nature of the ethical climate and its parameters that affect the performance of workers in the organizations in the same research. 2- Determining the level of hotel administrations' awareness of the reality of emotional behavior deficiencies and the mechanisms to confront it and its dimensions in the selected hotels.
3. Determining the level of correlation and influence relationships between (**Ethical Work Climate**) and (**Deficient of Emotional Behavior**).
4. Presenting a structure of developmental ideas expressed in specific recommendations that contribute to assisting the operating hotel departments in creating a work environment characterized by a distinct ethical level and cooperative climates in which the efforts of all employees interact in order to achieve the overall strategic goals and at all levels in the hotel business environment.

C. Research Model:

The study model embodies a combination of proposed directions and alternatives to solve a specific problem precisely, after reviewing what was stated in the literature related to the subject of the research, and based on the general problem, questions and objectives, the hypothetical model consisting of two axes was developed as follows:

The first axis: the independent variable (Ethical Work Climate) and its dimensions (Care, Autonomy, Laws, Blogs) by using (Salih,2017; Alanezy et al.,2017).

The second axis: the dependent variable (Deficient Emotional Behavior) and its dimensions (Anxiety / Self-Esteem / Aggressive Behavior) and as in the figure below.

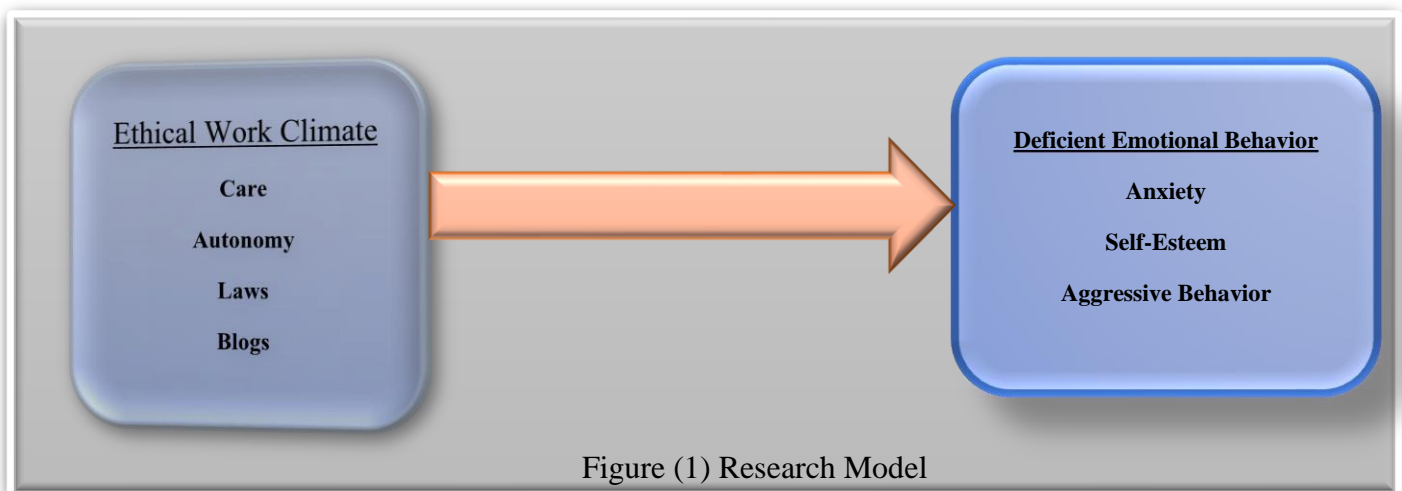


Figure (1) Research Model

E. Hypothesis:

In light of the research's problem and the questions raised in the research, the following main and sub-hypotheses were formulated:

- I. **First main hypothesis:** There is a significant correlation between the nature of the ethical work climate and the reduction of emotional behavior deficiency in the hotels of the Kurdistan region, and the following sub-hypotheses emerge from it:

1-1 There is a significant correlation between the dimension of care and the reduction of emotional behavior deficiency in the hotels of the Kurdistan region.

1-2- There is a significant correlation between the dimension of the laws and the reduction of emotional behavior deficiency in the hotels of the Kurdistan region.

