
THE PERCEPTION OF “DECENT WORK (DW)” AMONG
PORTUGUESE WORKERS IN THE HOSPITALITY INDUSTRY

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Biographic Note

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Abstract

Decent Work is defined by the International Labour Organisation (ILO) as work that is productive and delivers a fair income, security in the workplace and social protection for all, better prospects for personal development and social integration, freedom for people to express their concerns, organise and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men. The main purpose of this study is to enrich the research made on decent work in Portugal by Ferreira et al. (2019) by focusing on the hospitality sector, which is currently suffering a decrease in the number of employees due to the work conditions. In particular, this study examines the perceived predictors and outcomes of decent work among a convenience sample of 141 Portuguese hospitality workers. The results show that positive perception of decent work are correlated with higher levels of job satisfaction. The results also highlight the significance of sufficient time to rest and secure working conditions in improving life satisfaction among employees in the hospitality industry. This study contributes to the literature by expanding the understanding of decent work, labour market dynamics, work-life balance, and corporate social responsibility. The findings can also guide the development of better work practices, improve laws, enhance employee satisfaction and retention, and contribute to the sustainable growth of the hospitality sector in Portugal.

Keywords: Decent Work; Hospitality Sector; Food and Beverage; Employees

Resumo

O Trabalho Digno é definido pela Organização Internacional do Trabalho (OIT) como o trabalho que é produtivo e proporciona um rendimento justo, segurança no local de trabalho e proteção social para todos, melhores perspectivas de desenvolvimento pessoal e integração social, liberdade para as pessoas expressarem as suas preocupações, organizar e participar nas decisões que afetam as suas vidas e a igualdade de oportunidades e tratamento para todas as mulheres e homens. O principal objetivo deste estudo é enriquecer a investigação realizada sobre Trabalho Digno em Portugal por Ferreira et al. (2019) focando no setor da restauração que atualmente sofre uma redução no número de funcionários devido às condições de trabalho oferecidas. Em particular, este estudo examina os preditores e efeitos percebidos do Trabalho Decente entre uma amostra de conveniência de 141 trabalhadores portugueses no setor da restauração. Os resultados mostram que a percepção positiva do trabalho decente está correlacionada com níveis mais altos de satisfação no trabalho. Os resultados também destacam a importância do tempo de descanso suficiente e das condições de trabalho seguras como fatores importantes para uma melhor satisfação com a vida entre os funcionários da restauração. Este estudo contribui para a literatura ao expandir a compreensão do trabalho decente, da dinâmica do mercado de trabalho, do equilíbrio entre vida profissional e pessoal e da responsabilidade social corporativa. As descobertas também podem orientar o desenvolvimento de melhores práticas de trabalho, melhorar as leis, aumentar a satisfação e a retenção dos funcionários e contribuir para o crescimento sustentável do setor da restauração em Portugal.

Palavras-chave: Trabalho Decente; Setor da Restauração; Alimentos e Bebidas; Funcionários

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1. Introduction

The hospitality industry is one of the main pillars of the Portuguese economy, and it is well-known for promoting economic growth, creating jobs, and stimulating tourism. Despite its economic importance, this sector has been suffering a decrease in the number of employees due to poor working conditions such as irregular work schedules, seasonal employment, and low wages offered to employees (TNews, 2022). These factors make the exploration of decent work perception among hospitality workers particularly crucial.

Understanding the concept of decent work in the context of the hospitality sector involves examining its different dimensions, which are safe work conditions, adequate compensation, time to rest, organisational values, and access to healthcare. These dimensions are critical in shaping the overall perception of decent work and can significantly impact the motivation, engagement, and retention of employees (Wang & Chen, 2024). Thus, it is possible to identify several implications for business management by considering each of the substantive elements of decent work.

This study aims to provide empirical data that contributes to the ongoing discussion on decent work in the hospitality industry. By examining how Portuguese hospitality workers perceive and define decent work, the study seeks to evaluate its presence or absence. These findings will inform policymakers, industry leaders, and HR professionals about current employment conditions in the sector, offering insights for developing policies and interventions that improve working conditions, boost job satisfaction, and promote sustainable employment practices.

Additionally, the study explores predictors of decent work perception, focusing on how economic constraints and social marginalization affect hospitality workers. This analysis will highlight specific areas needing improvement. The study also investigates job satisfaction and overall life satisfaction as outcomes of decent work perception. These outcomes are critical indicators of workers' well-being and commitment (Wan & Duffy, 2023; Inegbedion, 2024). Positive perceptions of decent work are likely to correlate with higher job satisfaction, engagement, lower turnover, and improved overall well-being (Wan & Duffy, 2023; Wang & Chen, 2024), ultimately enhancing the efficiency and success of hospitality businesses.

Recognising the importance of studying the concept of decent work is essential. A more profound comprehension of individuals' assessments of decent work empowers organisations in the hospitality sector to enhance human resources strategies and corporate social responsibility practices. This, in turn, fosters heightened employee satisfaction and contributes to improved overall business outcomes (Wang et al., 2019).

This study pioneers an exploration into the perception of decent work within the Portuguese hospitality sector and simultaneously investigates the predictors and outcomes of decent work perception in this sector. In conclusion, the main research objectives are threefold. First, to understand the extent by which Portuguese hospitality workers perceive their present work in terms of decent work, notably following Duffy et al. (2016) dimensions of (a) safe work conditions; (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values. Second, to examine the extent by which economic constraints and marginalisation are negative predictors of DW. Third, the outcomes of decent work in the hospitality industry regarding workers' self-assessment of their job satisfaction and well-being will be determined.

The present document follows with a literature review of decent work and its contextualisation in Portugal, including a description of the hospitality sector in the country. Then, the methodology is presented, followed by a description of the main results and discussion. The contributions and implications of this study are finally presented in the concluding section.

2. Literature Review

A review of the literature pertinent to conducting this study is done in this chapter. The concepts of Decent Work and all the concepts related to the Psychology of Working Theory, such as Economic constraints, Social marginalisation, Job satisfaction and Life satisfaction, are presented. More importantly, the considerations regarding decent work in Portugal and decent Work in the Hospitality sector are described.

2.1. Decent Work: Origin and Conceptualization

2.1.1 *Origin of Decent Work and Related Constructs*

Decent work, as an international concept, can be traced back to the United Nations Declaration of Human Rights, which expressed the need for work to be an integral aspect of human rights. The United Nations General Assembly of December 1948 states: (1) Everyone has the right to work, to free choice of employment, to just and favourable conditions of work, and protection against unemployment. (2) Everyone, without any discrimination, has the right to equal pay for equal work. (3) Everyone who works has the right to just and favourable remuneration, ensuring for himself and his family an existence worthy of human dignity and supplemented, if necessary, by other means of social protection. (4) Everyone has the right to form and join trade unions for the protection of their interests (Universal Declaration of Human Rights, 1948).

According to ILO (2012) decent work is characterised by four main attributes with the objective to ensure that women and men have the opportunity to work and enjoy working conditions that are safe, allow adequate free time and rest, take into account family and social values, provide for adequate compensation in case of lost or reduced income, and promote social dialogue between workers, employees and governments.

Decent work brings together several dimensions and focuses of study that must be distinguished from related constructs, which are presented in the table below.

Study Focus	Concepts/Definitions	Authors/Sources
Work Meaning	The degree of significance employees attach to their work varies by their social or cultural environment.	Cameron et al., (2009)
	Working as a central element of human activity is held by the amount of importance, significance, beliefs, definitions, and values that individuals agree to.	Harpaz & Fu (2002)
Work Centrality	An individual's level of consideration, knowledge and interest invested in work compared with other activities and the importance given to work-related sub-identities.	Mannheim (1975)
	The extent to which people perceive work as a major part of their lives.	Bal & Kooij (2011)
Work Ethic	A belief that work is desirable and rewards itself rather than for external rewards.	Hirschfeld & Feild (2000)
	The belief that working as an activity is worthwhile and morally good; An idea about the importance of work, usually a belief that hard work is important.	Cambridge Dictionary (2022)
Job Satisfaction	Refers to the way employees feel about their jobs, which depends on different factors.	Spector (1997)
	Determine some factors such as professional development, interpersonal relations, economic expectations and working conditions.	(Goetz, et al., 2016)
Job Security	Defined as an intangible, powerful and emotional factor that is distinctly individualised.	Evans & Laseau, 1946 (1993)
	A form of employee security is understood as security for staying in the same job under the same employer.	Zekic (2016)
Life Satisfaction	Refers to a cognitive and judgmental process.	Diener et al., (1985)
	Individual's perspective of their life where medical experts apply quantitative measurements to assess the contentment with life, including physical, emotional, and mental well-being, satisfaction from interpersonal connections, and the ability to make decisions about life.	Shukla (2023)
Well-Being	A state of happiness and contentment, with low levels of distress, overall good physical and mental health and outlook, or good quality of life.	APA Dictionary of Psychological (2024)
	It is a mental state in which good feelings are expressed, resulting in positive physical, psychological, and social functioning.	Shukla (2023)

Table 1 - Concepts related to Decent Work

It is only in recent years that the concept of Decent Work (DW) has emerged and brings together factors such as working conditions, security, employee rights, collaboration, and collective bargaining into a single concept (Ferreira et al., 2019). The first definition of decent

work proposed by the International Labour Organisation (ILO) was in 1999. Today, one can conclude that the construct of DW sums up the aspirations of people in their working lives, involves opportunities for work that is productive and delivers a fair income, security in the workplace and social protection for all, better prospects for personal development and social integration, freedom for people to express their concerns, organise and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men (ILO, 2022). This is the conceptualization adopted in the present research.

2.1.2 *The Psychology of Working Theory (PWT)*

It is becoming increasingly evident around the world that the nature of work is changing profoundly as a result of a wide range of factors, including demographic shifts, climate change, technological innovation, changing patterns of poverty and prosperity, increasing inequality, economic stagnation, and changes in employment and production. (ILO, 2022). These trends increase scholars' and practitioners' interest in DW.

