

Empowerment Perceptions of Employees in Hotel Enterprises

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Abstract

The concept of empowerment, which is applicable for any social group that the person belongs to, is an essential phenomenon for continuity and success of the organization. The main purpose of this study is to determine the empowerment perceptions of employees in hotel industry. The research was conducted in four and five star hotels that operate in the city of Bishkek, Kyrgyzstan, and 170 employees were reached at those hotels. Empowerment perceptions of the employees were measured using the scales “*Conditions of Work Effectiveness Questionnaire-II, CWEQ-II*” and “*Psychological Empowerment Scale, PES*”. As a result of factor analysis made on the scales, it was observed that structural empowerment and psychological empowerment perceptions were grouped into three sub-dimensions. And in comparisons based on demographic factors; it was observed that perceptions of empowerment have clearly differentiated according to level of education, level of income, hotel class, tourism education position, employee position.

Keywords: Employee Empowerment, Structural Empowerment, Psychological Empowerment, Hotel Enterprises. Bishkek