

**ANALYZING THE RELATIONSHIP BETWEEN POWER DISTANCE AND
EMPLOYEE EMPOWERMENT IN THE HOSPITALITY INDUSTRY:
A CASE STUDY IN RESTAURANTx**

By

Keezia
13311020

BACHELOR'S DEGREE

IN

BUSINESS ADMINISTRATION - HOTEL AND TOURISM MANAGEMENT
CONCENTRATION
FACULTY OF BUSINESS ADMINISTRATION & HUMANITIES

SWISS GERMAN UNIVERSITY

SWISS GERMAN UNIVERSITY
EduTown BSD City
Tangerang 15339
Indonesia

August, 2015

Revision after Thesis Defense on August 10, 2015

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Keezia

Student

Date

Approved by:

Dr. M. Sienly Veronica, S.E., M.M

Thesis Advisor

Date

Prof. Eric Jos Nasution, MBA, MA, Ph.D

Dean

Date

Keezia

ABSTRACT

ANALYZING THE RELATIONSHIP BETWEEN POWER DISTANCE AND EMPLOYEE EMPOWERMENT IN THE HOSPITALITY INDUSTRY: A CASE STUDY IN RESTAURANT X

By

Keezia

Dr. M. Sienly Veronica, S.E., M.M, Advisor

SWISS GERMAN UNIVERISTY

This research examines the relationship between power distance and empowerment, specifically in the hospitality industry. The main purpose of this research is to determine whether power distance and empowerment is related or not, and what is the nature of the relationship. Data was collected using a questionnaire with Likert scale. The hospitality organization is question is a local family restaurant located in Puncak. A total of 120 samples were taken, with the sampling method being probabilistic sampling, and with the research type being quantitative research. Data analysis was done via simple linear regression, and its results were used in hypotheses testing. SPSS was used to analyze data. The results of data analysis showed that there is a correlation between power distance and empowerment, albeit a small one. Based on the results of the research, the researcher recommends that the company starts implementing empowerment as it can increase productivity, regardless of power distance.

Keywords: Power Distance, Empowerment, Simple Linear Regression, Organizational Culture, Human Resources



DEDICATION

To Archie,
who has always been there for me all day and night.



ACKNOWLEDGEMENTS

I would like to give thanks to Jesus Christ our Lord and Savior, for without His blessings this paper would not have been completed successfully.

I would like to express my deepest gratitude towards Ms. M. Sienly Veronica, who has provided immense guidance and support, thoroughly shared her knowledge and helped us to the best of her abilities throughout the progression of this thesis work.

I would also like to thank Ms. MunawarohZainal, whose subject back in the seventh semester has inspired me to create this thesis work, and also other Hotel and Tourism Management lecturers, who have guided us throughout our years in university.

To the management and employees of Restaurant X who have participated in this research, for without your participation and immense help, this research would not have been possible.

To my dear friends Irene, Ribka, Robby, Sherlyn and Stephanie, who have provided constant aid and much-needed emotional support. I could not have done this without you all.

To all of my classmates with whom I spent my time with for the last four years. Thanks for being such wonderful people to be with.

To my family, who have always encouraged me for the better. Thank you for always believing in me.

TABLE OF CONTENTS

STATEMENT BY THE AUTHOR	2
ABSTRACT.....	3
DEDICATION	5
ACKNOWLEDGEMENTS	6
CHAPTER 1	11
1.1. Background	11
1.2 Research Limitations	15
1.3 Research Problems.....	15
1.4 Research Questions.....	15
1.5 Research Objectives.....	15
CHAPTER 2	16
2.1 Organizational Culture.....	16
2.1.1 Dimensions of Organizational Culture	16
2.2 Human Resources.....	20
2.2.1 Empowerment	24
2.3 Previous Studies.....	26
2.3 Framework of Thinking	30
2.4.1 Relationship between Power Distance and Empowerment	30
2.4.2 Difficulties in Applying Empowerment in High Power Distance Organizations	30
2.5 Basis of Difference	31
2.6 Research Model	31
2.7 Hypotheses.....	31
CHAPTER 3	32
3.1 Type of Research.....	32
3.2 Operational Variable	32
3.3 Population, Sample, Sampling Technique	33
3.4 Data	34
3.5 Method of Data Analysis	35
CHAPTER 4	38
4.1 Data.....	38
4.1.1 Results of Questionnaire Tabulations	39
4.1.2 Data Demographic	46
4.2 Data Analysis	50

4.2.1 Validity Test	50
4.2.2 Reliability Test	53
4.2.3 Classical Assumption Tests	54
4.2.4 Hypotheses Testing	56
4.3 Discussion	59
4.3.1 Hypothesis 1.....	59
4.3.2 Hypothesis 2.....	60
CHAPTER 5	61
5.1 Conclusion	61
5.2 Recommendations.....	61
5.2.1 Recommendations for future researches.....	61
5.2.2 Recommendations for target organization	62
APPENDIX.....	63
Appendix 1.....	63
Appendix 2.....	64
GLOSSARY.....	66
REFERENCES	67
CURRICULUM VITAE	71