

EDUCATIONAL MISMATCH

Current Situation and Implications for the Hotel Industry in Northwestern Argentina

Ramiro S. Petrizzi

Universidad Católica Santiago del Estero

San Salvador de Jujuy, Argentina

José Luis Sánchez Ollero

Alejandro F. García Pozo

Universidad de Málaga

Málaga, España

The main objective of this research is to analyze the adequacy of the educational level of the Argentinean hotels' workers in relation to the requirements of the different jobs they occupy. To this purpose, has been conducted a survey based in a questionnaire adapted to the particularities of the Argentinean hotel market and carried out into the provinces of Tucumán, Santiago del Estero, Salta and Jujuy, in Northern Argentina. The methodology for obtaining information has been taken from the perspective of the indirect subjective method. According to the Human Capital Theory, a set of variables representative of workers' experience, specific training in the workplace and functional and occupational mobility have been included in the analysis. The results show that 54.0% of workers are properly educated, 20.7% overeducated and 25.3% undereducated. Overeducation affects more female than male and the opposite for undereducation. Taken into account the age of the workers, overeducation decreases as the individual ages. The functional area with higher overeducation is Restaurant, whereas the Kitchen area suffers higher undereducation. It has been verified that exist gender segregation both vertically and horizontally: the staff of Rooms & Cleaning is composed by 97.6% female whereas the functional area of Administration & Reception only has 36.0% of female.

KEY WORDS: *Argentina, human capital, educational mismatch, hospitality, mobility.*