

Analysis of Recruiter Interest in the International 5-Star Hotel Industry in Jakarta Determines Employee Candidates

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ABSTRACT: The recruitment process is often influenced by various factors, both objective and subjective. One interesting factor to study is the influence of physical attractiveness, accent, and dialect of candidates on recruiters' assessments. This study aims to reveal the relationship between physical attractiveness and candidate accent, as well as the role of dialect as a mediator, influencing recruiters' perceptions of job suitability, stereotypes formed, and interest in recruiting. This study uses a quantitative method with a questionnaire distribution technique to recruiters in the 5-star hotel industry located in Jakarta. Data obtained from BPS (2024) shows that there are 37 international 5-star hotels in DKI Jakarta Province. Thus, the population of this study was 37 recruiters from international 5-star hotels in Jakarta. This study distributed questionnaires to the entire population so that the sampling technique was carried out using the census technique. The data collected were analyzed using the SEM PLS technique. The results of the study showed that there was no relationship between physical attractiveness and job suitability. While physical attractiveness has a significant relationship to recruiter stereotypes and interest in recruiting. In addition, it was found that dialect mediates the influence of job candidate access to job suitability, recruiter stereotypes and interest in recruiting.

Keywords: physical attractiveness, job accent, dialect, job suitability, director stereotypes, hiring interest

INTRODUCTION

According to Global Muslim Population data published on the Times Prayer page, the number of Muslims as of Friday, February 2, 2024 at 13.30 WIB reached 2,022,131,798 people out of 8,088,527,193 people of the total world population, which consists of around 25% of the world's total population. This number makes Islam the second largest religion in the world after Christianity. Adherents of Islam will continue to increase consistently (Kristina, 2020) and population researchers through a research institute based in Washington DC, the Pew Research Center, predict: by 2050 there will be equality between Muslims with 2.8 billion, or 30% of the world's population and Christians with 2.9 billion or 31% of the world's population (Lipka et al., 2015).

The increase in the population of Islam also occurs in Indonesia. Based on data from the Ministry of Home Affairs (Kemendagri) on the Data Indonesia.id page, the majority of Indonesia's population is Muslim with a Muslim population in Indonesia of 237.53 million people as of December 31, 2021. This number is equivalent to 86.9% of the country's population which reaches 273.32 million people (Bayu, 2022). The same page also recorded an increase in the Islamic population at the end of 2023 by 9.6% of the total Islamic population at the end of 2021, with the number of Muslims reaching 244.41 million people, equivalent to 87.1% of the population in the country (Ayu, 2024).

The role of women is of course an integral part of this population, and their contribution to the labor market is of great significance. Although the rate of women's work participation in Indonesia is still considered low, its growth in the past five years has been observed to increase consistently (Angelia, 2022). Women face various challenges when participating in the world of work, especially Muslim women. One of the most controversial issues related to Muslim women in the workplace is their clothing including the hijab "Hijab Phobia" (Maulana I, 2022).

A study conducted by Carnegie Mellon revealed that prospective Muslim workers experience more discrimination than other prospective workers during the hiring process, the probability of being called for an interview is 13% lower compared to other candidates. Women who wear head coverings (hijab) are often considered incapable at work and do not have the capacity like women in general. This is a form of discrimination received by Muslim female workers who wear hijab.

Like other individuals, Muslim women have the same right to fair treatment and free from discrimination and harassment based on gender, nationality, religion or ethnicity. In fact, in Indonesia itself there is a law that aims to protect these rights. Despite being protected by the law, many Muslim women who wear the hijab experience rights violations, including job losses (Septiana, 2021). Examples from the hospitality industry include G, a former worker at a hotel in Yogyakarta who was subjected to religious discrimination and anti-hijab insults by his superiors. The reason is because people wear hijab closely with the stereotype of terrorism perpetrators. She also always finds the requirements for workers at hotels in Jakarta that do not allow women to wear hijab in any conditions and situations during working hours (Monica, Anindwitya and Akbar Bagus, 2023).

