



(FACTORS MOBILISING ORGANISATION'S PERFORMANCE: A CASE
STUDY OF NEUIS RESORT KARAMBUNAI ORGANIZATIONAL
CLIMATE)

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ABSTRACT

The idea of organizational climate appears to refer to an attribute, or set of attributes, of the work environment. The present study was designed to seek out the factor that is contributing to the organizational climate in an organization. This is related to the tourism industry as tourism industry has become important in generating country revenue especially in Sabah, Malaysia. Tourism these day has become stressful as it is gaining popularity each single day. From this point, the issue has intrigued the author mind that what is the main factor (eg, leadership practices, employee well-being and empowerment) that is contributing to the organization climate of the company. The author conducted the research to find out what is the organization climate in resort and hotel, primarily factor that contributed to the organizational climate and to find out how the company can improve their performance for a better future. It also can be found that leadership also factors in contributing the organization climate. If the leader are showing true leadership skills, the co-workers will feel more comfortable to create a conversation with the leader as it is supported by the fact that majority respondents agreed that they feel comfortable as it shows that there is existence of leadership skills. As conclusion, the primary factory that contributing to the organizational climate is employee well-being as the majority of the respondents are concern about their well-being thus, by having to have to cared about employee well-being, the performance of the employee will be improved.