

The regency grand hotel



Theoretical Framework used to identify the issues Fishbone Diagram1.

Cultural Issues??? Change in Management Style??? Power Distance???

Individualism vs Collectivism Social Issues??? Lack of local knowledge???

Lack of Relationship??? Supervisor and Employees Empowerment Issues???

Lack of proper job description??? Lack of responsibility of employees???

Absence of evaluations on employee performance???

High Turnover and Absenteeism Leadership Issues???

Lack of Organizational Structure???

Policies and Procedures???

Leader not task oriented???

Sudden bureaucracy reduce???

Misunderstanding Major and Minor issues2. Problem Statement

The new management style of imposing too much empowerment gives freedom

in decision making. Employees had difficulties in distinguishing between

major and minor issues. The new management style reduced bureaucracy by

giving more authority to employees in decision making. Employees were

allowed to upgrade the guests to another room instead of waiting for their

superiors??™ approval. 3a SWOT analysis used Strength???

The hotel is one of Bangkok??™s most prestigious hotels.

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The hotel provides good welfare benefits, above-market rate salary, and

job security. ??? Employees was feel the proud being the employees of this

hotel. Weakness-???

Unclear power hierarchy.

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Communication and culture.???

Supervisor is not support the employees Opportunity-???

Hotel can expand after selling.???

Empowerment increases employee motivation, performance and job satisfaction.???

Supervisor were leaving the job.???

Absenteeism and employees turnover were increasing.???

Employees were unable to distinguish between major

and minor problem.??? Becker was frustrate due to customer complaints.??? Customer were not satisfy.

3b. Cross cultural conflict poses the biggest challenge for international business in any country. Option 1: ??? Overall Strategy by implementing Empowerment ??? Vision, Direction, Policies and Time Frame ??? Develop Cross Cultural Awareness and Knowledge of Thai Culture??? Research the other organization??? Transformational and Task Oriented Leadership Style??? Conduct Meetings with staff and managers to engage and gain trust??? Build relationship with employees??? Evaluate employee skills??? Continue Team based feedback??? Reward good performersOption 2: Do not apply empowerment leave organizational culture. Go back to the old strategy and hope everything will work out or continue with the current process.

4. RecommendationGo with Option 1 by implementing the empowerment leave organizational culture. There should be proper coordination within the management team, when trying to implement the empowerment strategy.

1. An audit process should be implemented to ensure change in strategy in adopted effectively. 2. There should be the Proper coordination between the team.

3. Reward employees for correct/suitable action.