

LEADERSHIP STYLES AND PERCEPTION OF WORKER PRODUCTIVITY IN SELECTED HOTELS IN BENIN CITY

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Abstract

The rapid expansion of the hospitality industry in Nigeria has led to the growing competition among hotels in Benin city, raising concerns about the effectiveness of prevailing leadership styles. Consequently, there is a pressing need to investigate how different leadership approaches influence workers' perceptions of their own productivity. This research investigated the relationship between leadership styles and the perception of employee productivity in selected hotels located in Benin City, Nigeria. To achieve its aim, data was collected from 134 randomly sampled staff across the different units of 6 Hotels using questionnaires. The data was analysed using descriptive and inferential statistics (frequency, mean, mean index, ANOVA and regression). Results revealed that while autocratic, democratic, laissez-faire and transformational types of leadership had a significantly positive relationship with worker productivity, autocratic leadership style had a contrary relationship. The study recommends that hotel leadership be adequately informed and trained to understand the various types of leadership, and to identify which styles are most suitable for adoption. Efforts should be directed toward implementing one of the following leadership styles: democratic, laissez-faire, or transformational. In addition, hotels should establish feedback mechanisms, such as suggestion, review, assessment, or appraisal boxes, that allow employees to anonymously evaluate the leadership approaches of their supervisors.

Keywords: *Leadership, Productivity, Hotel workers, leadership styles, Benin City.*