The psychology of working theory (PWT) by Duffy et al. (2016) provides an in-depth understanding of how societal and contextual factors shape an individual's work experiences. The theory is designed to understand the working lives of all individuals, especially marginalised individuals who often lack access to financial and social capital, especially those at the bottom of the socio-economic ladder.

PWT can be divided into two sections, the first composed of predictors of decent work and the second composed of the outcomes of securing decent work. The predictor portion of the PWT model is composed of four predictors of decent work: economic constraints, marginalisation, work volition, and career adaptability; and three outcomes: survival needs, social connection, and self-determination needs that will consequently result in work fulfilment and well-being (Figure 2).

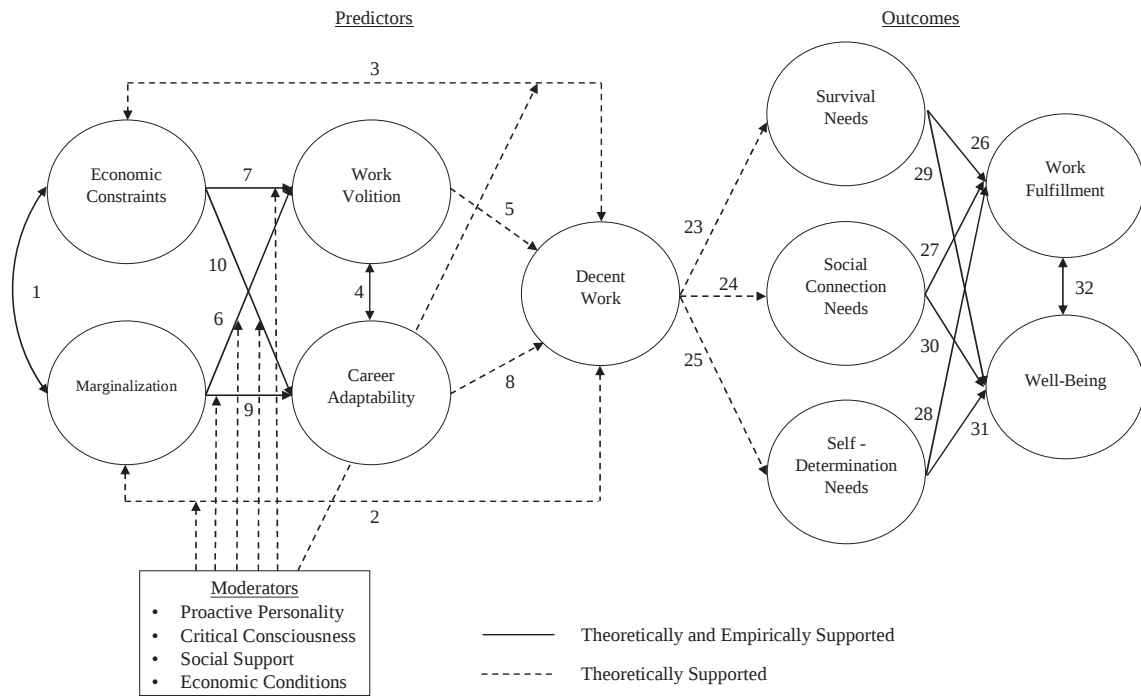


Figure 1 - PWT Theoretical Model (Duffy et al., 2016, page 129).

The core construction situated between the two sections of PWT is decent work, which is defined as work that provides: (1) a physically and psychologically safe working environment, (2) adequate compensation, (3) adequate rest and free time, (4) organisational values that correspond with familial and social values, and (5) adequate health care (Duffy et al., 2016).

As a unique and innovative model of work-related perspectives, the PWT shifts the emphasis from groups with privileges and relative labour market access to those struggling in the workplace to secure minimum conditions for achieving their survival and well-being personally and socially (Ferreira et al., 2019). Overall, the PWT offers a nuanced and comprehensive understanding of the multifaceted nature of the modern workplace and the factors that influence individuals' experiences. By recognising the impact of societal and contextual factors, emphasising social justice, and promoting vocational development, this theory provides a framework for creating fair and meaningful work opportunities for everyone (Duffy et al., 2016).

2.1.3 Decent Work Measurement

The Decent Work Scale proposed by Duffy et al. (2017) has five subscales addressing different aspects of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values. The DWS has three items in each subscale and is answered on a 7-point Likert scale ranging from 1 (strongly disagree) to 7 (strongly agree). If all these conditions are met, the work is considered decent. However, access to decent work depends on factors such as the labour market and public employment policies.

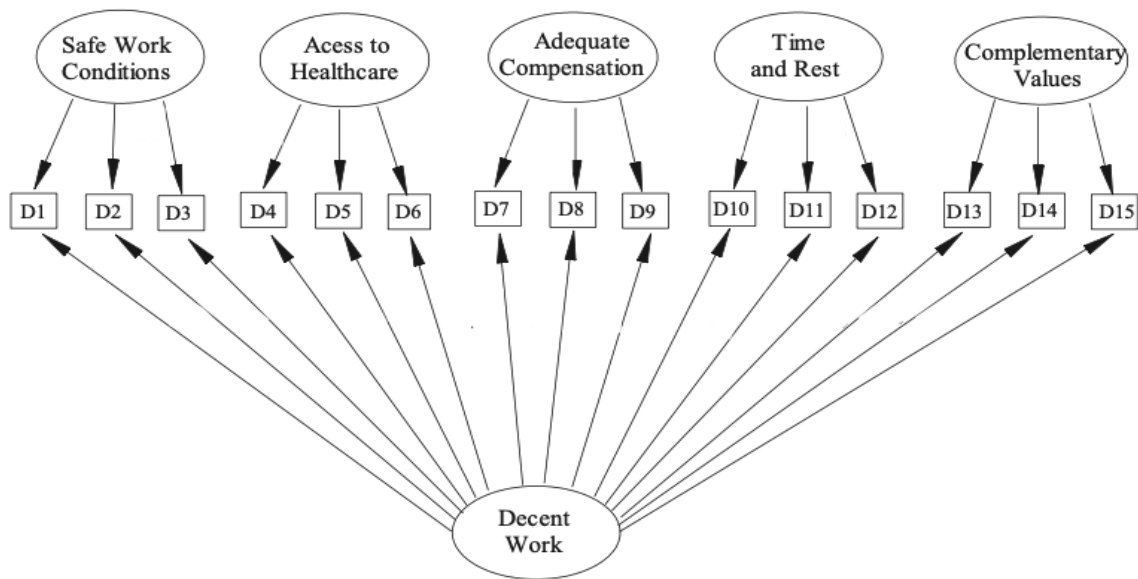


Figure 2 - Bifactor CFA of the decent work items (Duffy et al. (2017)).

The concept of decent work, therefore, considers different dimensions of work in an integrated structure. Prior to the creation of this concept, aspects such as working conditions, safety, workers' rights, cooperation, and collective bargaining were considered separately (Ferreira et al., 2019).

Besides all the related concepts of decent work, the Psychology of Working Theory (PWT) from Duffy et al. (2016) also describes the key factors for securing decent work. The PWT defines contextual, psychological, and economic factors that can be related to the attainment of securing decent work and describes how performing decent work leads to needs satisfaction, work fulfilment, and well-being.

2.1.4 *The Predictors, Mediators and Moderators of Decent Work*

The PWT approach involves examining the various factors contributing to the attainment and impact of decent work. This can be divided into Contextual Factors (economic constraints and marginalisation) and Psychosocial Factors (work volition and career adaptability) – which serve as mediators in the relationship between predictors and decent work (Masdonati et al., 2021).

By examining the **contextual factors**, we can see that economic constraints refer to finding good work, which depends on having the chance to access job opportunities (Duffy et al., 2016). Economic constraints mean having limited money or resources, such as household income or family wealth. These constraints pose a significant barrier to finding decent work since they can directly affect a family's or individual's ability to invest in good education, career advancement, or even accessing opportunities that facilitate personal and professional growth (Huston & Bentley, 2010).

Marginalisation, nevertheless, denotes the relegation of individuals or groups to a less empowered or included status within society. Experiencing marginalisation poses a significant obstacle to securing decent work, while social class is one of the ways through which people encounter marginalisation (Duffy et al., 2016). Examples of marginalisation often occur due to gender, sexual orientation, race, ethnicity, religious beliefs, and physical appearance. This leads to being in a less powerful position in society, being socially excluded, or having less access to resources due to the fact of being a member of a specific group, having a specific identity, or life history (Duffy et al., 2020).

Research recently carried out in the US highlighted how contextual factors affect Black workers' ability to employ resources needed for workplace adaptation. Both racism and ethnic discrimination are contextual barriers that interact with economic constraints to impede Black people's ability to advance in their careers. The research also shows that besides the common types of marginalisation, such as racism that Black people experience, many Black communities still experience the negative effects of economic constraints, such as gaps in educational attainment, high rates of unemployment, and other issues, despite decades of legislation designed to address this issue (Williams et al., 2023).

Among **psychological factors**, work volition is a key concept that reflects how someone feels about making career decisions even when they face challenges. It is about how someone sees their choices, which might come from real barriers like limited opportunities or personal struggles (Duffy et al., 2012). Career adaptability, in contrast, is a personal trait that researchers suggest can be influenced by various factors in a person's environment, and it is something that can change over time (Duffy et al., 2016). In a recent study conducted in Korea, work volition and career adaptability positively impacted decent work and job satisfaction, which implies that if people think they have the freedom to choose work despite environmental constraints, this may also improve their ability to access decent work (Kim & Kim, 2022).

In the PWT model, the **moderators** represent potentially malleable variables that can also be addressed by linking them to the previous variables (Duffy et al., 2016). Proactive personality, critical consciousness, social support, and economic conditions are the moderators of the predictor-to-decent work path and moderate the effects of various factors on decent work outcomes (Duffy et al., 2019). A proactive personality can be described as a behavioural tendency to identify opportunities to improve things at work and to act on those impulses (Crant, 2000). A proactive personality helps people take charge and make changes in their environment, which can be of extreme importance, especially when the environment does not support success. Critical consciousness, on the other hand, is a critical analysis of social and structural contributions to societal inequities and the perceived capacity for social and political change and individual or collective action to change perceived inequalities (Duffy et al., 2016).