The presence of aesthetics in the hospitality industry workforce has significant value, and often businesses set rules regarding the physical appearance of their employees to overcome the intangible aspects of the service (Tsauro et al., 2015). In addition, hotels and restaurants often adhere to strict aesthetic standards to maintain the consistency of their brand image (Efthymiou et al., 2018). Several previous studies have explored consumer behavior towards the physical aspects of service providers, such as appearance (Chiang & Saw, 2018), clothing (Wang and Lang 2019), weight (Smith et al., 2017) in various industry sectors including restaurants and hotels.

However, there is currently little information in the literature about how recruiters perceive hospitality companies when faced with candidates who wear religious clothing such as hijab. The Stereotype Content Model (SCM) (Fiske, 2012) is used as a conceptual foundation to analyze the impact of hijab use from the perspective of recruiters related

to stereotypes and discrimination. The variables measured to represent the SCM dimension, namely warmth and competence, include aspects of attractiveness (physical, social, and task), and job suitability in the hospitality industry.

Muslim women who wear the hijab face the risk of double discrimination, due to their gender and religious beliefs (Sonmez et al., 2023). Although there has been some academic research addressing this issue in various disciplines, the literature on the use of hijab in hospitality contexts is still limited. Therefore, this study aims to find out and test the impact of hijab on recruiters' initial perception of interpersonal (physical, social, and task) interests, and job suitability in the hospitality industry.

The contribution of this research lies in the further understanding of discrimination, stereotypes, workplace problems and integration by the Operational Behaviour and HR Management courses. The remaining sections of this research paper include a literature review, the development of research hypotheses, methodologies, results, and findings, followed by a discussion as well as theoretical and managerial implications for future research and practice.

Literature Review

Definition of Physical Attraction

Physical attraction refers to the aesthetic perception of an individual's physical traits based on subjective preferences, cultural influences, and evolutionary factors, contributing significantly to judgments in sexual attractiveness, relationships, and social opportunities (Karandashev et al., 2020). Physical attraction is one of the most prominent features of frontline service employees observed in service encounters (Ahearne, 2017). Physical attraction refers to the level of physical qualities of a person that are considered attractive or desirable by other individuals (Singh, 2024). The candidate's appearance also refers to the candidate's physical attractiveness or visual presentation (Ahler et al., 2017) (Venessa & Yulfiswandi, 2022). And candidate appearance is defined as the aesthetic ability possessed by the employee at the time of entry into the job, which includes the physical appearance and voice of the individual (Warhurst et al., 2000).

Dialect Definitions

According to (Overfelt, 2017) Dialect is a different form of language associated with a specific geographical region or social group, characterized by variations in vocabulary, pronunciation, and grammar. Dialects carry the cultural memory of the population in a particular area and can reflect the development of historical language). Dialect refers to variations of the same language that differ in terms of vocabulary, pronunciation, and grammar (Siegel et al., 2012). Dialect is defined as a variation of language characterized by differences in pronunciation, structure, and vocabulary of certain cultures and standard languages (Wiannastiti, 2010). Dialects are defined as markers of a speaker's identity based on their use of language, allowing for the recognition of the speaker's origin (Fauzi & Puspitorini, 2018).

Stereotype Definitions

According to (McCauley et al., 1980) that stereotypes are more understandable possible predictions to distinguish one group from another. Stereotypes can affect how we think and act toward others. Stereotypes are also described as widespread in society for various reasons. (Moskowitz et al., 2010) Beliefs or beliefs or associations that associate a group of people with certain traits (Kasin, et. al., 2008). Stereotypes are

generalizations of behavior of a group that are applied to individuals or something just because they summarize part of that group. The process of forming stereotypes in society can be explained by Social Role Theory (Eagly & Wood, 2012). The public obtains information about the daily activities carried out by members of a certain social group (either through direct or indirect observation through the media) and uses this information as a basis to form stereotypes against the considered social group. They use this information as a basis to form stereotypes against perceived social groups. Then, this trust is strengthened by the exchange of insights between individuals regarding the characteristics of a social group (Koenig & Eagly, 2019).

