Cause and Effect of Growth Mindset of Hospitality Industry Employees and Students

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Abstract
The purposes of this research were: 1) to study the level of growth mindset of hospitality employees and students; 2) To study the factors affecting the growth mindset of hospitality employees and students and 3) To study the influence of growth mindset on self-efficacy and resilience. The sample was comprised of 148 hospitality employees, categorized by gender and job status. Data were collected through a questionnaire to measure five variables including growth mindset, self-regulation, self-control, self-efficacy and resilience. Data were analyzed using descriptive statistics and LISREL analysis. Data were analyzed using descriptive statistics and LISREL analysis.  

The results are as follows: 1) Hospitality students and employees have rated growth and fixed mindset level with an average score of 37.48 - 37.57 2) Self-regulation and self-control have almost equally a significant effect on growth mindset with a score of 0.49. The level of growth mindset has also an effect on self-efficacy and resilience with 1.09 and 0.89 respectively. Conceptual model is then developed and performed to test the fit of the hypothetical model with the empirical data.

Key Words: Growth mindset, Hospitality Industry