Social support is defined as the degree to which individuals feel supported by friends, family, and the larger community in dealing with the stress and adversity associated with marginalisation and economic constraints (Cohen & Wills, 1985). Economic conditions, in turn, play a significant impact on people's ability to establish meaningful lives and attain decent work. It refers to the unemployment rate, accessibility of living wages, job advancement opportunities, access to training and so on.

2.1.5 Outcomes of Decent Work

In the PWT model, decent work fulfils survival, social connection, and self-determination needs, enhancing overall work satisfaction and well-being (Duffy et al., 2016). Work satisfies survival needs by giving people access to resources that support ongoing survival

since when someone is unemployed; it can be very difficult for them to get money or other sources of support, such as clothing, food, and housing (Blustein, 2008).

Social connection is seen as an optimal outcome of decent work since work can provide a way to satisfy basic human requirements for social connection primarily formed in the workplace, such as the need for connection, attachment, and belonging (Duffy et al., 2016). People who work frequently report feeling more linked to the social and economic prosperity of their communities (Blustein, 2008). Nearly every work entails some combination of professional and social contacts that the interaction can provide with different persons, such as co-workers, clients, supervisors, and suppliers (Duffy et al., 2016).

Work can drive to **self-determination** (Ryan & Deci, 2002). According to Blustein (2008) individuals who possess an innate drive to participate in their work activities can have a sense of self-determination, which is the ability to start and genuinely maintain motivation. Thus, people with access to decent work increase their likelihood of fulfilling three basic human needs: the need for survival, social contribution, and self-determination (Blustein et al., 2019). This, consequently, will impact **job satisfaction** and general **well-being** (Duffy et al., 2016), so DW is likely to have these positive outcomes.

2.2. Decent Work in Portugal

At the start of the twentieth century, Portugal lagged behind most European countries both in economic and social terms. By the fifties, Portugal had started catching up economically but socially lagged further behind. Only after the political revolution in 1974, after almost half a century of dictatorship, the longest authoritarian corporatism in Europe, was there a significant improvement in the labour standards and the configuration of the system of industrial relations (Goulart & Bedi, 2017). The political influence of trade unions and employer confederations was encouraged by the institutionalisation of tripartite concertation, a process that started in 1984 and gained increasing relevancy. In the last two decades of the twentieth century, tripartite social pacts played a central role in conditioning collective bargaining towards wage moderation (Goulart & Bedi, 2017).

The main legislation covering the employment relationship and industrial relations in force is the Labour Code, which regulates the private sector, and the General Labour Law in Public Functions, which regulates the public sector. The Labour Code includes, however,

mechanisms to speed up the termination of collective agreements and reduce their period of validity after expiring, thus paving the way for employers to withdraw unilaterally from existing collective agreements. Thus, there is no guarantee in Portugal that labour laws will translate into favourable working conditions. Portuguese employees are known to suffer the highest degree of burnout among European workers as they work more hours than other European countries and have one of the lowest wages (Small Business Prices, 2023). For far too long, the work culture has been a hard environment where employees work late at night and miss out on family time (Silva, 2022).

In the past decade, there have been countless cases of migrants without work contracts being exploited for agricultural labour in Alentejo, such as in Odemira in January 2022, where it was reported a case of a Nepalese immigrant who picked berries for 16 hours a day in high temperatures for less than the legal minimum wage (Expresso, 2023). These precarious working conditions exclude breaks or sustenance for migrant workers, no deduction for Social Security (which means no retirement pension), and a waiting period for their salaries (Silva, 2022). Given the widespread report of these cases, the promotion of decent work opportunities and conditions for the entire working-age population is relevant and much required. If decent work opportunities do not exist and if investments are insufficient and underconsumption persists, democratic societies can lose their social contract: that everyone should have access to progress and share wealth (ILO, 2023).

An action plan for people, the planet, and prosperity was adopted at the United Nations Summit on Sustainable Development in September 2015 with Resolution A/RES/70/1 Transforming the World through the 2030 Agenda for Sustainable Development. It establishes 17 goals and 169 targets for countries to achieve by 2030 in order to improve lives and the planet. Some of the targets are to reach full and productive employment, decent work, and equal pay for work of equal value for women, men, and persons with disabilities by 2030. Ensure that forced labour, modern slavery, human trafficking, and child labour in all forms are prohibited and eliminated by 2025, including worker protection and safe and secure working conditions, especially for migrant workers, women, and people in precarious jobs (United Nations General Assembly, 2015).

The changes in the job market that rise to more temporary work and families with low wages and low education levels drive poverty. Poverty comes from tough economic and financial

situations, which consequently isolate people by cutting them off from social connections and access to important things. In Portugal, poor and excluded people face challenges like poor health, lack of education, unemployment, and struggles with new job situations (Department of Geography University of Coimbra, 2002). It is generally accepted that contextual factors restrict the opportunity to secure decent work, making it less probable for people who have experienced marginalisation and high economic constraints (Duffy et al., 2016). In this context, understanding how hospitality workers perceive and access DW is both timely and relevant, given the economic impact of the sector on the Portuguese economy.

2.3. Decent Work in the Hospitality Sector in Portugal

The hospitality industry is composed of four main sectors: Food & Beverage, Travel & Tourism, Accommodation and Recreation. The Food and Beverage sector is the largest segment of the hospitality industry. It can include everything from starred restaurants to various types of catering services, bars, and food and beverage service providers (SEGi Collegi, 2022).

The hospitality industry typically employs a diverse workforce as it requires people working on different shifts and hours with rotative days off, working during typical holidays and with diverse language requirements. In Portugal, according to data provided by PORDATA (2022), the hospitality sector is responsible for more than 244,000 people employed. Before the Covid-19 pandemic, this sector had almost 330,000 employees. This number, however, has decreased not only due to the pandemic but also due to the actual crisis that the sector is through with the lack of workers.

Over the last few years, it was possible to observe in the news that the sector is short of workers. Employers claim there is a lack of qualified workers for the sector. (Neves, 2022). On the other hand, employees claim that they were leaving their jobs due to long workloads, no weekends off and low wages (Diário de Notícias, 2022), which is contrary to the definition of DW proposed by Duffy et al. (2016). According to ILO (2013), appropriate working time arrangements are an integral part of decent work. However, the hospitality industry is characterised by high labour intensity, which is driven by the demands of the sector, namely carrying out personal services, which is given as the main reason for the high demand (Harjanti & Todani, 2019). In addition to long working hours, low job security and high turnover, the

hospitality sector is also known to have high labour dissatisfaction among employees (Martins et al., 2021).

According to research carried out in May 2022 by Eurofirms Group, 61% of employees from the hospitality sector did not have a fixed contract (Dinheiro Vivo, 2022). This has resulted in a lower level of job security for restaurant and catering workers because seasonality has increased, and consequently, partial hiring has been frequently used by employers (Díaz-Carrión et al., 2020). Temporary contracts often offer lower wages, face uncertainty as to whether their contracts will be renewed and do not always offer the same benefits. This often accumulates over time, and as a result, workers are unable to plan for the future and lack some form of social protection insurance. (ILO, 2012). Workers in the hospitality sector often work long and irregular hours, leaving them with limited time for rest and leisure activities, which can lead to a huge number of negative impacts on their mental and physical health, as well as their job performance. (Wong, Chan, & Ngan, 2019). These workers also struggle with inadequate compensation and poor employment practices (Robinson et al., 2019). Thus, safety is a major concern for workers in the hospitality industry as they may face mental, physical, and interpersonal hazards at their workplaces; meanwhile, the risk of injuries from working with sharp equipment and hot surfaces is particularly high for employees in restaurants (Zhang, Torres, & Jahromi, 2020).

From September 2022, some anecdotal evidence showed that 58% of employees did not want to continue working in the sector. The reasons most stated are the working hours, low wages, precarious conditions, and instability (Expresso, 2022). Additionally, stress is a significant worry for hospitality workers (Zhang et al., 2020). Some studies found that workers feeling more stressed also experienced a lower quality of life, more tiredness, more physical health issues, poorer eating habits, and less exercise (Clark et al., 2011). Tackling precarious employment requires a comprehensive policy response that includes economic, fiscal, and social policies aimed at full employment and income equality (ILO, 2012). Thus, decent work is required in order to improve work satisfaction and well-being among hospitality workers and increase the availability of labour to the sector.

The International Labour Organization's Decent Work Agenda emphasises that employment should not only be productive but also provide workers with the necessary rights, protections, and opportunities to lead fulfilling lives (ILO, 2022). Decent work in the hospitality

sector involves ensuring that workers have access to safe and healthy working conditions, fair remuneration, and opportunities for career advancement. This includes providing adequate training and development opportunities, promoting gender equality, and respecting workers' rights to freedom of association and collective bargaining. In addition, employers must ensure that workers receive social protection, such as healthcare and pension plans (ILO, 2012). The hospitality sector requires employers to respect workers' rights to a work-life balance, as many jobs in the industry involve long hours, shift work, and unsociable hours (Martins et al., 2021). The Decent Work Agenda also emphasises the importance of social dialogue in creating decent work in the hospitality sector. Employers, workers, and their representatives, along with governments, need to engage in constructive dialogue to identify and address labour issues and reach mutually agreed solutions (ILO, 2022).

In accordance with the Decent Work Agenda, in 2023, the Portuguese government has also created new legislation regarding the conciliation between work, personal and family life as well as combating undeclared work. Furthermore, collaborated with social partners, such as employers' and workers' organisations, to promote social dialogue and identify labour issues in the hospitality sector. This dialogue helps to develop policies and strategies that support the industry's sustainability and decent work (ePortugal, 2023). Given the anecdotal evidence pertaining to the dominant characteristics of the work environment and jobs carried out in the hospitality sector, it is noteworthy to understand further the extent to which Portuguese hospitality workers perceive their present work in terms of decent work, notably following Duffy et al. (2016) dimensions of (a) safe work conditions; (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values. This is the primary objective of the present research.

