



IMPACT OF LEADER INFLUENCE ON EMPLOYEES' PERFORMANCE: A COMPARATIVE STUDY BETWEEN LUXURY AND BUDGET HOSITALITY

Research Conference
Astor (MSc)

Rationale

- Lack researches have been done regarding to hospitality industry
 - (*Ling et al, 2015; Fransen et al, 2015*)
- Insufficient researches have been undertaken speaking in terms of problem solving skill and goal achievement
 - (*Boies et al, 2015; Marchiondo et al, 2015; Marchiondo et al., 2015*)

Aim and objectives

- The aim of this dissertation is to investigate how leadership approach influences the workers to affect staff's performance, taking into consideration problem solving and goal achievement perspectives, will be undertaken place in a five stars hotel and a three stars hotel both are located in Zurich.
 - *To analyse the application of leadership approaches in hospitality industry*
 - *To study the pattern of staff performance in term of problem solving in hotel industry*
 - *To identify the pattern of staff performance in term of goal achieving in hotel industry*
 - *To indicate the effectiveness on problem solving by adopting leadership approach in a five stars hotel and three stars hotel respectively*

Background information

- Zurich five stars hotel
 - *Near Zurich main train station*
 - *Worldwide hotel chain*
 - *Rank 24 out of 132 in Zurich*
 - *Three types of suites and five types of normal rooms*
 - *Four restaurants and bar (Thai, international and traditional Swiss food)*
 - *(Tripadvisor, 2015)*
- Zurich three stars hotel
 - *Near Hardbrücke station*
 - *155 rooms*
 - *Rank 72 out of 132 in Zurich*
 - *Four basic room types*
 - *One restaurant and bar respectively*
 - *(Tripadvisor, 2015)*

Methodology

- Qualitative approach
 - *Semi-structured interview (In-depth interview with GMs)*
 - *Focused group (eight to ten staff)*

References

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