1-3 There is a significant correlation between the dimension of independence and limiting the lack of emotional behavior in the hotels of the Kurdistan region.

1-4-1 There is a significant correlation between the post blogs and the reduction of emotional behavior deficits in the hotels of the Kurdistan region.

- II. **Second main hypothesis** - there is a significant impact relationship of the nature of the ethical work climate in reducing the lack of emotional behavior in the hotels of the Kurdistan region, and the following sub-hypotheses emerge from it:

1-2 There is a significant impact relationship for the dimension of care in reducing emotional behavior deficits in the hotels of the Kurdistan region.

2-2 There is a significant effect relationship to the dimension of the laws in reducing the lack of emotional behavior in the hotels of the Kurdistan region

3- 2 There is a significant effect relationship of the independence dimension in reducing the lack of emotional behavior in the hotels of the Kurdistan region

4-2 There is a significant effect relationship of the dimension of the blogs in reducing the insufficiency of emotional behavior in the hotels of the Kurdistan region

F. Research Approach:

The research adopted the descriptive analytical approach by collecting and analyzing the necessary data, since this approach focuses on surveying the opinions of the research sample and its orientations and using the descriptive approach to describe the reality of the studied dimensions. Its basis is the adoption of recommendations, and this approach is the most appropriate for administrative and economic studies to which the nature of the researched variables belongs.

The research relied on collecting data and information on the theoretical and practical sides on the sources shown below:

1- Theoretical side: the researcher relied on the contributions of writers and researchers obtained from scientific sources that include books, magazines, dissertations, and theses in Arabic and English related to the subject of the research, as well as the use of the Internet.

2- The practical side: The researcher relied on the following in collecting data and information on the practical side:

A- Personal interviews: The researcher conducted a number of personal interviews with officials in a number of research sample hotels in the governorates of the Kurdistan region (Erbil, Sulaymaniyah, Dohuk) for the purpose of obtaining data and information for the research.

B - Field experience: to get acquainted with the reality and nature of the workflow in the hotel sector in Iraqi Kurdistan and to know the extent to which work requirements and behavioral management mechanisms are applied in dealing with employees and workers.

C- Questionnaire: The questionnaire was used as a main tool in collecting data and information related to the research variables, as it contributes to providing an accurate diagnosis of the opinions of the research sample regarding the research variables.

G. Validity of the questionnaire:

- 1) Virtual Honesty test: The researcher presented the questionnaire to a group of arbitrators with specialization in the fields of (organizational behavior, hotel human resource management, hotel management). The apparent validity of the questionnaire, as the percentage of agreement reached (95%). As for the validity of the content, it was measured through the discriminatory power of the expressions of the scale approved by the researcher, as mentioned in Table (2) above.
- 2) Reliability test: Reliability means that the questionnaire gives the same result if it is re-distributed more than once under the same circumstances and conditions, and the reliability test here is according to the equation of Cronbach's Alpha coefficient in the case of the test in which the scores are not one and zero but can be taken Different values (. 1, 2, 3, 4), as in the case of tests that use the Likert scale to answer the paragraphs. This equation is also used in tests of the type of questions, Objectivity or essays (Al-Jadri and Abu Helou, 2009: 171) and table (1) shows the stability test for the research variables.

Table (1) shows the results of the Alpha Cronbach stability coefficient test

Var.	Code	Alpha Cronbach	Decision
Ethical Work Climate	X	0.918	acceptance
Deficient Emotional Behavior	Y	0.777	acceptance
Total		0.952	acceptance

I. Research Community and Sample:

Community and sample: Table (2) is Shawn part of the research community and sample is of particular importance among the total paragraphs of the scientific research methodology because it is the main determinant in the researcher achieving the goals and objectives envisaged in the preparation of the research. It means the lack of feasibility of the research process in general, and in this research the researcher chose the community of hotels operating in the Kurdistan region as an important and vital sector in the tourism activity. The three regions (Erbil, Sulaymaniyah, and Dohuk), which are classified as (4, 5) stars, or what are called first-class and excellent hotels, as (120) questionnaires were distributed in (12) hotels, with (10) forms in each hotel that was recovered from them (108) a questionnaire to be subject to statistical analysis, and the table below shows the hotels of the research sample and the number of distributed and retrieved forms.

