



Research Paper

A Study of Select Human Resource Practices in Govt. approved Hotels in Uttar Pradesh (India)

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ABSTRACT:

The Hotel Industry in Uttar Pradesh has got enormous potential to attract skilled and trained manpower, but there is a huge gap between supply and demand sides which are raising some serious questions regarding the sustainability of the industry. The modest advantage of organizations in the hotel industry is their human resource practices. The aim of the authors in this article is to study the select human resources practices in FHRAI listed hotels in Uttar Pradesh (India). We will study the practices of hotels in three main selected areas of human resource management, namely: compensation management, performance appraisal and training & development. However, the hotels in Uttar Pradesh find their own ways in terms of human resource practices and there has been less attention given to the development of human resource practices. Therefore, the implementation and development of human resource practices mostly depend on the individual hotel general manager or the hotel operator and available financial incomes. This study will help to identify and understand the select human resource practices adopted in hotel industry with specific reference to FHRAI listed hotels in Uttar Pradesh (India).

KEYWORDS: Human resource selects practices, compensation management, performance appraisal, training & development, FHRAI listed hotels, Uttar Pradesh

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I. INTRODUCTION

Hospitality is a rapidly expanding industry worldwide, and it is expected to remain a leading contributor to the global economy by generating desired foreign exchange reserves and simultaneously creating employment opportunities (Akanksha Pal, 2021, p. 1). The development of human resources (HR) remains the most crucial and significant factor for the success of the hospitality industry regardless of the country (Anuradha Mitra, 2020, p. 118). It is a challenge for the hotel business to implement the HR practices as employees every so often resist to changes and usually like to continue with the traditional human resource practices.

Uttar Pradesh as a state has many cultural heritages and is having great natural beauty with flora and fauna. It is a state which is surrounded by the lush green forest, wildlife, waterfalls, handicraft, folk dances, music, water bodies, and simple peace-loving people. Uttar Pradesh is blessed with biodiversity, pleasant climate, cultural and historical heritage, religious places, which make it a unique and preferred tourist destination. Tourism has grown leaps and bounds in Uttar Pradesh in recent years and the government has also worked towards the improvement of infrastructural facilities, improvement in tourist locations, development of new tourist sites, and launch of new hotels and restaurants for the comfort of the tourist.

The most importance aspect of organizational performance is human resource practices. Employees are considered to be the asset for any organization and therefore they are always considered as source of competitive advantage. To deal with these current challenges, the capability and skills of an organization's employees have gradually become vital for its better performance (Oday Hussein Ali, 2021). Many researchers have found that now organizations are giving utmost priority to human resource practices since it has a direct impact on organization success. There are certain constraints like budget and also the lack of clear thought

process in understanding the role of human resources, very few organizations have been successful in establishing an independent human resource department. Earlier the scale of economics, access of capital, and the regulation of the competition were part of strategic organization plans, but now HR is treated as a source of competitive advantage, and human capital is very difficult to emulate or not be easily acquired (Peter A. Bamberger, 2014). In Uttar Pradesh, HR practice was not taken seriously till recently. Despite enough proof, many hotels at Uttar Pradesh have not readily accepted and implementing HR practices, which are required for high organizational performance. To make them more efficient, many hotels have started to treat HR as a separate entity to accept the challenges posed by globalization. However, the acceptance of HR practices is still in its initial phase in the hotels of Uttar Pradesh. Besides cost-cutting, improving the quality of their products, and increasing product functionality, HR practices are an absolute necessity to gain a competitive advantage. It is rather easier to imitate the process or methods of guest satisfaction, technology, and strategic plans of the business, but the human resource is something that needs immaculate planning with proper implementation. As organizations are experiencing gigantic transformations in the demands for products and utilities they provide, there is a need to change the way they do business to improve the product as well as service quality to meet the organizational goals and it is the human capital of the organization to play a key role in this. Thus, there is a new significance on the human factors correlated with organizational goals and performance

II. OBJECTIVES OF THE STUDY

1. To study the human resource practices in hotel industry.
2. To find out the problems faced by hospitality industry in Uttar Pradesh and steps taken to improve the situation.

III. REVIEW OF LITERATURE

The theory, human resource practices has evolved considerably a century ago and a big experienced a big change to practices and programs especially in last few decades. The various findings and researching realize that management should address various imaginary models of HRM (Storey , 1997; Becker, Huselid & Ulrich, 2001; Kane, 2001; Jayne, 2002; Birch-camp, 2003; Wright, Gardner, Moynihan & Al-len, 2005).

It seems HRM have not translated effectively because there are organization on great scale who are not able to pursue the existing practices in well manner. HRM practices are itself program, procedures and technology in fact finds out its work in the middle of unit (Ar 2003; Buick & Muthu, 1997; U Woods, 19)

The body and belief all around human are management with its roots in direction of public administration, economics, trading and business policy. (Brockbank,1999; Tse & Olsen,1999; 2010)

HRM has it's different differing features everything share way because to decide the answer and to confront the challenges to retain the future resources. In overall the method involves testing of

features that may bring change through a design to identify key features, so that one can get a clear response from human resource managers or authorities. (Mullins, 1996,1998; ArmstronKatou,2008).

IV. RESEARCH METHODOLOGY

- A major library work and field research has been conducted to gather the necessary information.
- A structured questionnaire was used for management and staff to gather the required information.
- Personal visits, as well as respondents' contacts, meetings, interviews and contacts made for data collection.
- Published information is used to focus on facts.
- A statistical test was conducted to obtain demographics.

V. FINDINGS

Due to time constraints only 180 out of 200 selected employees were reached and their responses were analyzed. On the basis of feedback provided by staff selected as sample various HRM practices in Uttar Pradesh hotels identified as excellent, good, average and bad.

A. 108 of the 180 employees agreed and 42 strongly agreed that human resources are treated as the most important resources in the hotel.

B. 80 respondents agreed and 58 strongly agreed that employees are being helped to acquire skills and gain the ability to do their job.

C. 66 of the 180 employees agree and 64 strongly agree that senior management is making efforts to acquire and use human resources.

D. The 56 respondents disagree that the work in their training processes takes the point of discovering their strengths and weaknesses in their seniors and 44 say they too.

VI. SUGGESTIONS

India has become a member of the WTO, and by 2020 India is expected to become a developed country. To achieve this goal, hotel units must apply the philosophy of democratic leadership and freedom, regardless of size and size.

Promotion policy is one of the key issues affecting staff development. Therefore, it is suggested that hotel units should be upgraded with monetary and non-financial incentives accompanied by promotions, as currently incentives are insufficient. It is also suggested that these benefits, once received, should be provided immediately.

The hotel is a service industry in India and uses a large amount of people directly and indirectly. At present there are very few institutions that train hotel staff for HRD training. In addition, in Uttar Pradesh no effective and systematic education and research are available to train the required staff in the hotel industry. It is therefore suggested that Universities should come up with educational programs to transfer specialized formal education in hotels and hospitality.

In evaluating performance in hotel units it may be suggested that performance should be regularly and scientifically monitored for all employees and at all levels.

In terms of the current wage structure is fragile and traditional. It should also be reviewed and the new consistent and acceptable system of wages and construction should adopt a better HRD. Employment and employment services should be developed to international standards where hotels are held.

There should be an ongoing monitoring system to maintain the discipline of hotel units. Career guidance centers should be set up in individual hotel units, where career counseling is available for staff.

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