

ROLE OF LEADERSHIP STYLE IN EMPLOYEE ATTRITION: A BASIS FOR A PROPOSED DEVELOPMENT PLAN

ABSTRACT

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The style of leadership greatly influences how teams operate, how motivated employees feel, and how productive the workplace becomes. Within the fast-moving hospitality sector, employee turnover poses a significant concern, often leading to increased expenses, operational disruptions, and a potential drop in service standards. Addressing this issue requires strong communication practices and clear, effective delegation of tasks to ensure organizational stability and service consistency. This study explored the connection between leadership styles and employee turnover at Solace Hotel by surveying thirty team leaders across different departments. The survey assessed employees' perceptions of their leaders' behaviors using a four-point Likert scale to gauge levels of agreement or disagreement. Additionally, a checklist was incorporated to identify specific factors that may influence or reflect the prevailing leadership styles within the organization. To assess the impact of leadership styles on employee turnover, the study surveyed 30 staff members at Solace Hotel. The majority of respondents were aged 21 to 30, with 53% identifying as male. Most participants held positions as Team Leaders or Housekeepers. Leadership was generally viewed favorably in areas such as conflict management, employee training, and support for work-life balance. However, respondents pointed out shortcomings in recognizing accomplishments and offering clear pathways for career advancement. Key challenges included insufficient communication, workload pressure, and a lack of effective response to employee concerns. The study explores the leadership styles at Solace Hotel and their effect on employee retention. Results indicate a predominantly young workforce, with most employees aged 21 to 30, highlighting potential retention challenges over the long term. While there is a near-equal gender distribution, males slightly outnumber females. Leadership was generally viewed in a positive light, especially in areas such as conflict resolution and boosting employee morale. However, the study points to a lack of consistent recognition for employee achievements and limited opportunities for career growth, factors that may negatively impact staff retention.

RECOMMENDED CITATION

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