# Article information:

(PDF) Determinants of Delegation: A Study in Five Star Hotels  
<https://www.researchgate.net/publication/228470340_Determinants_of_Delegation_A_Study_in_Five_Star_Hotels>

# Article summary:

1. The study examines the direct and interaction effects of job characteristics and superior-subordinate relationship on delegation in five-star hotels.

2. Job characteristics, superior-subordinate relationship, and delegation are conceptually from different domains and are independent of each other.

3. Providing better job characteristics gives superiors the room to delegate tasks effectively, which is imperative for retaining frontline employees in the hotel industry.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article "Determinants of Delegation: A Study in Five Star Hotels" by Sumi Jha explores the factors that influence effective delegation in the hotel industry. The author argues that well-defined job characteristics, superior-subordinate relationships, and effective delegation can improve customer care and retention. The study is based on a sample of 319 frontline employees of five-star hotels in Mumbai.

The article provides a comprehensive review of the literature on delegation, superior-subordinate relationships, and job characteristics. However, there are some potential biases and limitations to consider. Firstly, the study only focuses on five-star hotels in Mumbai, which may limit its generalizability to other contexts. Secondly, the study relies on self-reported data from frontline employees, which may be subject to social desirability bias or inaccurate reporting.

Moreover, while the article highlights the importance of effective delegation for improving customer care and retention, it does not explore potential risks or downsides of delegation. For example, delegating tasks without adequate training or support could lead to mistakes or poor performance. Additionally, excessive delegation could lead to subordinates feeling overwhelmed or overworked.

Furthermore, while the article suggests that job characteristics and superior-subordinate relationships significantly influence delegation, it does not explore potential counterarguments or alternative explanations for these findings. For example, other factors such as organizational culture or leadership style may also play a role in determining delegation practices.

Overall, while the article provides valuable insights into factors influencing effective delegation in the hotel industry, it is important to consider its potential biases and limitations when interpreting its findings. Further research is needed to explore these issues more comprehensively and identify best practices for effective delegation in different contexts.

# Topics for further research:

* Risks and downsides of delegation in the workplace
* Training and support for effective delegation
* Overwhelming workload and delegation practices
* Organizational culture and delegation practices
* Leadership style and delegation practices
* Best practices for effective delegation in different industries

# Report location:

<https://www.fullpicture.app/item/93bef510445c2ba62ac6f109423094b3>