



**LEADERSHIP STYLE OF MANAGERS OF SELECTED RESTAURANTS IN
TAGAYTAY CITY**

An Undergraduate Thesis Presented to the
College of Tourism and Hospitality Management
De La Salle University – Dasmariñas

In Partial Fulfilment of the Requirements for the Degree
Bachelor of Science
In Hotel and Restaurant Management

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Abstract

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This study sought to determine the leadership styles of the managers of selected Tagaytay City restaurants. It investigated the relationship of the leadership style to the socio-demographic characteristics of the managers when they are group according to age, gender, highest educational attainment, religion and total income.

The descriptive method of the research was used, involving 37 male and 13 female managers in the selected restaurants in Tagaytay City. The managers were



randomly selected. A questionnaire with two parts was used to gather data which were analyzed using weighted mean, and chi - square.

The researcher found that for gender, thirty seven (37) or 74 percent out of fifty (50) restaurants' managers are male and thirteen (13) or 26 percent out of fifty (50) managers are female ;for age, twenty one (21) or 42 percent out of fifty(50) restaurants' managers are between thirty six (36) to forty five(45) years old, twenty (20) or 40 percent out of fifty (50) respondents are between thirty(30) to thirty five (35)years old, six (6) or 12 percent out of fifty (50) respondents are between forty six (46) to fifty five (55) years old, and three (3) or 6 percent out of fifty (50) managers are between fifty six (56) above years old; for educational attainment, forty seven (47) or 94 percent out of fifty (50) restaurants' managers are bachelor's degree holders and three (3) or 6 percent out of fifty (50) managers are post graduate degree holders; for income, four (4) or 8 percent out of fifty(50) restaurants' managers have P10,000-P15,000 income a month, fifteen (15) or 30 percent out of fifty (50) managers have P16,000-P20,000 income a month, eighteen (18) or 36 percent out of fifty (50) managers have P21,000-P26,000 income a month, and thirteen (13) or 26 percent out of fifty (50) managers have P26,000 and above; and for religion, forty three (43) or 86 percent out of fifty (50) restaurants' managers are Catholic, four (4) or 8 percent out of fifty (50) restaurants' managers are Iglesia ni Cristo, three (3) or 6 percent out of fifty (50) restaurants' managers are Born Again Christian, and others are zero (0).



The researcher also found that there is no significant relationship between the profile of the managers (gender, age, educational attainment, income, and religion) and their leadership style as perceived by themselves.

Based on the findings, the researcher concluded that most of the managers in the selected restaurants in Tagaytay City are 36-45 years old, (42%), male (74%), bachelor's degree holders, (94%), Catholic, (86%), and earning P21, 000 to P26, 000 a month, (30%); that the managers of the selected restaurants in Tagaytay City always find it easy to talk to their subordinates and discuss with their issues and problem related to work but they seldom like to challenge of having a problem to solve; that most managers consider problems as challenges and implement democratic practices in the work; and that the profile of the managers (gender, age, educational attainment, income, and religion) does not affect their leadership styles, meaning to say that the profile and leadership style are independent with each other.

Based from the findings and conclusions, the researcher recommends that restaurant managers need to discuss the issues and problems related to work among the subordinates for an effective flow of work; that restaurant managers need to prepare for challenges that might arise in the work place; and that restaurant managers study first the consequences of each solution to a particular problem before applying it in work.