Promoting decent work in the hospitality sector is crucial in Portugal, where the industry plays a significant role in the country's economy. The Portuguese government has taken various measures to improve workers' rights in the hospitality sector, such as increasing the national minimum wage, changing the regulations regarding the payment of extra hours, and reducing the prevalence of precarious work, such as fixed-term contracts and temporary work (ePortugal, 2023). Overall, promoting decent work in the hospitality sector in Portugal is essential to ensure that workers in the industry can enjoy their basic human rights, dignity, and social and economic well-being. At the same time, it can support the industry's sustainability, competitiveness, and

contribution to the country's economy (ILO, 2022). However, despite all these interventions, we still lack a clear understanding of how Portuguese hospitality workers perceive their work, including the extent to which economic constraints and marginalisation are commonly perceived as antecedents of DW. However, drawing upon the predictions of the PWT, hypotheses H1 and H2 can be formulated:

Hypothesis 1: Economic constraints are a negative predictor of decent work perception among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Hypothesis 2: Marginalization is a negative predictor of decent work perceptions among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Inegbedion (2024), in a recent study about the perception of Decent Work and Employee Commitment, shows that job satisfaction has a significant positive influence on employee commitment. Wan and Duffy (2022), in a study with Chinese millennial employees, also found that decent work negatively predicted turnover intentions, while Thomas and Ganster (1995) further argued that job dissatisfaction can have consequences for psychological well-being (Saari & Judge, 2004). These authors further showed that job satisfaction is directly associated with life satisfaction (Saari & Judge, 2004). Given this evidence and the predictions of the PWT, the following hypothesis can be formulated:

Hypothesis 3: Job satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Decent work has been conceptually assumed to influence people's subjective well-being positively, and this hypothesis has been supported by empirical studies conducted in different places around the world. For example, a recent study carried out in Mexico by Briseño, Maisterrena and Soto-Perez (2024) provides evidence that improving employment conditions, such as balancing work and leisure, paying decent wages, and reducing informal and critical working conditions, can enhance subjective well-being. According to the research, higher

incomes help meet basic needs and mitigate risks, while balanced work hours allow time for enjoyable activities and social support. Additionally, Kim and Kim (2022), with a sample of Korean workers, showed that job satisfaction and life satisfaction were correlated with decent work. Research also suggests that decent work is related to the right to pursue pleasure as a member of society, and the labour issues must be investigated in light of personal issues.

Given the aforementioned evidence, the following hypothesis can be formulated:

Hypothesis 4: Well-being is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

2.4. Theoretical model and hypotheses

The study intends to explore the perception of decent work among Portuguese working adults from the hospitality sector. In detail, the objectives of this study are threefold: (i) understand the extent by which Portuguese hospitality workers perceive their present work in terms of decent work, notably following Duffy et al. (2016) dimensions of (a) safe work conditions; (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values; (ii) examine the extent by which economic constraints and marginalisation are negative predictors of decent work; and (iii) determine the outcomes of decent work in the hospitality industry, especially regarding workers job satisfaction and well-being.

Figure 3 illustrates the theoretical model underlying this study and summarises the hypotheses under investigation.

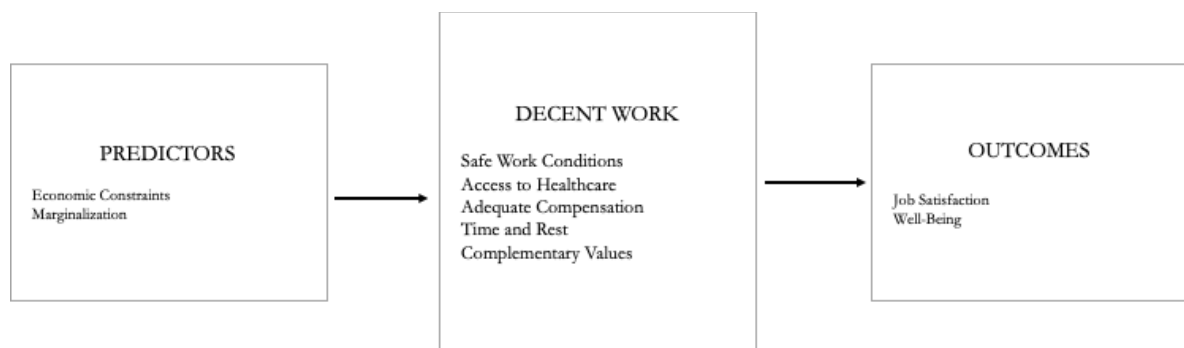


Figure 3 - Theoretical model and hypotheses.

In accordance with the literature review, the following hypotheses were developed:

Hypothesis 1: Economic constraints are a negative predictor of decent work perception among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Hypothesis 2: Marginalization is a negative predictor of decent work perceptions among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Hypothesis 3: Job satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Hypothesis 4: Well-being is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

3. Methodology

The present study aims to understand further the extent by which Portuguese hospitality workers perceive their present work in terms of Decent Work, notably following Duffy et al. (2016) dimensions of (a) safe work conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values. In addition, it aims to understand the predictors and outcomes of Decent Work among this population. In order to achieve these goals, a survey was used to gather data, and a quantitative approach was employed.

3.1. Methodological aspects of similar studies

Similar studies in the area have used questionnaires as a methodology for data collection. Table 2 presents a synthesis of the methodological aspects of similar studies conducted in countries such as Portugal, the United States, China, and Korea. In terms of sample, all the authors worked with employed people. Moreover, most authors conducted quantitative and qualitative research for descriptive statistics analysis and analysis of variance.

Author	Country	Sample size	Methodology	Main Results
Ferreira, et al. (2019)	Portugal	Survey with 345 workers	Quantitative and qualitative study; Structural equation modelling (SEM) implemented in Mplus.	Decent work showed positive correlations with job satisfaction and work meaning and negative correlations with withdrawal intentions . Decent work was also found to predict significant life satisfaction, work engagement, and burnout .
Wang et al. (2019)	China	Survey with 377 workers	Quantitative descriptive analysis and correlation analysis using SPSS and confirmative factor analysis and SEM using Mplus.	The study confirmed the importance of subjective social status for decent work. Social support and proactive personality were found to be more beneficial for individuals with higher subjective social status, contradicting the traditional understanding of protective factors in the psychological well-being theory.

Author	Country	Sample size	Methodology	Main Results
Duffy et al. (2020)	United States	Survey with 1540 workers	Quantitative; MLmed multilevel mediation macro for SPSS.	Lower levels of economic constraints and marginalisation experiences predicted greater perceptions of decent work across time.
England, Duffy & Kim (2020)	United States	Survey with 528 employed woman	Quantitative: SEM using MPlus.	A positive correlation between economic constraints and marginalisation was found. Economic constraints also, directly and indirectly, predicted decent work via work volition. Having general experiences of marginalisation was negatively related to securing decent work. Marginalisation was a nonsignificant predictor, and economic constraints were a significant predictor.
Douglass et al. (2017)	United States	Survey with 218 sexual minority people	Quantitative: SEM in AMOS to evaluate models.	The results showed that, even within the sexual minority community, being from a higher social class helps in the attainment of decent work both directly and indirectly. Greater experiences of marginalisation had negative relations to decent work, and higher social class had positive links to decent work.
Kim & Kim (2022)	Korea	Survey with 420 workers	Quantitative structural model's fitness and mediation using SPSS and AMOS.	The research found that the tougher the economic situation, the less people perceive their work as decent. Decent work was related to job and life satisfaction .
Williams et al. (2023)	United States	Survey with 214 black workers	Descriptive statistics and preliminary analyses using SPSS and SEM in AMOS.	Experiences of marginalisation and economic constraints inform Black workers' ability to make career decisions and perceptions about securing decent work.

Table 2 - Methodological aspects used in similar studies.

3.2. Procedure of Data Collection

In this study, an online survey was used to collect data. The survey (see Appendix 1) was divided into four sections. The first section aims to assess de Decent work perception through the DWS scale from Duffy et al. (2017). The second section aims to explore the predictors of Decent work using the Economic Constraints Scale and Lifetime Experiences of Marginalization Scale from Duffy et al. (2019). The third section aims to explore the outcomes of the Decent work perception by using the Job Satisfaction Scale from Judge et al. (1998) and the Satisfaction with Life Scale from Diener et al. (1985). Finally, the last section contained a set of sociodemographic questions that aimed to characterise the sample and collected information about age, income, nationality, and education level.

3.3. Measures

Decent Work. Decent work was assessed using the 15-item Decent Work Scale (DWS) by Duffy et al. (2017) in the translated version to Portuguese by Ferreira et al. (2019). This scale includes five subscales addressing different dimensions of decent work: (a) interpersonally and physically safe working environments, (b) access to adequate health care, (c) adequate compensation, (d) adequate rest and free time, and (e) organisational values that are in complement with family and social values. The DWS is answerable by using a 7-point Likert scale ranging from 1 (strongly disagree) to 7 (strongly agree).

Economic Constraints. The 6-item Economic Constraints Scale (ECS) by Duffy et al. (2019) was used to measure perceived economic constraints. Participants answered items on a 7-point Likert scale ranging from 1 (strongly disagree) to 7 (strongly agree).

Marginalisation. The Lifetime Experiences of Marginalization Scale (LEMS) by Duffy et al. (2019) was used to capture individuals' perceptions of marginalisation due to any specific minority status. Participants answered these items on a 7-point Likert scale ranging from 1 (strongly disagree) to 7 (strongly agree).

Job-Satisfaction. This scale was developed by Judge et al. (1998) and includes five items to assess the level of people's satisfaction with their jobs. Participants use a 7-point Likert scale to answer from 1 (strongly disagree) to 7 (strongly agree).