Definition of Job Suitability

Job suitability refers to the alignment between the job applicant's qualifications, skills, and characteristics with the requirements and expectations of a particular job position. This involves evaluating how well an individual's education, work experience, personal attributes, and competencies fit the demands of a particular job role (Shaked, 2019). Job suitability refers to the level of compatibility or compatibility between an individual's personality traits and the characteristics of the work environment in which they are placed (Karyati, 2023). Job suitability refers to the evaluation of an individual's suitability for different types of jobs based on their accent and name in the context of a job interview (Cargile, 2000). Job suitability in this paper refers to the assessment of a candidate's suitability for a particular position based on their profile (Syaichu-Rohman & Sirius, 2011).

Definition of Interest to Recruit

Employers in the hospitality and retail industries generally do not look for technical skills in their frontline personnel, those skills include attitudes, and most importantly appearance (Nickson et al., 2005). Each group has a selection factor according to their personal guidelines. Experience and hospitality background, experience in a position, positive personality attitude are the most important. Although experience is the most frequent factor in selection, the final decision remains based on the "hunch or intuition" that determines the applicant (Meagher, 2020).

Research results of (Harkison et al., 2011) The industry is attracted to candidates with good personalities, and managers also value attitude attributes more than skills. The most influential factors in the hiring process are leadership, relevant work experience, organization and job suitability, and personality (Kwok et al., 2011). The results of research by Connolly & McGing (2006) show that the industry has a strong preference for people with practical skills. The most sought-after skills by employers are interpersonal skills, oral communication and auditory skills are in second place, followed by problem-solving skills (Sow & Oi, 2011).

The Relationship between Candidates' Physical Attraction and Job Suitability

The physical attractiveness of worker candidates and job suitability has a fairly high relationship. Previous research has stated that physical attractiveness affects the overall assessment of job suitability (Tews et al., 2009). One of the important theories used to explain the existence of a bias towards attraction is the implicit personality theory. This theory argues that general expectations about a person are formed after some of their main traits are known (Ashmore & Tumia, 1980). In other words, from one

trait, people will often infer other traits that may not be accurate. In the context of physical attraction, implicit personality theory is known as the stereotype "what is beautiful is good".

In support of this theory, previous research by Feingold (1992) showed that more attractive people tend to be considered more intellectually and socially competent, as well as have better overall adjustment and better mental health, although Feingold (1992) notes that attractiveness has only a weak relationship with measures of ability and personality, which means that "beautiful/handsome people are not always as we thought."

Some studies argue that attraction is irrelevant in many workplace situations (Watkins & Johnston, 2000). However, in jobs that require interpersonal interaction, attractiveness can be considered important by managers. (Leidner, 1991) states that in service work, employee characteristics are often equated with work products and processes. Attractiveness refers to a set of attributes that others find attractive. Physical appeal can be crucial in creating a good first impression with customers. Research by Lynn and Simons shows that attraction has an impact on restaurant server tip revenue (2000). Based on this argument, it is believed that attractiveness will have a greater influence on job suitability assessments for positions with high customer contact than low ones.

The Relationship between the *Physical Attraction of Worker Candidates and Recruiter Stereotypes*

Psychological research shows that the stereotype of "What is beautiful is good" affects our cognition, where physically attractive individuals are perceived as more competent, especially in terms of social competence. Previous findings have found that physically attractive people are often perceived as having better career opportunities. They are also seen as having socially desirable traits, such as sensitivity, kindness, calmness, simplicity and friendliness (Dion et al., 1972).

Study by (Jackson et al., 1995), (Hosoda et al., 2003) and (Koenig & Eagly, 2019) support this view as well as other research by (Langlois et al., 2000) proving that physical attractiveness provides a significant advantage in the recruitment process, although the apparent relationship between attractiveness and competence tends to be small. Both professionals and non-professionals are susceptible to this bias. He concluded that the effect of beauty on social perception is a widespread and consistent phenomenon across cultures. The meta-analysis of the study showed that people who were perceived as attractive received more positive treatment throughout their lives.

An example of this process is when a person, such as a decision-maker in an organization, associates an individual (such as a job applicant) with characteristics associated with a particular group. In these cases, the decision-maker may consciously or unconsciously incorporate stereotypes associated with the group into his or her assessment of the individual. For example, if an Arab female applicant chooses to wear a hijab during a job interview, the recruiter may indirectly acquire a negative impression by associating the applicant with the stereotype that "Arabs tend to engage in acts of terrorism" (Kulik et al., 2007).

