



DIVERSITY & SUSTAINABILITY:  
OPPORTUNITIES AND THREATS ON TOURISM | 2025

POWERED BY ITSa

4TH - 6TH JUNE 2025  
Coimbra, Portugal

# BOOK OF ABSTRACTS

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Cecília Gaspar, Universidade de Coimbra

06<sup>th</sup> June 2025

08:30 am

Sustainable Tourism in the context of global population changes (ENG) (Room 3)

## **OC-148 - (414) - IMMIGRANT WORKFORCE IN THE TOURISM AND HOSPITALITY INDUSTRY**

Medéia Veríssimo<sup>1</sup>; Marília Durão<sup>1</sup>

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### **Proposal and Originality**

This study aims to examine the current state of immigrant integration within Portugal's tourism and hospitality sector, emphasizing the perspectives of immigrant workers. This research seeks to explore how policymakers, employers, educators, and other relevant stakeholders can better address the needs of immigrant workers, enhance their professional development, and optimize their contributions to the industry.

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### **Methodology**

Fifteen immigrant workers employed in Portugal's tourism and hospitality sector were interviewed. The semi-structured interviews, conducted online with an average duration of one hour, explored their experiences, integration, and recognition in the workplace, as well as the challenges they face. The data was subsequently analyzed using content analysis methods.

### **Results and Implications**

The study identified language, documentation, and cultural barriers as the main challenges, exacerbated by precarious employment conditions, low wages, and demanding work schedules. Companies played a minimal role in supporting integration, with personal networks serving as primary support. Despite a welcoming workplace, low recognition led to dissatisfaction and career uncertainty.

### **Research Limitations**

The exploratory nature of the study, limited sample size, and focus on a single nationality constrain the findings. Future research should broaden these parameters.

### **References Version APA 6th or 7th Edition**

Lefrid, M., Torres, E. N., & Okumus, F. (2022). Immigrant hospitality workers: Familism, acculturation experiences, and perception of workplace. *International Journal of Hospitality Management*, 103, 103213.

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Linge, T. T., Furunes, T., Baum, T., & Duncan, T. (2020). Hospitality through hospitableness: offering a welcome to migrants through employment in the hospitality industry. *Tourism Employment in Nordic Countries: Trends, Practices, and Opportunities*, 401-424.