



**AN EVALUATION OF THE LEADERSHIP STYLES IN
THE HOTEL INDUSTRY IN SRI LANKA**

BY

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REG. NO: M. Com. 1998/99/16

A thesis submitted to the Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka, as a partial fulfillment of the requirement of the Master of Commerce (M. Com) Degree

Master of Commerce Degree

Faculty of Commerce and Management Studies

University of Kelaniya

Sri Lanka

2009

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ABSTRACT

This research study titled "An Evaluation of Leadership Styles in the Hotel Industry in Sri Lanka" was undertaken by the researcher by focusing on the problem that was identified from the preliminary survey carried out at the hotels. There were five objectives set to be achieved by this study, which include a key objective namely "to identify the existing leadership styles in the hotel industry in Sri Lanka" and four specific objectives such as "(i) to examine the extent to which delegation of authority is functioned, (ii) to identify the extent to which worker participation is obtained for making decisions, (ii) to examine labour management relations, (iv) to provide a better set of suggestions to get the leadership styles in this industry smoothen".

To carry out this study a better methodological way was employed. Particularly as this empirical study is a primary data based on as far as possible they were collected by administering questionnaire and for collecting further data interviews and observations were made. Additionally secondary data were used when and where.

The researcher carried out an extensive literature review to provide a conceptual background of the study and to develop a conceptual model and to formulate hypotheses for the study. Altogether one hundred and five managers and non-managers working in fourteen star hotels (two managers and four non-managers from each hotel) were selected for the survey. In addition to this, personal interviews were also carried out and some observations were also made to collect primary data for the study.

Certain conclusions were made from the study after carrying out detail scientific analyses of data using appropriate statistical tools. The conclusions are that the leaders' behavior, leaders characteristics, subordinates characteristics, group characteristics and organizational structure characteristics are positively correlated with performance outcome of the hotels. According to the analyze participative leadership style was practiced in some hotels, where the subordinates attitudes and performance are at satisfactory level. Whereas, an autocratic leadership style is practiced in other hotels, where the subordinates attitudes and performance are below satisfactory level.

Based on the findings of the study number of recommendations were made to the management of hotels to get the performance improved in the hotels. Lastly, it will benefited to the aggregate Sri Lankan economy.