Table (2) Hotels of the Research

City	Hotel's Name	Observers	Class
Erbil	Ramada	10	5 Stars
Erbil	Quarts	9	5 Stars
Erbil	International Erbil	9	5 Stars
Erbil	Crystal Erbil	9	5 Stars
Sulaymaniyah	Grand Millennium Sulaymaniyah	10	5 Stars
Sulaymaniyah	Titanic Hotel & SPA	9	5 Stars
Sulaymaniyah	Ramada by Wyndham/	8	5 Stars
Sulaymaniyah	High Crest	9	4 stars
Duhok	Crystal Duhok	9	5 Stars

Duhok	Rixos Duhok	10	5 Stars
Duhok	Sadder Place	8	4 Stars
Duhok	Dilshad Palace	8	4 Stars

Characteristics of Sample: The most prominent characteristics of the research sample can be stated through the following points as in Table (3):

Job Position: The highest percentage of the respondents was from the category of (department head) at (50%) and with a frequency of (54). Then came the category of (Division Officer) with a rate of (32.5%) and a frequency of 35. Then came the category of (General Manager) with a frequency of (9) with a rate of (8.3%), and then the category of (Board Member) with a rate of (6.5%) and a frequency of (7).

Education : Table (3) shows that the vast majority of respondents hold a bachelor's degree, as their number reached (96), i.e. (88.9%), which is the highest percentage, while the number of those holding a master's degree was (7), at a rate of (6.5%), while the number Holders of a higher diploma (4), with a rate of (3.6%). Finally, the number of holders of a doctorate degree was (1), with a rate of (0.9%) of the total research sample. Which makes it more accurate and objective.

Experience: It appears from the table below that the category -11 (less than 15 years) achieved the highest rate, as the number of its members reached (40) individuals, i.e. (37%), and then came the category (15 - less than 20 years) with a frequency of (34) and a rate of (%) 31.5) while the category 20 (years and over) achieved a rate of (16.7%) with a frequency of (18) and finally the category 5 (less than 10 years) came with a frequency of (16) and a rate of (14.8%), which is an indicator that the researched sample is characterized by intellectual maturity And skillful integration between all levels, and this creates strength for research, especially in the sample's response to the questionnaire paragraphs in terms of understanding and comprehension.

Table No (3) Demographic Distribution of members of Sample

Characteristics	Notice	Observe	Rate
Job Position	General Manager	9	8.3
	Assistant General Manager	3	2.7
	Member of the Board of Directors	7	6.5
	Department Manager	54	50
	Division official	35	32.5
Education	Bach.	96	88.9
	H. Diploma	4	3.6
	Master	7	6.5

	Ph. D	1	0.9
Experience	Less 10	16	14.8
	Less 15	40	37.0
	Less 20	34	31.5
	More 20	18	16.7

SECOND APPROACH - THEORETICAL FRAMEWORK:

A. Ethical Work Climate

1- Concept of Ethical Work Climate: Despite the introduction of concepts related to ethical climate frameworks in business organizations in their general intellectual formulations, many researchers believe that their most prominent emergence was through the knowledge contributions witnessed in the late eighties of the last century through the knowledge contributions made by each of (Victor & Culeen, 1988). They are the first to talk about the ethical climate theory, as they indicated that the organization and its operating departments must abide by the responsibility towards the ethical and immoral actions that bring together employees within the scope of one work environment and that constitute the ethical work climate in it, and within the framework of defining this concept.

(Culeen & Victor, 1988: 53) believes that the ethical climate is defined as (the shared perceptions of employees in the organization about the behaviors that are considered correct in their organization and how ethical issues are dealt with) and (Sims) defined it as) a common understanding or a group of Participatory perceptions and conclusions about correct behavior and how ethical issues are addressed (Saleh, 2017: 11), while (Martin, 2019: 49) defined it as) the sum of functional variables that can be managed and changed in order to improve the work environment, which is As a whole, they arise from the accumulation of different behaviors, perceptions, and cultures of workers within the organization.

