

**IMPACT OF LEADERSHIP BEHAVIOR ON HOSPITALITY ORGANIZATION**

**PERFORMANCE :( CASE STUDY OF IMPERIAL HOTEL KISUMU)**

**BY,**

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## ABSTRACT

Each and every organization aims at improving and sustaining its activities for the benefit of their owners on one hand, and esteemed customers on the other hand. Scholars owe success in organizational performance to the influential role played by the supervisors and the management of the organization. Hospitality industry is a sector with fierce competition in regard to service delivery and the attainment of competitive advantage. It is therefore interesting to explore the leadership behaviour in hospitality industry. The aim of the study was to find out the impact of leadership behaviors on organizational performance, taking a case of the Imperial Hotel of Kisumu City. The specific objectives were to assess how innovation, collaboration, participation and communication leadership behavior influences the overall performance in the competitive service market. The target population comprised of 57 employees from all the departments. Questionnaire and interview schedules were used for data collection. Descriptive statistics was used to analyse the data. The study found that organizational performance is highly enhanced by encouraging workers to come up with new and better ways of doing things; regular interdepartmental meetings are practices that enhance collaboration hence promoting organizational performance; being flexible and learning to rapidly change to meet new objective is a leadership participation practice which leads to organizational performance; and that organizational performance at the Imperial Hotel is enhanced by having no barriers to open and efficient communication between departments. The researcher recommended that employees should be allowed the opportunity of innovating new ways of carrying on their work; inter-departmental meetings should be regularly held to improve collaboration in the firm; the leadership should be flexible to change so as to aid in meeting requirements of emerging trends in the market; and that there should be barrier free communication between departments in the organization. For further research, it is recommended that studies should be done on the impact of self-managing teams on hospitality organizational performance, and the effect of horizontal communication on hospitality organizational performance.