Well-being. The cognitive aspect of subjective well-being was assessed using the Satisfaction with Life Scale (SWLS) developed by Diener et al. (1985) and adapted to Portuguese by Zanon et al. (2014). The five items of the SWLS were answered on a 7-point Likert scale ranging from strongly disagree (1) to strongly agree (5).

Table 3 shows the items associated with each scale used in the study and their respective reliability, measured by the Cronbach alpha.

Scale	SubScale	Items	α Cronbach
Decent Work (Duffy et al., 2017)	Safe Work Conditions	I feel emotionally safe interacting with people at work	$\alpha = .79$
		At work, I feel safe from emotional or verbal abuse of any kind.	
		I feel physically safe interacting with people at work.	
	Access to Healthcare	I get good healthcare benefits from my job	$\alpha = .97$
		I have a good healthcare plan at work.	
		My employer provides acceptable options for healthcare.	
	Adequate Compensation	I am not properly paid for my work	$\alpha = .87$
		I do not feel I am paid enough based on my qualifications and experiences.	
		I am rewarded adequately for my work.	
	Time and Rest	I do not have enough time for non-work activities	$\alpha = .87$
		I have no time to rest during the work week.	
		I have free time during the workweek.	
Economic Constraints (Duffy et al., 2019)	Complementary Values	The values of my organisation match my family values	$\alpha = .95$
		My organisation's values align with my family values.	
		The values of my organisation match the values within my community.	
		1. For as long as I can remember, I have had very limited economic or financial resources	$\alpha = 0.94$
		2. Throughout most of my life, I have struggled financially	
		3. For as long as I can remember, I have had difficulties making ends meet	
		4. I have considered myself poor or very close to poor most of my life	
		5. For most of my life, I have not felt financially stable.	
		6. Throughout most of my life, I have had fewer economic resources than most people.	

Scale	SubScale	Items	α Cronbach
Marginalization (Duffy et al., 2019)		1. During my lifetime, I have had many interpersonal interactions that have often left me feeling marginalised.	$\alpha = 0.93$
		2. Throughout my life, I have had many experiences that have made me feel marginalised.	
		3. I have felt marginalised within various community settings for as long as I can remember.	
		4. I have been unable to escape feeling marginalised.	
Job Satisfaction Judge et al., (1998)		1. I am satisfied with my present job.	$\alpha = .80$
		2. Most days, I am enthusiastic about my work.	
		3. Each day at work seems like it will never end	
		4. I find real enjoyment in my work.	
		5. I consider my job to be rather unpleasant	
Well Being (Diener et. al., (1985)		1. In most ways, my life is close to my ideal.	$\alpha = .87$
		2. The conditions of my life are excellent.	
		3. I am satisfied with my life	
		4. So far, I have gotten the important things I want in life.	
		5. If I could live my life over, I would change almost nothing.	

Table 3 - Items composing the selected scales

Other Measures. The survey has been extended to include a number of demographic factors that are known to affect perceptions of decent work, job satisfaction, and life satisfaction. First, respondents were asked about personal information such as gender, age and education level. Followed by questions regarding their professional situation, where participants were asked about the type of employment contract, job position, income and how many hours per week they used to work.

3.4. Procedures and Sample

The questionnaire was made available in Portuguese via Google Forms (see Appendix 1) for three weeks between April and May. Response time was approximately 10 minutes, and in total, 335 responses were received, of which 141 (42%) were from Portuguese working adults in the hospitality sector. Participants were addressed through social media (LinkedIn, Facebook Groups and Instagram) and invited to participate in a study about the perception of decent work in the hospitality industry. Flyers with a QR code (See Appendix 2) that were directed to the inquiry were distributed in restaurants, cafes, and bars in Porto. After giving consent and answering if they currently work in the hospitality sector or not, respondents were assigned to

the correspondent inquiry. People who were not from the hospitality sector only answered the DWS. In contrast, the target from the study, Portuguese working in the hospitality sector, answered the full survey, which measured ECS, LEMS, JSS and SWLS. They were asked to evaluate all questions on a scale ranging from 1 to 7. At the end of the inquiry, all the participants answered some demographic questions to characterise the sample.

Overall, 141 replies were used in the present study because the remaining were incomplete and/or were from workers outside the hospitality sector. The study's sample is predominantly feminine (68.60% were women and 39.40% were men). On average, the participant's age was around 39 years (with a minimum of 20 years and a maximum of 75 years old), and only 34.80% had completed higher education. The contractual situation was balanced with 47.50% permanent contract and 52.50% with non-permanent contract. The working period is mostly full-time, with 83% working full-time and only 17% working part-time. On average, participants' working hours during the past month were 45 hours. However, we must take into consideration that this number can be higher since it represents the average of part-time and full-time work together.

In general, participants did not perceive themselves as marginalised as the average for the overall sample (mean 2.75) is lower than the mid-point scale for this variable (3.5 - scale from 1 to 7). On the other hand, the decent work dimension of safe work had the highest value (mean = 5.27), which means people feel safe in their jobs. Regarding job satisfaction and life satisfaction, the mean was (mean=4.69) and (mean=4.13), respectively, which means people also feel satisfied with their jobs and lives. The average for economic constraints was close to the mid-point scale (mean=3.59), and the average for the Decent Work Scale was 4.16, which means participants did not experience severe economic constraints and perceived themselves as having decent work.

4. Results

Following data collection, SPSS (Statistical Package for the Social Sciences), in its 29th version, was used to analyse the survey results. The chapter starts by describing the preliminary analyses and scale validity, followed by the correlation analyses, and ends with the description of the tests of hypotheses.

4.1. Preliminary Analyses and Scales Validity

In this study, demographic factors such as gender, age, education level, and type of employment contract that may have an impact on the findings were considered. In order to guarantee the consistency and validity of all scales used in the survey, internal reliability testing and validity procedures were performed for each of the five measures – decent work, economic constraints, marginalisation, job satisfaction and life satisfaction. A confirmatory factor analysis was carried out for every measure that was employed, confirming their adequacy.

One of the most common metrics for assessing the internal consistency of a set of variables is Cronbach's Alpha, which is the predicted difference between the scale being employed and other hypothetical scales in the same universe. It ranges from 0 to 1. The criteria for admissibility considered fair results between 0.6 and 0.7, reasonable between 0.7 and 0.8, good between 0.8 and 0.9, and very good above 0.9 (Pestana & Gageiro, 2014). In this way, to determine the internal reliability of the scales, Cronbach's Alpha (α) was calculated. As Table 4 shows, all the scales used have good internal reliability, with coefficients ranging from 0.80 to 0.94.

Scale	Mean	SD	Cronbach's Alpha Present Study	Cronbach's Alpha Original Scale
DWS (15 itens)	4.16	1.10	$\alpha = .85$	$\alpha = .87$
ECS (6 itens)	3.59	1.38	$\alpha = .94$	$\alpha = .92$
LEMS (5 itens)	2.75	1.47	$\alpha = .93$	$\alpha = .89$
JSS (5 itens)	4.69	1.46	$\alpha = .80$	$\alpha = .84$
SWLS (5 itens)	4.13	1.35	$\alpha = .87$	$\alpha = .85$

Table 4 - Cronbach's alpha results original VS present study

4.2. Correlation Analysis

Table 5 presents the mean and standard deviation of each variable as well as the correlation between the measured variables

In the relationship between the variables, economic constraints showed a significant positive correlation with perceived marginalisation ($r = 0.525$; $p < 0.01$), while it was negatively correlated with decent work ($r = -0.275$; $p < 0.01$) and life satisfaction ($r = -0.289$; $p < 0.01$). Social marginalisation was negatively correlated with decent work ($r = -0.312$; $p < 0.01$), job satisfaction ($r = -0.291$; $p < 0.01$), and life satisfaction ($r = -0.361$; $p < 0.01$). Additionally, decent work was positively related to job satisfaction ($r = 0.689$; $p < 0.01$) and life satisfaction ($r = 0.533$; $p < 0.01$). Life satisfaction also showed a significant positive correlation with job satisfaction ($r = 0.483$; $p < 0.01$).

Regarding demographic variables, results show age to be positively correlated with job satisfaction ($r = 0.349$; $p < 0.01$) and decent work dimensions of safe work ($r = 0.209$; $p < 0.05$) and compensation ($r = 0.239$; $p < 0.01$). Decent work scale was positively correlated ($r = 0.200$; $p < 0.05$) with age, while marginalisation was negatively correlated with age ($r = -0.185$; $p < 0.05$). Education showed a negative correlation with economic constraints ($r = -0.221$; $p < 0.01$), suggesting that people with lower education have, consequently, higher economic constraints. Last, monthly income showed a negative correlation with economic constraints ($r = -0.178$; $p < 0.05$) and marginalisation ($r = -0.191$; $p < 0.05$). This suggests that the lower the income, the higher people perceive themselves as marginalised or suffering from economic constraints.

As noted, some demographic variables are intercorrelated with each other. Gender is negatively related to age ($r = -0.228$; $p < 0.01$), and age is negatively related to education ($r = -0.175$; $p < 0.05$) and positively related to the type of contract ($r = 0.170$; $p < 0.05$), suggesting that older respondents have more permanent contracts. The type of contract, which corresponds to participants having a permanent or non-permanent contract, is positively correlated with the type of work ($r = 0.355$; $p < 0.01$), hours worked per week ($r = 0.216$; $p < 0.05$) and monthly salary ($r = 0.396$; $p < 0.01$), indicating that participants with permanent contract work in full-time jobs and consequently have a higher income. Likewise, respondents with higher academic degrees have higher monthly incomes ($r = 0.248$; $p < 0.01$).

