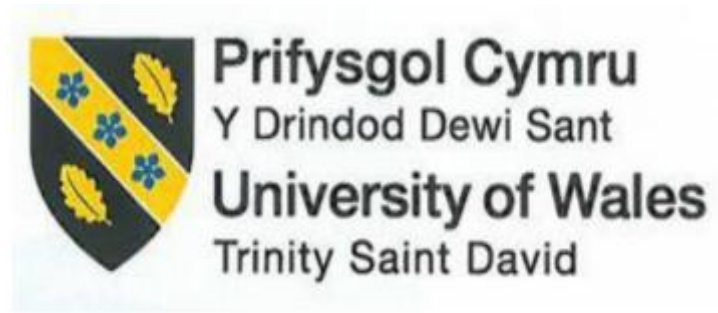




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Title: Leadership Styles in Hospitality: The Role of Laissez-Faire Leadership in Team Effectiveness and Employee Morale

AI Declaration

On 24th January 2025, I used Grammarly to ensure that my work did not get structural things like spelling mistakes and wrong grammar. Interestingly, the tool made no calls for corrections; it only pointed out probable corrections. I manually reviewed all the responses and decided what to do with each one out of accepting or rejecting them.

I declare to the reader that in the research and completion of this assignment, no artificial intelligence tools were employed. Further, I have not used any piece of content created by AI in my work during this program. Additionally, Original drafts, notes and any other material used in creating this assignment are available and will be produced if necessary.

In the dynamic hospitality industry leadership functions as a key factor that determines organisational success. A leadership style strongly impacts how teams operate and perform their duties and how staff health and work conditions shape up in these environments (Zhenjing et al., 2022). Furthermore, Laissez-faire leadership stands out as a dominant leadership model because it allows managers to stay out of employees' way so team members can decide directions from their perspective rather than depending on the team lead. The research purpose is to evaluate the effects that Laissez-faire leadership has on hospitality team performance and staff motivation. Additionally, when employees have control over their work assignments this leadership method stimulates both innovative and creative work practices (Zhenjing et al., 2022).

Strategic leadership depends on well-routed teams consisting of highly trained professionals who work with positive drive. Low motivational accountability and coordination difficulties occasionally emerge when highly skilled team members work together. This essay attempts to investigate the implementation of leadership strategies in the hospitality industry, their merits and demerits and their effect on organisational success. It explores how various leadership styles operate within various organisational contexts and provides actionable knowledge on how to maximise outcomes. Specifically, Laissez-faire leadership is analysed for the capacity to effectively strike a balance between managerial input for operational concerns and autonomy for teams in hospitality businesses.

ELLIS (2023) explains that the model operates through sequential phases: unfreeze then change and finally refreeze. Organisations need Kurt Lewin's Change Management Theory to build systematic processes for effective implementation of organisational transformations (ELLIS, 2023) (Fisher, 2022). The theory removes barriers to employee transition by offering structural change management during the transition to ensure changes remain permanent organisational practices that foster organisational adaptability and long-term progress (Fisher, 2022). Organisations invest in preparing their teams for change by showcasing its importance while evaluating processes and behaviours and fostering an environment accepting of transformation (Fisher, 2022) (Robbins and Judge, 2017). After the unfreeze phase ends organisations proceed to establish new behaviours along with processes and systems during the change stage (Robbins and Judge 2017). Staff members need to

adapt to this phase but unclear circumstances demand masterful leadership combined with accurate communication and workplace flexibility for smooth navigation (Fisher, 2022). The final stage of the framework establishes new state permanence when organisations embed changes into all existing cultural and organisational frameworks.

Companies in the hospitality industry rely on Lewin's theory to sustain performance standards and worker contentment because of adjusting customer expectations and technology-based norms and sustainability requirements (Memon, 2021). Hospitality staff achieve success during the Unfreeze phase by actively participating in organisational change dialogues thus strengthening employee trust and securing organisational goal commitment (Blank, 2020).

According to Benhadda and Chibili (2019) the adoption of employee engagement results in establishing teamwork infrastructure through decreased regulatory response. Workplaces which deliver clear communication combined with full staffing support plus detailed training programs enable staff to learn new procedures and provide outstanding customer service (Smith et al., 2020). The Refreeze phase of organisational change is sustained by reward systems that reward valuable behaviours in addition to supportive organisational policies (Smirnova, 2019).