Other research shows that entrepreneurs in the retail and hospitality industry tend to value "soft" skills more than "hard" technical skills for their frontline personnel.

These "soft" skills include attitude and appearance, which are often referred to as "aesthetic skills".

The Relationship between the *Physical Attraction of a Worker Candidate and Interest to Recruit*

Hosoda et al. In his study, there was a positive correlation between physical attractiveness and various results (2003), like the initial effect (Koenig & Eagly, 2019), the decision to choose a partner (Adams, 1977), helpful behavior (Benson, Karabenick, & Lerner, 1976), teachers' assessment of students' intelligence (Ritts, Patterson, & Tubbs, 1992), voters' preferences for political candidates (Adams, 1977), and jury assessments in simulated trials (Mazzella & Feingold, 1994). Recent studies have also shown that the effect of physical attraction has a strong and even impact, even exceeding people's initial impression of the actual interaction (Langlois et al., 2000). Overall, attractive people tend to do better in terms of perceived job qualifications (Dipboye et al., 1975); (Quereshi & Kay, 1986), recruitment recommendations (Cann et al., 1981) (Gilmore et al., 1986), predicting the success of the job (Morrow et al., 1990), and the level of compensation compared to less attractive individuals (Frieze et al., 1991) (Roszell et al., 1989).

The Relationship between Dialect and Accent of a Job Candidate and Job Suitability

(Stone et al., 2007) argue that the prototype of a job applicant or employee in an organization varies depending on the job status. He also pointed out that in U.S. organizations, job applicants or employees who are considered ideal for high-status jobs tend to have similar attributes to members of the dominant group (e.g., white men without foreign accents). Applicants with accents from the dominant group are considered suitable for high-status jobs, while applicants with foreign accents are often seen as more suitable for low-status jobs (De La Zerda & Hopper, 1979).

The Relationship between the Dialect and Accent of a Worker Candidate and the Recruiter's Stereotype

Previous researchers have noted the negative impact of dialects and speech patterns on the perception of individuals in ethnic groups towards work (Lambert et al., 1960). English speakers with a Hispanic accent are often seen as having lower levels of proficiency and have less positive ratings in the context of work compared to those who speak with a non-Hispanic accent (Purkiss et al., 2006). (Hosoda & Stone-Romero, 2010) shows that the relationship between social categories and judgments of target individuals can occur indirectly through stereotypical assumptions about certain groups based on accents. According to (Locksley et al., 1980), when members of an outside group show a similar socioeconomic background or speak the same dialect as an inside member, bias often does not occur against members of that outside group.

Thus, if a minority or immigrant applicant sounds like an American of European descent during a telephone interview, he or she will be judged in the same way as a white American applicant. White American decision-makers, in the absence of face-to-face interaction, will make the same judgment of minority or immigrant applicants who use the Standard English dialect as they would of white American applicants who use the same dialect. Thus, in the context of telephone interviews, actual group membership may be less relevant than the job applicant's dialect in fueling racial stereotypes.

The Relationship between Dialect and Accent of a Job Candidate and Interest to Recruit

Job applicants who speak a non-standard accent or dialect are often categorized based on certain stereotypes. This can influence hiring decisions, even if the applicant is eligible. Studies show that applicants with ethnic-sounding names need to send more resumes to get an interview call compared to applicants with "standard" sounding names.

When it comes to applicant screening methods, phone interviews offer several advantages. However, telephone interviews also have the potential to increase the risk of illegal racial discrimination by decision-makers, or at least allow discrimination to occur earlier in the selection process (Cocchiara et al., 2014). Job applicants can exhibit verbal traits that make decision-makers doubt their abilities (Bertrand & Mullainathan, 2004).

RESEARCH METHODOLOGY

This study uses a quantitative method with a questionnaire distribution technique to recruiters in the 5-star hotel industry located in Jakarta. Data shown from BPS (2024) shows that there are 37 5-star hotels of international standard in DKI Jakarta Province. Thus, the population of this study is 37 recruiters from 5-star hotels of international standard in Jakarta. This study distributed the questionnaire to the entire population so that the sampling technique was carried out using the census technique. The collected data was analyzed using the SEM PLS technique.