The researcher believes that the ethical work climate can be defined procedurally as part of the organizational climate in the tourism and hotel organizations and consists of a set of regulations and laws that reflect the organizational procedures, practices and policies adopted by the management of the tourism organization in an ethical context.

According to the model (Victor & Culeen, 1988), the ethical work climate includes two dimensions

1. The ethical standard consists of three dimensions (self-love / charity / principles).
2. Spatial analysis is derived from social theories and refers to three sites of analysis that are adopted as a reference in decision-making processes, which are (individual level / local organization) / global

2- Dimensions: The spectrum of ideas and visions related to the classification of the most prominent dimensions included in the intellectual models that deal with the concept of an ethical

work climate varies, but the researcher in this research deliberately chose a number of dimensions that are consistent in their nature and intellectual content with the reality of the field environment for research, namely:

A- **Care:** This dimension refers to the behaviors adopted by individuals that are based on the criterion of benevolence and moral giving based on concern and care for others, whether inside or outside the organization (Al-Anzi, 2017: 34).

B- **Laws:** It is defined as the dimension that includes individuals making their moral decisions through compliance with shared values of right and wrong that are accepted as universal (Uen F. et al, 2011:45).

C- **Autonomy:** a dimension that includes ethical decision-making by individuals according to the minimum level of concern for external forces and external influence on decision-making (Mohsen, 2015: 44)

C- **Blogs:** The code of ethics is defined as an official document that states the basic values of the organization and the ethical rules that it expects its employees to follow (Mohsen, 2015: 13).

The researcher believes that the hotel work, through its dependence mainly on the state of human interaction between the service provider and its consumer, is based vitally on the ethical dimension of that state of interaction. It is imposed by individuals among themselves and is reflected in the mechanism of their interaction with guests. Therefore, the departments working in this field are mainly required to pay attention to these ethical dimensions referred to. For example, departments must consolidate (ethical codes) of their operating organizations and include in them a broad base of ethical frameworks that everyone must abide by. As the true identity that distinguishes any organization from its counterparts in the mission environment.

B. Deficient Emotional Behavior:

1. Concept Deficient Emotional Behavior:

Specialists point out that the term "emotional disorder" was developed scientifically for the first time by Eli Bower during the sixties of the last century, who conducted research to identify students who needed specific services because of severe emotional and behavioral problems, and then it was already adopted by Congress to include A study of social maladjustment and emotional disturbance, and they called it emotional discomfort or emotional and behavioral disturbances, one of which was determined by the lack of emotional behavior (Richards, 2008: 658).

He sees (Richard, 2008: 65) that the deficiency of emotional behavior (is a behavior that is contrary to the legitimate interests and work procedures of employees and is reflected negatively for the individual, the group and the organization) and defines it (Maryann.D & Ann.S, 2019: 66) as (the state of violation that appears In the behavioral and emotional responses when doing work, they are very different from one individual to another, even in the criteria that negatively affect

performance, and it includes academic, social, professional performance, or personal skills (in what (Beth.M, 2020,56) sees it) the hidden approach to the rules Unwritten and unspoken that defines individual culture Any event that delays or interrupts the typical routine of the day, causing disruption or disorientation in the dynamic process of behavior Any irregular, unpredictable event)

The researcher believes that the insufficiency of emotional behavior can be defined procedurally as: The integrated and diverse structure of conditions and responses that push workers in the tourism organization to adopt a chronic type of behavior that is not consistent with the nature of tourism work and its approaches that are supposed to characterize its affiliates), The manifestations of the behaviors included in the concept of emotional behavior deficiency can be distinguished through strategies that classify them into three categories: (Ellie L. & Paul, 2013: 7).

A -External behavior that displays aggression, impulsiveness, and non-compliance.

B - internal behavior that describes feelings of anxiety, depression, loneliness and withdrawal, which can also be divided into three levels represented by (the first level involves the implementation of rules and consequences based on research through comprehensive strategies of public management / the second level focuses on small groups that use self-control and observation Self-management and self-management skills / third level and begins with a comprehensive assessment of functional behavior)

C - Injury Disorder: Through these levels, the researchers identified a set of characteristics that confirm the individual's emotional behavior deficiency. These characteristics are:

Inability to learn that cannot be attributed to intellectual, sensory or health factors / Inability to build or maintain satisfactory interpersonal relationships / Inappropriate types of behavior or feelings under normal circumstances / General mood of unhappiness or depression / Development of physical symptoms problems or personal concerns).

