

Factors contributing to the social inclusion of foreign employees into the workplace: The case of the hotel industry in Japan

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#### Summary of Research

Tourism and hospitality have become one of the major strategies to revitalise Japan's economic growth. At the same time, the sector struggles with labour shortages caused primarily by an aging and shrinking national population. As the industry relies heavily on human involvement to create products and services, the current labour shortage constitutes an impediment to develop and respond to growing demand. Since the government recruited foreign workers to mitigate the challenge, the population had reached to 1.7 million in 2020, and 13% joined the tourism and hospitality jobs. While the hospitality sector witnesses growing workplace diversity, creating social integration and an inclusive workplace for ethnic minority workforces remains a problem.

Hence, the purpose of this proposed research is to explore how inclusivity in the workplace can be increased for migrant workers in the hospitality sector in Japan. The study primarily aims to identify multilevel factors that influence integration by migrant hospitality workers into the host society and discover measures that could be taken to make the hospitality workplace more inclusive for migrant workers. By adopting a mixed-methods approach (exploratory design – instrumental design model), this research aims to:

- (a) explore the factors that contribute to a sense of perceived social inclusion/exclusion;
- (b) develop and test a research framework to enhance understanding of social inclusion/exclusion in the context of Japan;
- (c) develop practical guidelines which will help to moderate existing hospitality employment challenges; and
- (d) increase awareness of social inclusion/exclusion within hospitality industry practices.

The research findings will contribute to add knowledge to diversity management and sustainable human resource management within hospitality contexts. Furthermore, the results will inform hospitality management and policymakers engaged with immigration issues in Japan.