The performance outcomes of organisations stem from leadership styles as described by Jin et al. (2022). The laissez-faire leadership approach grants complete employee freedom yet fails to foster coordinated behaviours and weakens accountability resulting in poor team performance among inexperienced groups with low motivational levels according to Jordan and Troth (2021). Behavioural leadership performs better against key emergency management pressures yet the strict top-down management style diminishes workplace motivation and hinders creativity across the entire organisation (Jaafar et al., 2021). According to Jony et al. (2019) democratic leadership supports teamwork and employee trust but it involves trade-offs regarding rapid execution speed during emergencies.

Bureaucratic leadership depends on tight control of rules and policies through hierarchical structures to maintain operational uniformity but this approach fails to support organisational flexibility. Moreover, coaching leadership guides employees to develop their skills while helping them meet extended professional objectives (Cai and Jiang, 2024) (Jin et al., 2022). This leadership method produces exceptional employee

development results and strengthens commitment yet demands considerable learning time for maximum effectiveness in emergencies.

Laissez-faire leadership style managers promote employee freedom to handle their responsibilities with minimal oversight during decision-making and task-completion processes (Cai and Jiang, 2024) (Jin et al., 2022). However, under laissez-faire leadership employees develop innovative solutions because leaders inspire personal decision-making autonomy (Jin et al., 2022). Through employee independence to seek solutions this leadership approach generates innovation which leads to improved operational effectiveness. Subsequently, the style provides significant benefits for the hospitality industry because fresh distinctive customer experiences are what both clients and staff expect in their encounters (Wobodo, 2019). Laissez-faire leadership creates strong trust relations between team members through its spirit of trust in the abilities of each employee. Moreover, implicit responsibility combined with ownership creates improved job satisfaction and employee morale (Chan and Hasan, 2019). According to Harper (2020), teams consisting of skilled experienced professionals who can work independently without needing constant supervision demonstrate exceptional fit with this leadership style. Subsequently, under laissez-faire leadership employees perform optimally when granted freedom to make decisions thus driving peak productivity and team engagement.

In contrast, the main drawbacks of using laissez-faire leadership methods emerge even with their demonstrated advantages (Ahsan and Khalid, 2023) (Jin et al., 2022). The issue arises from uncoordinated activities and insufficient responsibility monitoring. Working independently with minimal direction and monitoring creates problems for employees since tasks finish later than expected while performance drifts away from company targets. The absence of clear guidance and oversight generates operational inefficiencies and interpersonal conflicts most noticeably in hospitality settings which require quick response (Ahsan and Khalid, 2023). Moreover, the issue occurs when teams that need guidance experience diminished performance because of this leadership approach. The lack of experience or direction among workers and insufficient confidence together pose challenges when this leadership style is used because it results in decreased productivity and increased confusion. When leadership does not actively intervene team performance can deteriorate as a result.

Laissez-faire leadership effectiveness in hospitality depends on the details of each hotel situation (Zhenjing et al., 2022) (Jin et al., 2022). The laissez-faire approach fits creative departments within luxury hotels such as marketing and guest experience design while benefiting from skilled professionals who naturally drive innovation (Richardson, 2024). Moreover, operations in housekeeping or food and beverage services under laissez-faire leadership can create disruptions that produce poor results because operational roles require consistent performance combined with efficiency. The results of laissez-faire leadership depend on whether the team consists of professional planners in event management since it achieves success with experts but struggles with coordination needs under tight deadlines (Smith et al., 2020).

The impact of Laissez-faire on team effectiveness is fostered by producing a variety of results that depend on how the team members interact with their organisational environment (Zhenjing et al., 2022) (Richardson, 2024). The main advantage of laissez-faire leadership emerges through workers' empowered autonomy to negotiate choices and handle work independently which stimulates creative team collaboration (Zhenjing et al., 2022) (Richardson, 2024). Subsequently, team autonomy functions as a motivational tool that enables members to perform their roles better while implementing their capabilities which results in increased goal attainment for effective collaborative teams (Smith et al., 2020).

The advantages of this leadership style create obstacles that restrict team members from successful joint efforts (Richardson, 2024). When teams operate without organisational oversight or clear direction they generally struggle to organise their work toward common goals resulting in unfocused efforts and miscommunication. According to ÇAKAN (2024), Laissez-faire leadership produces its best effects when team members exhibit the ability to perform effectively and demonstrate self-motivation together with initiative (Idowu, 2020) (Richardson, 2024). Moreover, experienced team members who demonstrate competency will succeed but those who lack experience or certainty tend to perform unevenly leading to unmet goals. Subsequently, fast-paced hospitality businesses suffer decreased operational effectiveness because laissez-faire leadership creates poor coordination (Richardson, 2024).