3- Dimensions: Dealing with behavioral variables in general puts researchers in front of a real challenge represented in the extent of the researcher's ability to confine the variable to specific templates and dimensions, so that such variables have breadth, depth and diversity, which is difficult to define in a specific pattern or form as a basis based on the nature of the diverse human personality. And multiple, which differ clearly, so a number of dimensions were identified that the researcher considers consistent with the nature of performance and work that constitutes professional life in hotel organizations, and these dimensions are:

A- **Anxiety:** It can be expressed as behavioral disturbances that occur as a temporary response to stressful experiences, and when the anxiety is intense and continuous, it can be considered a chronic disorder (Farley, C, 2012: 37).

B- Self-esteem: It is defined as the amount of image in which an individual considers himself, is it high or low, and it is very important because it is the gateway to all other types of desired success (Abd al-Akhwa, 2018: 76)

C- Aggressive behavior: It is an emotional behavioral response that may involve a decrease in the level of insight and thinking. Some people often behave aggressively when they suffer physical or moral pressure, so they resort to force or coercion against others. (Al-Za'a, 2018: 84).

The researcher believes that in view of the reality of the hotel service based on the state of non-storable consumption, meaning that the service is produced and consumed at the same time, which requires a direct meeting between the one who produces or provides it and the one who acquires it, as well as dealing with diverse cultural backgrounds and personal phases.

Multiple, all of this puts a lot of psychological pressure on the members of the hotel organization dealing with the consumer public. Therefore, they understand which members of the work team really need management from a special kind of treatment that takes the behavioral dimensions of each of them as a priority and the main determinant that determines the level of performance and productivity of any individual. From studying all the important psychological and behavioral variables, including (deficiency of emotional behavior) in a deep and scientific way.

THIRD APPROACH: PRACTICAL ASPECT

A. By following table (4) it was found that the explanatory variable (ethical work climate) achieved an arithmetic mean of (3.79) greater than the hypothetical mean of (3), which confirms the existence of the variable in the mindset of the departments of the research sample, and the relative importance reached (75.8%), which reinforces The importance of the variable in the sample. As for the sub-variables, the dimension (blogs) came in the first place with a coefficient of difference of (11.09) and a standard deviation of (0.43), which indicates that the departments of the research sample are characterized by being greatly interested in the official documents that stipulate the general frameworks for behaviors. And the ethics that must be followed by individuals, since many of the hotels in the research sample are affiliated with well-known international hotel chains, which are characterized by having a solid and well-established organizational culture. The latter, with a coefficient of difference of (14.55) and an arithmetic mean (3.35), which is what departments must pay attention to, as it is mainly related to the total behaviors approved by individuals, which translate important ideas such as goodness, giving, and endeavors. others in both the internal and external environments.

Table (4) descriptive statistics for Ethical Work Climate

Peripety	response	Imp. R	C. V	St. D	M	Var.
4 th	High	70.58	14.55	0.51	3.53	Care
3 rd	High	76.48	12.91	0.49	3.82	Autonomy
2 nd	High	78.50	12.28	0.48	3.92	Laws
1 st	High	77.96	11.09	0.43	3.90	Blogs
	High	75.86	10.60	0.40	3.79	Ethical Work Climate

B. It can be seen from Table (5) that the dependent variable (Deficient Emotional Behavior), It appears that the dependent variable, lack of emotional behavior, achieved an arithmetic mean (3.88), which is higher than the hypothetical mean, with a standard deviation of (0.41) and a relative importance of (77.67%). Administrations should pay attention to it, and at the level of sub-dimensions, self-esteem came in the first place with a coefficient of difference (9.77) and a t-test value of 26.796) and a relative importance (80.21%), which means that administrations care greatly about the style or the way in which individuals who work for themselves consider themselves Thus, those departments seek to strengthen that view and work to raise the level of the legal idea within the hearts of individuals regarding the functions performed by each of them, while the aggressive behavior came after the last order, with a coefficient of difference (14.94, with an arithmetic mean (3.82), and with a standard deviation (0.57), which imposes Administrations should pay more attention to this dimension in particular with the excessive sensitivity of the guests towards any inappropriate reaction by the working individual, which generally embodies the nature of the hotel organization and its human and ethical performance..

