

ABSTRACT

This thesis presents the factors associated with organizational empowerment as a means of improving organizational competitiveness in the marketplace. The methodology used is a case study of a small, private-sector hotel that used this strategy to improve its productivity, product quality and profitability. The results of this research were then examined to determine whether the successful practices identified in this organization can be applied to its affiliate hotels which attempts to adopt empowerment. The paper summarizes the organizational characteristics which generally present the factors associated with organizational empowerment. It has been successfully explored, as reported in current management literature. It includes the following: team, empowerment of processes and events, organizational readiness and empowerment of organization. It documents how the research was structured to identify the crucial organizational attributes necessary for empowerment, and to assess the benefits to be derived by an organization that is currently transitioning to an empowered work force. From the results of this research, it appears that there is an insignificant gap between the perception of studying the factors associated with organizational empowerment as viewed by management and the reality as viewed by employees or even compared between operational office and back office of the hotel. The results of this research were then

used to offer recommendations for the exploration of the factors associated with hotel's own empowerment.