RESULT AND DISCUSSION

Result

Measurement Model (Outer Model)

Outer Model is a part of the structural model in path analysis or factor analysis that shows the relationship between indicators and the latent constructs being measured. In the context of measurement models, the outer model aims to test the validity and reliability of the indicators used to measure latent variables.

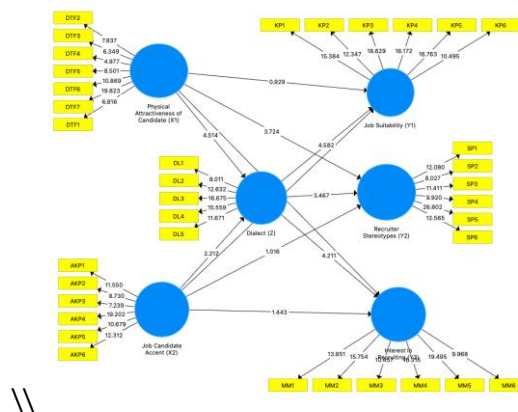


Figure 1. Outer Loading

Figure 1 shows the outer loadings value of all indicators on all variables has reached a value above the critical limit, which is > 0.5 . A high loading factor value indicates a strong relationship between the indicator and the measured latent variable.

Table 1. Average Variances Extracted

	AVE
Dialect (Z)	0,663
Interest in Recruiting (Y3)	0,674
Job Candidate Accent (X2)	0,635
Job Suitability (Y1)	0,703
Physical Attractiveness of Candidate (X1)	0,562
Recruiter Stereotypes (Y2)	0,633

In table 1, the AVE value is also recorded above 0.5, and the cross loading value shows that the correlation between the construct and the indicator on the measuring variable is higher than the correlation of the construct with other indicators. Thus, it can be concluded that all indicators used in this study have met the criteria for discriminant and convergent validity, so they are declared valid.

Table 2. Composite Reliability

	Cronbach's Alpha	Composite Reliability
Z	0,872	0,908
Y3	0,903	0,925
X2	0,885	0,913
Y1	0,915	0,934
X1	0,869	0,899
Y2	0,883	0,912

Based on the calculation results in table 4, all Cronbach's Alpha values are recorded above 0.60 (CA > 0.60) and all Composite Reliability values are also above 0.70 (CR > 0.70). Therefore, it can be concluded that all constructs in this study have good reliability and are declared reliable.

Structural Model (Inner Model)

Inner Model is a part of the structural model in path analysis or factor analysis that describes the relationship between latent variables in the model. The inner model is often referred to as a structural model. The focus of the inner model is to test hypotheses and causal relationships between latent constructs.

Table 3. Path Coefficients

	Original Sample	Mean (M)	STDEV	T Statistics	P Values
X1 -> Y3	0,574	0,529	0,197	2,910	0,004
X1 -> Y1	0,141	0,166	0,152	0,929	0,353
X1 -> Y2	0,490	0,514	0,132	3,724	0,000

The Path Coefficients test will be a reference for conducting hypothesis testing in this study with the criteria that have been explained, namely the hypothesis is

accepted if the P value < 0.05 , while the hypothesis is rejected if the value in the P column > 0.05 . The results of testing the hypotheses proposed in this study are as follows:

1. H1: There is no significant relationship between Candidate Physical Attractiveness (X1) and Job Suitability (Y1) with a t-statistic value of 0.929 and a P value of 0.353 > 0.05 , which means the hypothesis is rejected
2. H2: There is a significant relationship between Candidate Physical Attractiveness (X1) and Recruiter Stereotype (Y2) with a t-statistic value of 3.724 and a P value of 0.000 < 0.05 , which means the hypothesis is accepted
3. H3: There is a significant relationship between Candidate Physical Attractiveness (X1) and Recruitment Interest (Y3) with a t-statistic value of 2.910 and a P value of 0.004 < 0.05 , which means the hypothesis is accepted

Mediation Test

Mediation Test is a statistical method used to determine whether the effect of an independent variable on a dependent variable can be explained, in whole or in part, by a mediator variable.