Table (6) Descriptive statistics for Deficient Emotional Behavior

Peripety	response	Imp. R	C. V	St. D	M	Var.
2 nd	High	76.35	12.80	0.49	3.82	Anxiety
1 st	High	80.21	9.77	0.39	4.01	Self-Esteem
3 rd	High	76.46	14.94	0.57	3.82	Aggressive Behavior
	High	77.67	10.68	0.41	3.88	Deficient Emotional Behavior

2. Test of Correlation Hypothesis:

The results of hypothesis testing are as shown in Table (6) and the test results are as shown in the following points:

There is a significant correlation between the nature of the ethical work climate and the reduction of emotional behavior deficiency in the hotels of the Kurdistan region.

It is clear from Table (6) that there is a positive correlation with strong positive significant (directive) significance between the moral work climate and the lack of emotional behavior. The correlation relationship had a value of (.818**) at the level of significance (0.01), and the number of significant relationships was (5). (Constituting 100%) at the level of sub-relationships, so it was the highest sub-value of the correlation coefficients in this dimension between (the laws) and the deficiency of emotional behavior, as its value reached (.750**) at the level of significance (0.01), and this expresses the existence of a relationship of significant significance and significance.

Which means that with the departments' interest in the nature of the prevailing moral climate, the forms of unacceptable reactions from the working individuals will be reduced, and thus the deficiency of emotional behavior will be reduced, and from here we infer that the above results achieve acceptance of the first main research hypothesis and the sub-hypotheses emanating from it.

Table (6) Correlation Matrix between Ethical Work Climate & Deficient Emotional Behavior

DEB	Y3	Y2	Y1	
.646**	.543**	.587**	.523**	X1
.750**	.574**	.735**	.591**	X2
.690**	.476**	.695**	.564**	X3
.661**	.503**	.702**	.458**	X4
.818**	.625**	.907**	.638**	EWC

3. Test of Impact Hypothesis:

In this part of the research, the influence relationships between the research variables represented by (the moral work climate and the lack of emotional behavior) are tested and analyzed, by adopting the simple and multiple linear regression coefficient as statistical methods used to

determine the negative and positive influence trends and their amount, which are statistical tools that contribute to the impact test In the statistical model, in order to estimate the size of the influence caused by the independent variable in the dependent, so that it produces a statistical equation that shows the relationship between the variables. The independent in the dependent, and the simple regression equation was:

$$Y = \alpha + \beta x_i + U$$

The levels of analysis were taken, the sub and total levels: to find out the significant effect of each sub-variable of the explanatory variables in each sub-variable of the response variables, as for acceptance. Or rejecting the influence hypothesis, and this is done by comparing the (F) calculated with the tabular (F) value under two significant levels (0.05) and (0.01), as follows:

It is clear from Table No. (7) that the calculated (F) value amounted to (214.398), which is greater than the tabular (F) value of (6.88) at the level of significance (1%), with a significance of (0.000) and with a degree of freedom (1,106), and this result means There is a statistically significant effect of the variable (the moral work climate) on the (deficiency of emotional behavior) in the research sample, and the value of the determination coefficient (R^2), its value was (0.669), and this result indicates that the (ethical work climate) explains what percentage (66%) Of the difference in emotional behavior deficiency, or in other words, the aforementioned percentage explains (66%) of the process of reducing emotional behavior deficiency, and (34%) is an explained variation from factors that did not enter the regression model. Therefore, these results provide sufficient support to accept the effect hypothesis. Through the table below, we notice that the value of the constant limit ($\alpha = 0.684$), which is statistically significant, as the value of (t) calculated for it was (3.112), which is greater than the tabular (t) at the level of significance (1%) and the degree of freedom (106) and amounting to (2.36) As for the marginal slope value ($\beta = 0.844$), it is statistically significant because the calculated (t) value of (14.642) is greater than (t). tabular at the level of significance (1%) and a degree of freedom (106), which is (2.36), and these results confirm the existence of a strong influence of the ethical work climate in reducing the lack of emotional behavior in the surveyed hotels and accepting the main hypothesis.:

