Record Nr. UNINA9910455761103321 Autore Lashley Conrad Titolo Organization behaviour for leisure services [[electronic resource] /] / Conrad Lashley and Darren Lee-Ross Oxford; Boston, Butterworth-Heinemann, c2003 Pubbl/distr/stampa **ISBN** 1-136-37512-0 1-281-05165-9 9786611051655 1-4175-0773-X 0-08-047984-7 Descrizione fisica 1 online resource (274 p.) Altri autori (Persone) Lee-RossDarren Disciplina 790.0973 790/.0973 21 Soggetti Leisure industry - United States Organizational behavior - United States Electronic books. Lingua di pubblicazione Inglese Materiale a stampa **Formato** Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references (p. [239]-248) and index. Nota di contenuto Front Cover; Organization Behaviour for Leisure Services; Copyright Page; Contents; List of figures; List of tables; Acknowledgements; Introduction: Understanding leisure: Services and service organizations: Organizational behaviour; Reflective practitioners; 1. Hospitality, leisure and tourism services and organizational behaviour; Understanding organization behaviour: Describing organizations: The service context: Employment practice; Conclusion; 2. Organizational structure and design; Organizational structure: what does it mean?; Organizational extremes Basic principles of structure and designConclusion; 3. Organizational politics: legitimacy and opposition; What does 'politics' mean in an organizational context?: Opposition within organizations: Conclusion: 4. Individuals in organizations: personality, perceptions and learning; What is individual behaviour?; Personality; What is perception?;

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## Sommario/riassunto

Organization Behaviour for Leisure Services provides the reader with the conceptual tools necessary for analysing organizational behaviour in the context of hospitality, leisure and tourism provision, and understaanding events in order to take appropriate management action. Taking the view that leisure services involve an array of industry sectors - they are related, for instance, to work-time spent eating, drinking and staying away from home, as well as the more obvious recreational pursuits - the text uses examples and case studies from a wide range of international businesse