Variable	M	SD	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1. Gender (1 = Male)	--	--		-0.228**	0.127	0.070	0.145	0.209**	0.279**	-0.015	0.086	-0.107	-0.090	-0.090	0.031	-0.069	-0.076	-0.184*	-0.009
2. Age	39.10	11.70			-0.175*	0.170*	0.076	-0.070	0.145	-0.103	-0.185*	0.200*	0.209*	0.012	0.239**	0.100	0.173	0.349**	0.110
3. Education (1 = HE)	--	--				-0.098	-0.145	-0.113	0.248**	-0.221**	-0.098	-0.159	-0.113	-0.156	-0.098	-0.088	-0.043	-0.177	0.012
4. Contract (1 = Permanent)	--	--					0.355**	0.216*	0.396**	-0.152	-0.206*	0.206*	0.203*	0.225**	0.061	0.031	0.221**	0.148	0.085
5. Type of Work (1 = Full-Time)	--	--						0.499**	0.196*	0.078	0.043	0.018	0.070	0.194*	0.000	-0.182*	0.046	0.052	-0.075
6. Hours Worked (Past Week)	44.600	13.000							0.201*	0.116	0.074	-0.153	-0.019	-0.01	-0.127	-0.375	0.077	-0.221**	-0.120
7. Montly Net-Salary (1 > 1.000€)	--	--								-0.178*	-0.191*	0.146	0.128	0.147	0.145	-0.02	0.111	0.126	0.108
8. Economic Constrains	3.590	1.380									.525**	-.275**	-.297**	0.070	-.261**	-.324**	-.305**	-.285**	-.289**
9. Marginalization	2.750	1.470										-.312**	-.349**	-0.062	-0.090	-.303**	-.277**	-.291**	-.361**
10. Decent Work	4.160	1.100											.734**	.652**	.539**	.536**	.715**	.689**	.533**
11. DW_Safe work	5.270	1.530												.389**	.166*	.234**	.620**	.634**	.479**
12. DW_HealthCare	3.640	1.970													.195*	0.153	.292**	.268**	.262**
13. DW_Compensation	3.480	1.570														.374**	.225**	.414**	.173*
14. DW_Time to rest	3.790	1.550															.225**	.513**	.426**
15. DW_Values	4.640	1.580																.524**	.373**
16. Job Satisfaction	4.691	1.456																	.483**
17. Life Satisfaction	4.130	1.350																	

Notes: *n* = 141; Spearman correlation. Two tailed. Gender: "female" = 0; "male" = 1; Education: "no higher-education" = 0, "high education" = 1; Type of contract: "0 = non-permanent", "1 = permanent", Tenure = computed in years; Significant at: * *p* < 0.05, ** *p* < 0.01. Cronbach's alpha estimates in parentheses, along the main diagonal.

Table 5- Descriptive and correlation analysis (Spearman coefficient)

4.3. Test of Hypotheses

A linear regression analysis was used to test the hypotheses. Table 6, Table 7, and Table 8 show the results found.

In order to correct for any potentially confusing effects resulting from demographic aspects, all the demographics correlated with the main variables (i.e., gender, age, education, type of contract, type of work, hours worked by week and monthly income) were included in the regression analysis in Step 1. Then, in step 2, the independent variables were added to the model.

Predictors	DW WORK		DW_Safe Work		DW_HealthCare		DW_Compensation		DW_Time to rest		DW_Values	
	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2
Intercept	4,476***	5,438***	4,675***	5,796***	5,138***	4,637***	3,390***	4,718***	5,612***	7,295***	3,568***	4,746***
<i>Step 1 - Demographics</i>												
Gender (1 = Male)	-,073	-,081	-,099	-,105	-,145	-,143	,067	,060	,057	,047	-,094	-,100
Age	,076	,046	,113	,088	-,159 ⁺	-,151*	,181*	,152 ⁺	,051	,014	,122	,096
Education (1 = HE)	-,189*	-,253**	-,070	-,123	-,222 ⁺	-,204*	-,154 ⁺	-,216**	-,141	-,220**	-,013	-,067
Contract (1 = Permanent)	,154	,101	,124	,081	,117	,132	-,039	-,090	,113	,048	,191 ⁺	,146
Type of Work (1 = Full-Time)	,037	,065	,008	,030	,214*	,206*	,025	,052	-,078	-,044	-,095	-,072
Hours Worked (Past Week)	-,203*	-,194*	-,018	-,011	-,199*	-,202*	-,154 ⁺	,171 ⁺	-,363***	-,352***	,098	,106
Montly Net-Salary (1 > 1.000€)	,150	,141	,079	,072	,199*	,201*	,157	,148	-,002	-,013	,037	,029
<i>Step 2 - Predictor 1</i>												
Economic Constrains		-,295**		-,242**		,085		-,284**		-,364***		-,248**
Overall F	2,774**	4,281***	1,348	2,227*	3,395**	3,098**	2,018	3,346**	3,481**	6,242***	1,609	2,539*
R2	,128	,207	,067	,120	,153	,159	,097	,170	,156	,276	,079	,134
Adjusted R2	,082	,159	,017	,066	,108	,108	,049	,119	,111	,232	,030	,081
Change in R2		0.079		,053		,007		,073		,120		,056

Notes: Significant at: ⁺ $p < 0.10$, * $p < .05$, ** $p < .01$, *** $p < .001$; standardized β coefficients are reported after Z-score transformation, $n = 141$.

Table 6 - Multiple regressions of hypothesised relationships between independent and dependent variables

Predictors	DW WORK		DW_Safe Work		DW_HealthCare		DW_Compensation		DW_Time to rest		DW_Values	
	<i>Step 1</i>	<i>Step 2</i>	<i>Step 1</i>	<i>Step 2</i>	<i>Step 1</i>	<i>Step 2</i>	<i>Step 1</i>	<i>Step 2</i>	<i>Step 1</i>	<i>Step 2</i>	<i>Step 1</i>	<i>Step 2</i>
Intercept	4,476***	5,141***	4,675***	5,811***	5,138***	5,357***	3,390*	3,678*	5,612***	6,662***	3,568***	4,197***
<i>Step 1 -Demographics</i>												
Gender (1 = Male)	-,073	-,055	-,099	-,078	-,145 ⁺	-,142	,067*	,072	,057	,077	-,094	-,082
Age	,076	,036	,113	,065	-,159	-,167 ⁺	,181 ⁺	,169 ⁺	,051	,006	,122	,096
Education (1 = HE)	-,189*	-,220*	-,070	-,108	-,222*	-,228*	-,154	-,164 ⁺	-,141	-,176*	-,013	-,033
Contract (1 = Permanent)	,154	,097	,124	,055	,117	,107	-,039	-,057	,113	,050	,191 ⁺	,154
Type of Work (1 = Full-Time)	,037	,068	,008	,045	,214*	,219*	,025	,035	-,078	-,043	-,095	-,075
Hours Worked (Past Week)	-,203*	-,192*	-,018	-,004	-,199*	-,197*	-,180 ⁺	-,176 ⁺	-,363***	-,350***	,098	,106
Monthly Net-Salary (1 > 1.000€)	,150	,123	,079	,047	,199*	,194*	,157	,148	-,002	-,032	,037	,020
<i>Step 2 - Predictor 1</i>												
Marginalization		-,270**		-,324***		-,049		-,081		-,300***		-,175*
Overall F	2,775**	3,907***	1,348	3,114**	3,395**	2,997**	2,018 ⁺	1,871 ⁺	3,481**	5,051***	1,609	1,935 ⁺
R2	,128	,193	,067	,160	,153	,155	,097	,103	,156	,236	,079	,106
Adjusted R2	,082	,143	,017	,108	,108	,103	,049	,048	,111	,189	,030	,051
Change in R2		0.064			,093	,002		,006		,080		,027

Notes: Significant at: ⁺ $p < 0.10$, * $p < .05$, ** $p < .01$, *** $p < .001$; standardized β coefficients are reported after Z-score transformation, $n = 141$.

Table 7 - Multiple regressions of hypothesised relationships between independent and dependent variables

Predictors	Job Satisfaction		Life Satisfaction		Job Satisfaction		Life Satisfaction	
	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2	Step 1	Step 2
Intercept	4,955***	,742	4,071***	,528	3,366***	1,787***	4,071***	1,069
<i>Step 1 -Demographics</i>								
Gender (1 = Male)	-,105	-,093	,034	,062				
Age	,231**	,107 ⁺	,106	,057				
Education (1 = HE)	-,111	-,021	-,002	,089				
Contract (1= Permanent)	,104	,013	,083	-,020				
Type of Work (1 = Full-Time)	-,026	,016	-,110	-,094				
Hours Worked (Past Week)	-,257**	-,130+	-,068	,081				
Montly Net-Salary (1 > 1.000€)	,118	,063	,076	,037				
<i>Step 2 - Predictor 1</i>								
DECENT WORK						,645***		,543***
DW_Safe work		,377***		,334***				
DW_HealthCare		-,061		,072				
DW_Compensation		,209***		-,016				
DW_Time to rest		,301***		,375***				
DW_Values		,148*		,050				
Overall F	4,493***	18,237***	0,831	6,280***				
R2	,192	,633	0,042	0,372				
Adjusted R2	,150	,598	-0,009	0,313				
Change in R2		0,440		,330				

Notes: Significant at: ⁺p < 0.10, *p < .05, **p < .01, ***p < .001; standardized β coefficients are reported after Z-score transformation, *n* = 141.

Table 8 - Multiple regressions of the hypothesised relationships between variables

4.3.1 *Effects of Economic Constraints - Hypothesis 1*

Hypothesis 1 predicted that economic constraints are a negative predictor of decent work perception among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

The regression analyses (Table 6) show that some demographic characteristics affected the perception of economic constraints. Results suggest that economic constraints are negatively associated with decent work dimensions of Safe Work ($\beta = -.242$; $< .01$), Compensation ($\beta = -.284$; $< .01$), Time to Rest ($\beta = -.364$; $< .001$), and Values ($\beta = -.248$; $< .001$). This confirms the hypothesis (a), (c), (d), and (e). No significance was found in the dimension of health care; thus, hypothesis H1b was not supported.