Table (8) Impact of CM on OCB

Sig	T-Test	F-Test	R^2	β	α	Dependent	Independent
0.000	14.642	214.398	0.669	0.844	0.684	DEB	EWC

It is clear from Table (9) that the calculated (F) value has reached (57.320), which is greater than the tabular (F) value of (3.51) at the level of significance (0.01) and with two degrees of freedom (103) (4) with a significance of (0.000). This result means There is a statistically significant effect of (the dimensions of the moral work climate) in the dependent variable (deficiency of emotional behavior) within the research sample, and the value of the determination coefficient (R^2) was (0.690), and this means that (the dimensions of the moral work climate) explain 69%) of the variation in emotional behavior deficiency and that (31%) is explained by factors that did not enter the regression model.

Through table (9), we notice that the value of the constant limit ($\alpha = 0.549$) is statistically significant, as the calculated value of (t) reached (2.464), which is greater than the tabular t) at the level of significance (1%) and the degree of freedom (103). The value of (2.36) with regard to the values of the marginal propensity for dimensions (care, laws, independence, blogs), their values were (0.170, 0.394, 0.221, 0.187), respectively, and they are statistically significant because the value of (t) calculated and amounting to (2.860, 5.363, 3.268, 3.239) (respectively greater than the tabular (T) of 2.36 at the level of significance of 0.01 and with a degree of freedom (103).

Table (9) Test of Regression Hypothesis

DEB							EWC
Notice	P-V	F-TEST	R ²	P	T-Test	β	
acceptance	0.000	57.320	0.690	.015	2.464	.549	α
				.005	2.860	.170	X1
				.000	5.363	.394	X2
				.001	3.268	.221	X3
				.218	3.239	.187	X4

FOURTH ASPECT: CONCLUSIONS AND RECOMMENDATIONS:

A. Conclusions:

1- It was found through the field study that the hotel departments of the research sample are greatly interested in the official documents that stipulate the general frameworks of behaviors and ethics that must be followed by individuals, as many of the hotels in the research sample are affiliated with well-known international hotel chains, which are characterized by having a solid and well-established organizational culture. The aspects of this culture are the overall working structure of ethics that must be adhered to by all.

2- The results of the field study showed that the departments are very interested in the style or the way in which the self-employed individuals consider themselves, and therefore those departments seek to strengthen that view and work to raise the level of the legal idea within the hearts of individuals regarding the functions that each of them performs.

3- The results obtained from the field side show that despite the excessive sensitivity of the guests towards any inappropriate reaction by the working individual, which generally sums up the nature of the hotel organization and its human and ethical performance, the hotel administrations did not give this dimension sufficient importance.

4- Through the results of the statistical analysis, the correlation and influence relationships were achieved between the variables of the explanatory research and the respondent.

B. Recommendations:

1. It is imperative for the departments operating in the hotels of the region to pay attention to the consolidation of the behaviors of cooperation between the individuals working inside and outside the hotel organization, as they are linked to important beliefs about goodness, righteousness, and human nature that are reflected in the distinguished hotel work values.
2. The state of openness in the region necessitates building training strategies based mainly on providing individuals with diverse cultures and multiple skills that create a balance of knowledge among individuals in general that enables them to consolidate advanced behavioral rules in the world of hotel work.
3. It is necessary for hotel administrations to monitor behaviors and reactions at the individual and organizational levels by linking individual forms of behavior to the structure of material and moral rewards, as well as linking them to promotion mechanisms and other motivational means.
4. The working departments must strengthen the bonds of cooperation with the institutions and individuals specialized in psychological and behavioral sciences. Through this cooperation process, seminars, training courses and sessions dealing with the psychological and behavioral aspects of the working personnel will be held.

C. Suggestions:

The proposals that the researcher sees as complementing the current research can be stated in the following points:

- 1- The impact of the ethical work climate on the level of productivity of hotel organizations.
- 2- The effect of the reward system in reducing the emotional behavior deficiency of individuals in the tourism companies
- 3- The impact of professional ethics in enhancing the perceived image of hotel organizations

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