Table 4. Mediation Test

	Original Sample	Mean (M)	STDEV	T Statistics	P Values
X2 -> Z -> Y3	0,201	0,170	0,099	2,033	0,043
X2 -> Z -> Y1	0,215	0,178	0,094	2,282	0,023
X2 -> Z -> Y2	0,117	0,098	0,058	2,020	0,044

Based on the results of testing the hypotheses proposed in this study are as follows:

1. H3: There is a significant relationship between Dialect (Z) and Job Candidate Accent (X2) and Job Suitability (Y1) with a t-statistic value of 2.282 and a P value of 0.023 < 0.05 which means the hypothesis is accepted
2. H4: There is a significant relationship between Dialect (Z) and Job Candidate Accent (X2) and Recruiter Stereotype (Y2) with a t-statistic value of 2.020 and a P value of 0.044 < 0.05 which means the hypothesis is accepted
3. H6: There is a significant relationship between Dialect (Z) and Job Candidate Accent (X2) and Interest in Recruiting (Y3) with a t-statistic value of 2.033 and a P value of 0.043 < 0.05 which means the hypothesis is accepted

Discussion

The Relationship between *Candidates' Physical Attraction and Job Suitability*

The results show that there is no significant relationship between candidates' physical attractiveness and job suitability in 5-star hotels in Jakarta. Although physical attractiveness is often considered important when it comes to recruitment, especially in industries that emphasize customer service and appearance, this study shows that it does not significantly influence the assessment of a candidate's suitability for an available position. In other words, physical attractiveness is not a major factor in determining whether a candidate is suitable for a particular position in the hotel. This finding is supported by Usmani's (2020) research, which shows that recruiters prioritize aspects such as confidence, qualifications, relevant work knowledge, communication skills, manner of dress, and clarity of the candidate's resume, over physical attractiveness.

This finding is different from the results of other studies, such as those conducted by Johnson et al. (2010), who pointed out that the “what is beautiful is good” heuristic argues that physically attractive people often have an advantage in various situations, including in job suitability assessments. In addition, research by Tews et al. (2009) showed that physical attractiveness can influence job suitability ratings across a range of positions, although attractiveness was rated lower compared to General Mental Ability (GMA) and conscientiousness. Physical attractiveness had greater weight in the evaluation of customer-facing positions, which suggests that attractiveness may be more relevant for jobs that involve extensive interaction with outsiders.

The Relationship between the *Physical Attraction of Worker Candidates and Recruiter Stereotypes*

The results of the analysis show that there is a significant relationship between a candidate's physical attractiveness and the stereotypes held by recruiters. This means that a person's level of physical attractiveness can affect how recruiters assess a candidate's ability, potential or suitability for a job. This finding suggests that physical attractiveness can influence recruiters' perceptions of candidates and reinforce their stereotypes. As a result, physical attractiveness factors can influence the hiring decisions made by recruiters.

This result is reinforced by the findings of (Cristofaro, 2017), which showed that recruiters' perceptions of candidates' core evaluations mediate the relationship between objectification (i.e. body attractiveness) and the value of a given hire, while facial attractiveness reinforces or reduces the effect of objectification on core evaluations. Originality/value The added value of this contribution lies in studying the bias mechanism of overall candidate attractiveness (face and body) and its effect on perceived core personality features.

The Relationship between the *Physical Attraction of a Worker Candidate and Interest to Recruit*

The findings of the analysis show that there is a significant relationship between candidates' physical attractiveness and recruiters' interest in hiring. This finding indicates that physical attractiveness, which includes the candidate's outward appearance, has a strong influence on the recruiter's decision in determining which candidates to accept. Thus increasing the candidate's chances of being considered further in the selection process. This may be due to the tendency of recruiters to associate physical attractiveness with professionalism and confidence, which are considered important in the highly competitive luxury hospitality industry.

This finding is in line with previous research showing that physical attractiveness influences recruiters' decisions and selection outcomes at both stages of selection (Dimopoulos, 2019). Another study by Pan (2022) showed that appearance is very important in job competitiveness and sometimes determines whether an applicant is accepted or not. Thus, appearance is often considered a significant competitive advantage.

Meanwhile, the findings also contradict the results of research by Usmani (2020) showing that physical attractiveness does not always affect the final hiring decision and the candidate's chance of being accepted. This may be because although physical

attractiveness can provide an initial advantage, the final hiring decision should still be based on the candidate's overall qualifications, experience, and skills. Research by Subhani (2012) reinforces the statement that hiring decisions are not only influenced by physical attractiveness, but also by other factors such as general appearance, style of dress, and candidates' educational qualifications.

