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Altri autori (Persone)	Lee-RossDarren
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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?; Learning; Conclusion; 5. Individuals in organizations: attitudes, behaviour and motivation; Values, beliefs, attitudes and behaviour; What is motivation?; Job characteristics theory; Conclusion; 6. Emotions

in leisure service organizations

The emotional organization  
Emotional labour; Emotions and employment practice; Conclusion; 7. Groups, leadership and power; Groups in organizations; Working in teams; Leadership; Sources of leadership power; Conclusion; 8. Organizational culture: context for leisure services; Understanding culture; Organizational culture; Organizational subcultures; Conclusion; 9. The empowered leisure service organization; Empowerment: what does it mean?; Relational empowerment; The psychology of empowerment; Conclusion; 10.

Effective communication in leisure service organizations

Effective communication: what does it mean?  
Communication flows in leisure service organizations; Effective communication in leisure service organizations; The importance of line manager communications;

Communication and leisure service organization performance; Conclusion; 11. Diversity management in organizations; Discrimination in the workplace; Increasing workplace diversity; Celebrating diversity; The social psychology of togetherness; Conclusion; 12. Management practice in leisure service organizations; What do managers actually do?; Management levels; Management skills

Unique characteristics? Conclusion; References; Index

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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 understanding 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 businesses

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