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**Core Self-Evaluation, Psychological Climate and Employee
Engagement in Hotel Industry of Nigeria**

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MASTER OF HUMAN RESOURCE MANAGEMENT

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Core Self-Evaluation, Psychological Climate and Employee Engagement in
Hotel Industry of Nigeria

By

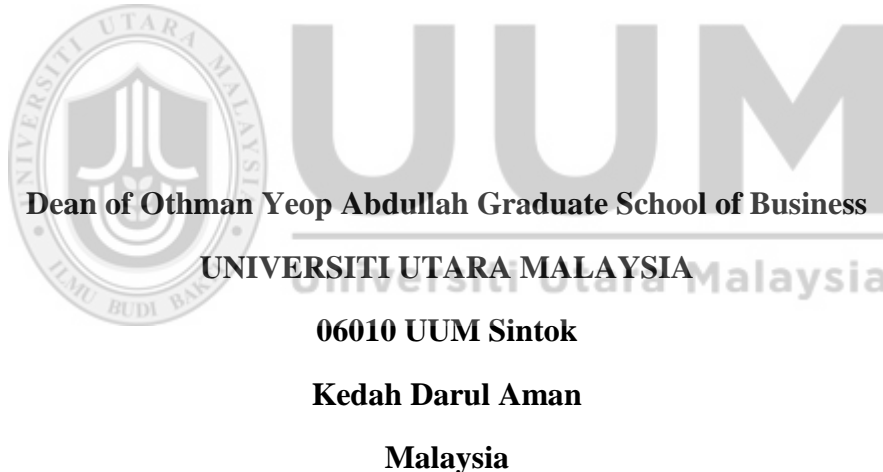


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ABSTRACT

Employee engagement is an important part of human resource management that offers conducive platform for business to cope with uncertain conditions and as well provide opportunity for business to grow. Employee engagement is new practice in human resources that is used by organizations as a panacea for survival through uncertain and challenging industrial environments. Notwithstanding, studies over employee engagement and the predicting factors of employee engagement (i.e., core self-evaluation and psychological climate) are few in the academic realm of hospitality and tourism. Therefore, this study examines the effect of core self-evaluation and psychological climate on employee engagement among hotel employees in Lagos, Nigeria. A survey research was distributed among 150 hotel employees. However only 145 questionnaires were returned and usable which made up 96.7% of response rate. The findings of this study revealed that, both core self-evaluation and psychological climate have significant effects on employee engagement. The findings of this study imply that, the hotel environment must be made conducive for employees to help them evaluate themselves positively so that employees can be effectively engaged with their work in the hotels. Conclusions and discussions were inferred in details in the study.

Keywords: Employee engagement, core self-evaluation and psychological climate, hotel sector



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ABSTRAK

Penglibatan pekerja adalah satu bahagian penting dalam pengurusan sumber manusia yang menawarkan *platform* kondusif bagi perniagaan untuk menghadapi keadaan yang tidak menentu dan juga memberi peluang kepada perniagaan untuk berkembang. Penglibatan pekerja adalah amalan baru dalam sumber manusia yang digunakan oleh organisasi sebagai penawar untuk terus *survival* dalam persekitaran industri yang tidak menentu dan mencabar. Walau apa pun, kajian ke atas penglibatan pekerja dan faktor-faktor yang meramalkan penglibatan pekerja (iaitu., teras penilaian sendiri dan iklim psikologi) adalah kurang dalam bidang akademik hospitaliti dan pelancongan. Oleh itu, kajian ini mengkaji kesan teras penilaian sendiri dan iklim psikologi kepada penglibatan pekerja di kalangan pekerja hotel di Lagos, Nigeria. Sebanyak 150 borang soalselidik telah diedarkan kepada pekerja hotel. Walau bagaimanapun hanya 145 soal selidik telah dikembalikan dan boleh digunakan yang membentuk 96.7% kadar respon. Hasil kajian ini mendedahkan bahawa, kedua-dua teras penilaian sendiri dan iklim psikologi mempunyai kesan yang besar ke atas penglibatan pekerja. Hasil kajian ini menunjukkan bahawa, persekitaran hotel mestilah kondusif bagi pekerja untuk membantu mereka menilai diri mereka secara positif supaya pekerja boleh terlibat secara berkesan dengan kerja mereka di hotel. Kesimpulan dan perbincangan telah diperincikan dalam kajian ini.

Kata kunci: penglibatan pekerja, penilaian diri-core dan iklim psikologi, sektor hotel



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LIST OF ABBREVIATIONS

UUM	University Utara Malaysia
EE	Employee Engagement
CSE	Core Self Evaluation
PS	Psychological Climate



CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter is the introductory chapter of this study, and it presents the fundamentals to this research under the background of the study and the statements of problems. The research questions and objectives were highlighted in this chapter. This chapter also emphasizes on the significance of the study. A synopsis of the research design is presented under the scope of study in this chapter.

1.1 Background of the Study

The economy of Nigeria is currently facing a serious challenge in which the government has responded by diversifying the economic activities. Hence, the government is determined to develop the tourism and hotel industry as part of the crusade for mitigating the Nigerian economic turbulence. In essence, the hotel industry in Nigeria is currently in the phase of transforming, upgrading and ultimately striving for excellence by intensifying competition in the business environment. In that regard, employee engagement becomes necessary than ever (Hanif, Naqvi, & Hussain, 2015). Koyuncu, Burke, and Fiksenbaum, (2006) and Bakker and Schaufeli, (2008) asserted that employee engagement is an important part of human resource management that offers a conducive platform for business to cope with uncertain conditions and as well provide an opportunity for companies to grow.

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