



## The Relationships Between Psychological Empowerment Organizational Trust and Employee Motivation: An Empirical Research on Hotel Employees in Istanbul\*\*

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### Abstract

Today, with the understanding of employee empowerment, it is possible to respond quickly to customer demands and expectations in hotel businesses where intense competition exists. With employee empowerment, the employee who receives some powers from their managers, feels free to make decisions and believes that their superiors will exhibit consistent behaviors is ensured to have trust in the organization. In addition, having a say in their duties will positively affect their motivation. In this context, it is aimed to examine the effects of psychological empowerment which is one of the components of employee empowerment in hotel businesses on organizational trust and employee motivation separately. The employees of three-, four- and five-star hotel in Istanbul are included in the sampling. Face-to-face and online data were collected from 388 hotel employees using convenience sampling method in hotel businesses selected as samples between 18.06.2018 -04.08.2018 with survey technique, which is one of the quantitative research methods. The data were analyzed by correlation and multiple regression analysis using SPSS 25 package program. As a result of the research, it was determined that psychological empowerment sub-dimensions had an effect on both organizational trust sub-dimensions and employee motivation. In this context, the results provide advantages in terms of empowerment in hotel businesses where competition is intense and knowing what contributions they will make to the organization when they empower the employees of the businesses that prioritize the human element.

### Article Type

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