4.3.2 *Effects of Social Marginalization - Hypothesis 2*

Hypothesis 2 predicted that marginalization is a negative predictor of decent work perceptions among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

The regression analyses (Table 7) show that some demographic characteristics affected the perception of marginalization. Results suggest that marginalization is negatively associated with decent work dimensions of Safe Work ($\beta = -.324$; $< .001$), Time to Rest ($\beta = -.300$; $< .001$), and Values ($\beta = -.175$; $< .05$). However, no statistically significant effects were found in the dimensions of (b) access to healthcare, and (c) adequate compensation. Thus, the findings confirm the hypothesis items (a), (d), and (e), but not hypotheses H2b and H2c.

4.3.3 *Effects of Decent Work on Job Satisfaction - Hypothesis 3*

Hypothesis 3 predicted that job satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Results in Table 8 suggest that job satisfaction is positively associated with decent work dimensions of Safe Work ($\beta = .377$; $< .001$), Compensation ($\beta = .209$; $< .001$), Time to Rest

($\beta=.301$; $< .001$), and Values ($\beta=.148$; $< .05$). This confirms the hypothesis H3 (a), (c), (d), and (e). No significance was found in the dimension of HealthCare (e); thus, hypothesis H3e is not supported.

4.3.4 *Effects of Decent Work on Life Satisfaction - Hypothesis 4*

Hypothesis 4 predicted that life satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.

Results in Table 8 suggest that Life satisfaction is positively associated with decent work dimensions of Safe Work ($\beta=.334$; $< .001$) and Time to Rest ($\beta=.375$; $< .001$). This confirms hypothesis items H4 (a) and (d). No significance was found in the dimensions of health care (b), (c) adequate compensation, and (e) complementary values; thus, hypotheses H4b and H4c and H4e are not supported.

5. Discussion

Based on PWT and previous studies on decent work, this study examined whether economic constraints and social marginalisation impact an individual's decent work perception following Duffy et al. (2016) dimensions of (a) safe work conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values. Also, this study examined the extent to which those DW dimensions influence workers' job satisfaction and life satisfaction.

Table 9 summarises the results found.

Hypothesis	Description	Results
H1	Economic constraints are a negative predictor of decent work perception among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.	Partially supported
H2	Marginalisation is a negative predictor of decent work perceptions among Portuguese hospitality workers, notably by being negatively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.	Partially supported
H3	Job satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.	Partially supported
H4	Life Satisfaction is a positive outcome of decent work perceptions among Portuguese hospitality workers, notably by being positively associated with the five dimensions of decent work: (a) safe working conditions, (b) access to healthcare, (c) adequate compensation, (d) time and rest, and (e) complementary values.	Partially supported

Table 9 - Overall results from the hypotheses' test

First, as shown in Table 9, all the hypotheses were partially supported. No significance was found with the dimension of health care in all the hypotheses formulated; this may be explained by the fact that there is already a well-established public health system in Portugal that is available to everyone. Also, contrary to the hypothesis formulated, marginalisation did not show any significance with the dimension of DW of adequate compensation, which means marginalisation is not seen as a predictor of adequate compensation.

Second, the findings of the present study confirm that the higher the participants perceive themselves as suffering from economic constraints and marginalization, the lower the perception of decent work. This result is consistent with prior research (Duffy et al., 2020; Kim & Kim, 2022; Williams et al., 2023). Economic constraints and social marginalisation can limit access to education and skills development, reducing career options and making individuals more likely to accept substandard jobs as a necessity (Douglass et al., 2017; Williams et al., 2023).

Third, decent work was related to job and life satisfaction, which confirms previous studies that have found that decent work is related to job satisfaction, and it has also been found to be related to life satisfaction (Ferreira et al., 2019; Kim & Kim, 2022).

Lastly, a significant finding of the current study is that the time to rest dimension significantly impacts life satisfaction, while the adequate compensation dimension only showed significance on job satisfaction. Another important finding is that the safe working conditions dimension positively predicts life satisfaction. Thus, participants seem to value feeling psychologically, emotionally and physically safe rather than adequate compensation, most likely because compensation is already standard across jobs and employers.

According to Briseño et al. (2024), poor working conditions, such as low wages and long hours, can make it harder for people to meet basic needs and spend more time with friends and family. Thus, this highlights the importance of addressing non-monetary aspects of employment in the hospitality sector. Employers and policymakers must recognise the critical role of rest and work-life balance in enhancing employee well-being and satisfaction. By prioritising these factors, the hospitality industry can create a more supportive and sustainable work environment, leading to better outcomes for both employees and businesses.

Interestingly, the results obtained do not support previous research (Ferreira et al., 2019) that shows a positive relationship between the subscale of adequate compensation and life satisfaction. The results reveal that only safe work conditions and time to rest were significant predictors of life satisfaction. Hospitality workers often work long, irregular hours, which can lead to fatigue, stress, and burnout (Martins et al., 2021). Adequate rest is crucial for maintaining physical and mental health. Regular rest periods allow the body and mind to recover, improving overall well-being. In turn, well-rested employees are more alert, productive, and capable of delivering high-quality service, which is essential in the hospitality industry (Lyubykh, et al., 2022). Moreover, time to rest provides employees with opportunities to engage in personal

activities, spend time with family and friends, and pursue hobbies (Briseño et al., 2024). Ensuring employees have sufficient rest can lead to higher job satisfaction, which in turn can enhance overall life satisfaction.

The exploration of decent work perceptions among Portuguese working adults in the hospitality sector reveals significant insights into how these workers define, experience, and are affected by the concept of decent work. The predictors explored serve as focal points for policymakers, industry leaders, and human resource professionals aiming to foster a more supportive and sustainable working environment within the hospitality sector. Thus, this study highlights the importance of positive perceptions of decent work in shaping job satisfaction and life satisfaction.

According to the results for many hospitality workers, non-monetary factors such as work conditions and job security play a more significant role in their overall job and life satisfaction rather than compensation alone. Thus, encouraging regular breaks and ensuring employees take regular days off can enhance job and life satisfaction. Policymakers can enforce regulations that ensure reasonable working hours and mandatory rest periods. Protecting employees' rights to rest is crucial for their well-being and productivity.

Overall, this study did not find significance for all the dimensions individually. Nevertheless, although this was not verified for the occupational group used in this study, this research contributes to the decent work literature with high significance when verifying the model.

5.1. Limitations and Future Research

This study pioneers an exploration into the perception of decent work within the Portuguese hospitality sector and simultaneously investigates the predictors and outcomes of decent work perception in this sector. Nonetheless, it is imperative to evaluate the results of this investigation in light of its constraints.

First, the scales used for Economic Constraints, Marginalization, and Job Satisfaction were not previously adapted and validated for the Portuguese population. Nevertheless, to avoid common procedure variance and guarantee that the items were accurately and clearly translated into Portuguese, the scale was tested with three expert respondents who gave their feedback

before the distribution of the questionnaires, and then, the items of all scales were presented in a random order.

Second, the data was collected during a single online survey administered only in Portuguese, which does not allow us to draw firm causal inferences regarding the relationship between Decent Work and its predictors. Future research on this topic could use longitudinal designs and make it available in other languages to explore better the perception of immigrant residents in Portugal, who may have significant differences in the perceptions of economic constraints and social marginalisation.

Third, different regions of Portugal may have varying working conditions and cultures, which a small sample like the one used may not adequately capture. Additionally, the sample size may limit the statistical power of the study, making it difficult to detect significant differences or relationships. With only 141 respondents, the findings are not representative of all hospitality workers in Portugal, reducing the ability to generalise the results to the broader population.

Finally, future research could extend the understanding of this subject by exploring decent work perceptions of other occupational groups. For instance, differences might be found in each of the dimensions of decent work. Researchers should acknowledge these limitations and consider supplementing this study with others employing qualitative methods and/or surveying a larger and more diverse population to develop a comparative analysis.

Future research on the perception of decent work among Portuguese workers can explore various employment sectors to gain comprehensive insights. Examples are (i) identifying decent work perception and working conditions among doctors, nurses, and other healthcare professionals; (ii) understanding perceptions of teachers, academic staff and researchers in universities and colleges; (iii) evaluating the working conditions, income and job satisfaction of workers in agriculture and fisheries sectors which is critical to Portugal's economy; (iv) evaluating job and life satisfaction and the perceptions of decent work among bus, train, and metro employees; (v) studying the perception of decent work among immigrants living in Portugal, understanding their work conditions and identifying the challenges and opportunities immigrants face.

Immigrants play a crucial role in the local labour market. Thus, studying the perception of decent work among immigrants in Portugal is vital for promoting integration, economic

contribution, workplace equality, well-being, social cohesion, informed decision-making, academic insights, and upholding human rights.

Each of these sectors offers unique perspectives on decent work for Portuguese workers. By focusing on these areas, future research can provide detailed insights into working conditions, job satisfaction, career opportunities, and on the perception of decent work in Portugal. This can inform policy-making and organisational practices aimed at improving job quality and workers' well-being across various industries.

5.2. Theoretical and Practical Implications

The present study adds to the growing body of literature examining decent work perception among Portuguese hospitality workers. Specifically, a model was tested to predict how decent work perception is affected by economic constraints and marginalisation. Next, it was tested the effects of decent work perception on job satisfaction and life satisfaction. Findings generally indicated support for the predictions of the PWT model and several managerial implications.

Improving perceptions of decent work can have a positive ripple effect on the local economy. Ensuring that employees feel respected and adequately compensated can lead to higher levels of engagement and efficiency. Satisfied employees are more likely to provide better customer service, which is crucial in the hospitality industry and vital for Portugal's economy.

For business and human resource management, this work contributes to a deeper understanding of job satisfaction, work-life balance, and employee well-being in the hospitality industry. It offers actionable insights that can enhance employee retention, satisfaction, and productivity while also improving corporate reputation and contributing to sustainable business practices. By integrating these findings into business strategies and management, a more productive and encouraging work atmosphere can be created, which will consequently increase organisational success and have a helpful social and economic impact.