The Relationship between Dialect and Accent of a Job Candidate and Job Suitability

The findings of the analysis show that there is a significant relationship between worker candidate accent and job suitability with dialect as a mediating factor. Dialect plays a mediating role in the effect of candidate accent on job suitability. Indicating that dialect influences how a candidate's accent is received and considered in the matching process between the candidate and the job offered. Recruiters may subconsciously prefer candidates who speak a certain dialect that is perceived to be more suitable for the job.

Accents can affect job suitability depending on how well the candidate's dialect can adapt or be accepted in the work environment. In some situations, certain dialects may be more acceptable or considered more in line with the company culture, whereas in other situations, dialect differences could be a consideration in assessing a candidate's suitability for the position.

Research by Carlson & McHenry (2006) found that if a person's accent or dialect is barely noticeable, perceived ethnicity does not affect workers' employability ratings. In contrast, all speakers with highly visible accents or dialects tended to be given lower employability ratings. Therefore, speakers with highly visible accents or dialects are advised to consider changing their accent or dialect if this interferes with understanding or assessment of employability. Another study (Hosoda & Stone-Romero, 2010) showed that compared to French-accented applicants, Japanese-accented applicants fared worse in terms of job-related decisions, especially for jobs that had high communication demands, even after controlling for applicants' ability to communicate and location.

The Relationship between the Dialect and Accent of a Worker Candidate and the Recruiter's Stereotype

The findings of the analysis show that there is a significant relationship between job candidates' accents and recruiters' stereotypes with dialect as the mediating factor. The findings suggest that dialect influences how a candidate's accent is perceived by recruiters, which in turn influences recruiters' stereotypes of the candidate. For example, recruiters may have a tendency to favor or disfavor a candidate based on the worker's dialect, which then shapes stereotypes about the candidate's ability or suitability for the job. So while a candidate's accent may give rise to certain stereotypes, the dialect used by the candidate may reinforce or reduce the effect of those stereotypes.

This finding was reinforced in (Deprez-Sims & Morris, 2010) that applicants with Midwestern US accents were evaluated more positively than applicants with French accents; however, applicants with Colombian accents did not receive significantly different evaluations from applicants with French or Midwestern US accents. Analysis of process variables showed that the bias towards French-accented applicants was mediated by lower perceived similarity.

The Relationship between Dialect and Accent of a Job Candidate and Interest to Recruit

The findings of the analysis show that there is a significant relationship between job candidates' accent and interest in being recruited with dialect as a mediating factor. More specifically, the candidate's accent can influence the recruiter's view, and this influence is determined by how the recruiter assesses the dialect used by the candidate. The way a person speaks, or their accent, has a considerable impact on the recruiter's perception. This means that if a candidate has a distinct accent, it can influence a recruiter's decision to hire or not. A distinct accent is often associated with a particular dialect, and this dialect then affects how the recruiter assesses the candidate.

The results of this study are in line with the findings of Spence et al. (2024), which showed that job candidates with standard accents are perceived as more acceptable than candidates with non-standard accents. This finding is also supported by the experiment in Hansen et al. (2018), showing that a candidate who looked unfamiliar but spoke with a native accent was rated better than all other candidates in Experiment 1a. However, the order in which the information is delivered matters: if the candidate is heard first before being seen, the evaluation drops, as shown in Experiment 1b.

CONCLUSION

The results of the study indicate that there is no relationship between physical attractiveness and job suitability in the international 5-star hotel industry in Jakarta in determining prospective employees. However, physical attractiveness has a significant relationship with recruiter stereotypes and hiring intentions. This means that recruiters tend to have certain stereotypes about physically attractive candidates and are more interested in hiring them, even though physical attractiveness is not directly related to job suitability. In addition, this study found that dialect mediated the effect of job candidate accent on job suitability, recruiter stereotypes, and hiring intentions. This suggests that candidate accent and dialect can influence recruiters' perceptions of candidate suitability for a particular job as well as their hiring intentions, with dialect playing a significant role in mediating these relationships.

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