

البحث السادس

The Effects of Administrative Empowerment on Employees Job Satisfaction in Five-star Resorts in Hurghada City

عنوان البحث

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بمدينة الغردقة

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Abstract

Administrative empowerment is a critical process for the employees, as it is a contemporary concept that leads the employee to achieve high levels of collaboration, teamwork, self-confidence, creativity, independent thinking and entrepreneurship. In general, the hotel managers play an important role in empowering their employees by giving them the information and responsibilities of the work, as well as, providing an atmosphere of trust between the management levels that help employees in decision-making. Additionally, administrative empowerment gives employees more flexibility and empowerment that help them to improve their performance and loyalty to the work. The study aims to identify the extent of the implementation of administrative empowerment of the employees in five-star resorts in Hurghada City, and its impact on job satisfaction. The study sample consists of employees of the five-star resorts in Hurghada City. This research is applied in 23 resorts of Hurghada City in Egypt. It adopts a quantitative approach for achieving its aims and desired objectives. A convenient sample was selected consisting of 500 hotel staff with an average of 72.4% response rate. A questionnaire is used for collecting data which is later analysed using SPSS version 24. The results indicate that administrative empowerment and its dimensions have a positive effect on job satisfaction. According to the results, the study proves that there is a strong correlation between administrative empowerment and employee's satisfaction in the five-star resorts in Hurghada City. It also recommends that hotel

resorts empower and strengthen their employees by trusting in them , giving them the authority to carry out their tasks without consulting the administration, encouraging teamwork and providing them with appropriate training programs as well as communication channels for contacting with senior management. This study contributes to identifying the concept of administrative empowerment, its importance and dimensions as well as enriching the studies on the relation between administrative empowerment and its impact on job satisfaction. However, there is a lack of studies that show the effect of administrative empowerment on job satisfaction in the resorts in Egypt, especially in Hurghada resorts.

Keywords: Administrative empowerment, job satisfaction, resorts, Hurghada.