Laissez-faire leadership approaches have variable effects on employee morale patterns (Al Harbi et al., 2019). Moreover, when employees appreciate independent control and minimal oversight this leadership approach produces heightened workplace satisfaction and higher levels of engagement. Subsequently, the level of trust demonstrated by leaders toward their employees tends to enhance motivation because staff perceives increased empowerment and personal respect (Al Harbi et al., 2019). Moreover, High-performing employees often use this type of experiential system to innovate while displaying outstanding job performance (Obomeghie, 2020). Active leadership brings substantial challenges to staff when leaders neglect their oversight roles. Subsequently, minimal guidance and the absence of feedback create employee confusion together with dissatisfaction and feelings of neglect (Wood, 2024).

In considering the different case studies and practical exposure by utilising the leadership style such as Laissez-faire leadership implementation is visible in departments from different global hospitality brands yet yields divergent outcomes (Idowu, 2020). The Laissez-faire leadership provides Hyatt Hotels' employees with the creative freedom to create original marketing approaches and personalised guest experiences so they can deliver exceptional customer service through self-generated solutions outside standard procedures (ÇAKAN, 2024). In contrast, leadership approach members of skilled staff have become more creatively involved which in turn increased job satisfaction while ensuring superior customer experience at the hotel. Contradictory, service quality in housekeeping operations suffers from this leadership style because employees lack direct oversight which produces inconsistent standards (Wood, 2024).

Radisson Hotel Group emphasises democratic leadership practices which let staff participate equally when making organisational decisions (Radisson Hotels, 2020). According to ÇAKAN (2024), innovation-driven positions within certain departments follow Laissez-faire policies to stimulate creativity yet these departments experience occasional delays in reaching goals because of inadequate direction. Subsequently, Hilton Hotels maintains a dual leadership structure combining transformational and transactional elements over which employees experience structured oversight and goal-based rewards systems (Hilton, 2024). The structured approach demonstrates

efficient resource management against Laissez-faire principles by reducing creativity in departments that need innovation (Ahsan and Khalid, 2023).

The core of the laissez-faire approach depends on having employees operate independently although this leadership method stands as a complete opposite to autocratic and democratic styles (Ahsan and Khalid, 2023). Hilton resorts regularly implement autocratic leadership because it makes teams efficient and accountable yet this leadership style limits both employee engagement and creative input (Hilton, 2024). Within Radisson's organisation framework, democratic leadership supports both collaborative work and innovative practices yet it could generate delays in fast-paced decision-making (Radisson Hotels, 2020). Moreover, employees at Hyatt and Wyndham find power under laissez-faire leadership which unlocks creative solutions during strategic responsibilities.

The recommendation can be in terms of Hospitality organisations achieving proper autonomy-accountability equilibrium to enhance their application of Laissez-faire leadership (Khanal and Ghimire, 2024). Subsequently, leadership teams should follow a system of scheduled communications that upgrades performance without suppressing worker self-determination. According to Jeong and Shin (2019), performance reviews conducted every two weeks help employees align tasks to organisational goals while allowing creative management of their work. Moreover, employees need foundational training courses in decision-making procedures and self-management to succeed when working under a Laissez-faire leadership model (Smith, 2023). In contrast, staff training programs must integrate scenario-based learning and issue-solving workshops which enable personnel to seize control of their responsibilities effectively (Cai and Jiang, 2024). Subsequently, chief executives require specific protocols regarding Laissez-faire leadership adoption contexts and locations (Kostiainen, 2023). Furthermore, leadership style works best for highly qualified creative teams but not as effectively in situations needing close supervisor oversight. Moreover, leaders must receive training that enables them to evaluate team dynamics before selecting their leadership strategy (Fouad, 2019).

In conclusion, this essay was based on the leadership styles from which Laissez-faire leadership was selected to identify its impact on employee morale and performance. Laissez-faire leadership promotes both trust-building and creativity but its

effectiveness depends heavily on workers' competence weighting along with the correct situation for implementation. Additionally, effective implementation requires managers to combine employee freedom with performance checks in addition to proper staff training together with clear guidelines. The effectiveness of this leadership approach depends on making suitable matches between organisational targets and team requirements in the fluid hospitality context. Moreover, leadership styles strategically adjusted to match particular situations provide the most effective solution by improving both employee satisfaction together with team achievements throughout hospitality establishments.

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