

The Leader Punishment Behavior, Job Satisfaction and Organizational Commitment of F&B Employees in 5-Star Hotels

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Abstract:

The hotel industry has long struggled to establish what truly makes hotel employees motivated and satisfied with their jobs. Thus, to effectively address this problem, the leader can use punishment behavior as to motivated employee in order to increase their job satisfaction and the organization's commitment. This study examined the attributes of leaders that influenced their use of contingent and non-contingent punishment and the results of using punishment on employees' job satisfaction and the organization's commitment. Therefore, the data of this study were collected from F&B employees in five-star hotels, Kuala Lumpur Golden Triangle. The data collection was conducted by using drop-off and pick-up method (DOPU). Multiple regression analysis was employed according to respective objectives in this study. The results revealed that leader punishment behavior which consisted of two dimensions, namely contingent punishment and non-contingent punishment, were significantly related to employees' job satisfaction and commitment towards the organization. This study also found that contingent punishment positively influence on employees' job satisfaction and the organization's commitment while non-contingent punishment negatively impacted employees' job satisfaction and commitment to the organization.

Keywords: Leader punishment behavior, contingent punishment, non-contingent punishment, job satisfaction, organizational commitment, employees, F&B employees, punishment behavior