

# **THE IMPACT OF ENTREPRENEURIAL AND EMPOWERING LEADERSHIP ON FRONTLINE EMPLOYEE'S BRICOLAGE BEHAVIOUR IN THE TOURISM AND HOSPITALITY SMES**

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Tourism and hospitality SMEs rely heavily on face-to-face interaction between frontline employees and customers during service delivery. As a result, it is crucial for frontline employees to have the ability to respond promptly to unpredictable events and work-related surprises that may arise in the workplace. The purpose of this thesis is to examine the influence of entrepreneurial and empowering leadership styles on the bricolage behaviour of frontline employees. The conceptual framework aims to identify the mechanism that enables frontline employees to engage in appropriate activities when faced with unexpected events and surprises.

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