

Employee Empowerment and Job Performance in the Resort Industry in Nasugbu, Batangas

Marithel J. Tiangco, Krishelle R. Limeta, Gellyn A. Nilo and Aireen G. Montealegre
Batangas State University ARASOF-Nasugbu

Abstract

Finding out what may lead to increased job performance is a central issue for the resort industry, as increased job performance will also lead to higher levels of customer satisfaction. The study aimed to determine the employee empowerment and job performance in the resort industry in Nasugbu, Batangas. Descriptive study design with questionnaire as the main data gathering instrument was used to survey 208 rank-and-file employees of the various resorts. The data gathered were tallied, analyzed and interpreted using frequency, percentage, mean and Pearson's correlation coefficient. The result of the study showed that employee empowerment practices are applied and practiced in the resort industry through participation, empowerment through involvement and empowerment through layering. The study also revealed that there is a significant relationship between employee empowerment practices and the job performance of the employees. Based on the findings of the study, it is recommended that resort establishments continue practicing employee empowerment for it has a significant effect on the performance of the employees that may also enhance the organizational performance.

Keywords: *employee empowerment, job performance, resort industry*