

*A Study on Supervisory Attributes And
Employees Attitude.*

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ABSTRACT

This research is to find more information about the hospitality industry in Malaysia. Mainly it is to look in the hotel industry in Malaysia. The purpose of the study is to provide the student and personnel of the hospitality industry with the information and knowledge on the industry. It is hope to be a reference in future.

This study will go through a few processes in order to be completed. It will first start with finding the research issue. The issue would be the perception of employees toward certain type of supervisors. In a hotel, employees are divided to two level of management, which are, the managerial level and the operational level. The managerial levels are the leaders that will make the industry grow and expand. Leaders are born but they are train and therefore it is important to create effective leader.

For this research, concentration will be on the attributes of supervisor and the attitude of the subordinates towards the supervisor. There are different types of style or attributes and attitude. Research questions were developed to give the issue on the guideline to follow.

There will be two variables involve in this study. There are the supervisory attributes and the employees' attitude. These variables are measured and analyze after obtaining data.

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THE PROBLEM

1.1 INTRODUCTION

The lodging or service industry has a strong culture, and many of the tradition or norms have steadily changed the last few decades and have shown a remarkable growth. A service is a difficult term to define but according to Leonard Berry – a service is a deed, a performance, and an effort.

The Service Industry has grown together with the rapid development of the country. This is proved when the service industry contributes a total of 44.6% of the total income to the gross domestic product 1994. This is one the biggest contribution to the Malaysian economy. The industry also provides about 50% of the total employment in 1994.

In year 2000, it is expected that the service sector or industry will provide jobs for more than half of the work in Malaysia. The 2nd Outline Prospective Plan 1991-2000 have targeted that the number of job opportunity will increase to 1.5 millions more than before. And the number Gross Domestic Product by industry of origin, it is found those hotels alone are expected to increase to 19,640