In another perspective, the tourism industry has long struggled with issues of recruiting and retaining employees (King et al., 2021). Companies that prioritise decent work practices can strengthen their employer brand, making them more attractive to potential employees and reducing recruitment costs. A reputation for treating employees well can also enhance customer perceptions and loyalty. By promoting decent work, businesses can align themselves with

sustainable and ethical practices and consequently achieve more sustainable growth, as employees who feel valued are more likely to contribute positively to the organisation, resulting in long-term stability and success. Offering professional development opportunities, and ensuring fair compensation, compliance with labour laws and job security to enhance employee satisfaction, engagement, and retention. This can lead to a competitive advantage in the marketplace.

The study can contribute to theories of work-life balance by highlighting the specific importance of rest over monetary compensation in the hospitality sector. It can lead to a deeper understanding of how non-monetary benefits impact employee satisfaction and performance. Policymakers can use the study to advocate for labour regulations that support decent work in the hospitality sector, such as enforcing fair wages, regulating working hours, and ensuring job security. The findings can help establish industry-wide standards for decent work, influencing not just individual businesses but also shaping the broader regulatory environment to ensure better working conditions across the sector.

Practically, the study provides a compelling case for the implementation of policies and practices that prioritise decent work in the hospitality sector, with a special emphasis on the dimensions of time to rest and safe work conditions. Employers are encouraged to ensure fair compensation, create supportive work environments, and invest in employee development. Policymakers can use these findings to enforce labour regulations that protect workers' rights and promote fair treatment, contributing to the social and economic well-being of the workforce.

6. Conclusion

The present research explored the perception of decent work among Portuguese working adults from the hospitality sector to understand further how they define decent work and provide a general understanding of the presence or absence of decent work. In addition, the key predictors and outcomes associated with the perception of decent work shed light on the factors that influence these perceptions and the consequent effects on workers' satisfaction and overall well-being.

A quantitative approach was employed to accomplish these aims, and a survey collected the replies of 141 Portuguese hospitality workers. This study examined whether economic constraints and marginalisation could influence the perceived perception of decent work. By bringing to light the importance of people's backgrounds, this research serves as a valuable resource for driving positive change in social politics and enhancing working conditions, promoting decent work, and ultimately improving the quality of life for hospitality workers in Portugal. Hence, access to health care was not seen as a factor that may influence decent work perception.

Furthermore, findings reveal that positive perceptions of decent work correlate with higher levels of job satisfaction, suggesting that improving working conditions can lead to a more motivated and committed workforce. This, in turn, can enhance service quality, customer satisfaction, and the overall competitiveness of the hospitality industry. Particularly, findings underscore the importance of adequate rest and safe work conditions in enhancing life satisfaction among hospitality workers, a factor often overshadowed by the traditional emphasis on monetary compensation.

In summary, the present study provides contributions to the literature and significant theoretical and practical implications for stakeholders in the hospitality sector and corporate social responsibility. Theoretically, it can enrich the understanding of decent work, labour market dynamics, work-life balance, and corporate social responsibility. Practically, it offers actionable insights for human resource management, operational efficiency, policy development, business competitiveness, and social equity.

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Appendices

Appendix 1 - Survey

Objetivo do estudo

No âmbito de um projeto de investigação em curso na Faculdade de Economia da Universidade do Porto (FEP-UP), este questionário tem como objetivo a recolha de dados sobre o Trabalho Digno no setor da Restauração em Portugal.

Requisitos

Para responder a este questionário deve ter, pelo menos, 18 anos. Se concordar em participar, ser-lhe-á pedido que responda a um inquérito, maioritariamente constituído por perguntas de escolha múltipla. Não há respostas certas ou erradas, porque é a sua opinião que é relevante.

Duração

A resposta ao questionário demora cerca de 5 minutos.

Anonimato/Confidencialidade

Os dados recolhidos são exclusivamente para fins de pesquisa académica e científica, e serão analisados e tratados de forma conjunta. Dessa forma, as respostas dadas a este questionário são confidenciais e anónimas, não sendo possível identificar informações individuais nos resultados do estudo.

Contacto

Caso tenha alguma dúvida ou necessite de algum esclarecimento pode contactar através do e-mail: jessicamaxado@live.com - Jessyca Machado.

Parte 1 - Consentimento informado

- ☐ Sim
- ☐ Não

Parte 2 - Ocupação Atual

Atualmente trabalha, presta serviços ou desenvolve a sua atividade principal no setor da hotelaria, restauração e similares em Portugal?

- ☐ Sim
- ☐ Não

Parte 3

As questões seguintes têm como objetivo conhecer a sua opinião sobre o seu trabalho atual. Não há respostas certas ou erradas, porque é a sua opinião que é relevante. Reportando-se ao seu trabalho no último mês, por favor responda a todas as questões, usando as seguintes opções que variam entre de 1 (discordo totalmente) a 7 (concordo totalmente).

1. Sinto-me emocionalmente seguro(a) ao interagir com as pessoas no trabalho.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

2. No trabalho sinto-me seguro(a) quanto a qualquer tipo de abuso verbal ou emocional.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

3. Sinto-me fisicamente seguro(a) ao interagir com as pessoas no meu trabalho.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

4. Tenho acesso a um bom sistema de saúde através do meu trabalho.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

5. Tenho um bom plano de saúde no meu trabalho.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

6. A minha entidade empregadora proporciona-me opções aceitáveis de cuidados de saúde.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

7. Não sou devidamente pago pelo meu trabalho.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

8. Não sinto que seja devidamente pago tendo em conta as minhas qualificações e experiência.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

9. Eu sou adequadamente remunerado pelo trabalho que faço.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

10. Não tenho tempo suficiente para outras atividades não relacionadas com o meu trabalho.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

11. Não tenho tempo para descansar durante a semana de trabalho.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

12. Tenho tempo livre para outras atividades durante a semana de trabalho.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

13. Os valores da minha organização coincidem com os meus valores familiares.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

14. Os valores da minha organização vão ao encontro com os meus valores familiares.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

15. Os valores da minha organização coincidem com os valores da minha comunidade.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

1. Sinto-me bastante satisfeito com o meu trabalho atual.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

2. Na maioria dos dias estou entusiasmado com meu trabalho.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

3. Cada dia de trabalho parece que nunca vai acabar

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

4. Sinto verdadeiro prazer no meu trabalho.

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

5. Considero meu trabalho bastante desagradável

1 2 3 4 5 6 7

Discordo totalmente O O O O O O O *Concordo totalmente*

Parte 4

Reportando-se à sua vida profissional e pessoal até ao momento, por favor responda a todas as questões, usando as seguintes opções que variam entre de 1 (discordo totalmente) a 7 (concordo totalmente).

1. Desde que me lembro, tive recursos económicos ou financeiros muito limitados

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

2. Durante a maior parte da minha vida, tive dificuldades financeiras

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

3. Desde que me lembro, tive dificuldade em fazer face às despesas

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

4. Eu considerei-me pobre ou muito próximo da pobreza durante a maior parte da minha vida

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

5. Durante a maior parte da minha vida, não me senti financeiramente estável.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

6. Durante a maior parte da minha vida, tive menos recursos económicos do que a maioria das pessoas.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

1. A minha vida está próxima do meu ideal.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

2. As minhas condições de vida são excelentes.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

3. Estou satisfeito com minha vida

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

4. Até agora tenho conseguido as coisas importantes que eu quero na vida.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

5. Se eu pudesse viver a minha vida novamente eu não mudaria quase nada.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O *Concordo totalmente*

Parte 5

Para responder as seguintes questões, note que Marginalização, neste contexto, refere-se a estar em uma posição menos privilegiada na sociedade, ser excluído socialmente e/ou ter acesso reduzido a recursos devido à sua história de vida particular. Dessa forma, pessoas diferentes podem ter diferentes experiências de marginalização. Com esta definição em mente, por favor, responda às questões seguintes considerando as experiências que você vivenciou ao longo da sua vida.

1. Durante a minha vida, tive muitas interações sociais que me deixaram, muitas vezes, com uma sensação de marginalização.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O Concordo totalmente

2. Ao longo da minha vida, tive muitas experiências que me fizeram sentir marginalizado.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O Concordo totalmente

3. Desde que me lembro, sinto-me marginalizado em vários ambientes sociais.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O Concordo totalmente

4. Não consigo evitar sentir-me marginalizado.

1 2 3 4 5 6 7
Discordo totalmente O O O O O O O Concordo totalmente

Parte 6 - Perfil Sociodemográfico

1. Género

- ☐ Masculino
- ☐ Feminino
- ☐ Prefiro não responder

2. Idade

3. Nacionalidade

- ☐ Portuguesa
- ☐ Outra

4. Habilitações académicas

- ☐ ≤ Ensino Secundário
- ☐ >= Licenciatura

5. Nome da função que desempenha neste momento

6. Tipo de contrato

- ☐ Efetivo
- ☐ A termo
- ☐ Sem contrato
- ☐ Prestação de serviços/recibo verde

7. Tempo de trabalho

- ☐ Part-time
- ☐ Full time

8. Quantas horas trabalhou, em média por semana; no ultimo mês

9. Salário mensal (liquido)

- ☐ $\leq 500\text{€}$
- ☐ Entre 501€ e 1000€
- ☐ Entre 1001€ e 1500€
- ☐ $\geq 1501\text{€}$

Appendix 2 - Flyer



Figure 4 - Distributed Flyers

Appendix 3 - Analysis

Sample Demographics				
		<i>n</i>	%	<i>Média</i> <i>Desvio</i> <i>Padrão</i>
Idade				39,1 11,7
Gênero				
	Feminino	96	68,6%	
	Masculino	44	31,4%	
Qualificações				
	Sem Ensino Superior	92	65,2%	
	Com Ensino Superior	49	34,8%	
Situação Profissional Atual				
	Trabalhador - Part Time	24	17,0%	
	Trabalhador - Full Time	117	83,0%	
Situação Contratual Atual				
	Trabalhador Não Permanente	74	52,5%	
	Trabalhador Permanente	67	47,5%	
<i>n</i> = 141				

Tabela 10 Sample Demographics Results