A review on Tourism Industry and Hospitalities in U.K and India - With Brief Look on Role of Human Resource Management strategies and UNWTO Frameworks

*Seied Beniamin Hosseini**Dr. Ayesha Farooq

*Research Scholar, Department of Business Administration, Frank &Debbie Islam Management complex, Faculty of Management Studies & Research, Aligarh Muslim University, Aligarh 202002,
Benjamin.hosseini@gmail.com
+91- 9620004306

**Professor, Department of Business Administration, Frank &Debbie Islam Management complex, Faculty of Management Studies & Research, Aligarh Muslim University, Aligarh 202002
contact@professorayeshafarooq.com
+91- 98371 56089

“The use of travelling is to regulate imagination with reality, and instead of thinking of how things may be, see them as they are.” (Samuel Johnson)

Abstract

The researcher is going to consider The value of tourism, hospitality industries, and HRM strategies in UK and India. The value of tourism and hospitality service in both developed and developing countries attests to World Travel and Tourism Council a body for travel and tourism connected manners. Therefore, many academics, industrialists and policy-makers have attempted to characterise the natural history of the tourism industry besides the position of hospitality. Researchers are going to visualise the total Number of Tourist visits from UK and India between 2003 to 2018 and comparing the result during and after the global crises in respect of tourism management.

Furthermore, Many researchers have discussed the particular reasons and problems of HRM in tourism hospitality’s success and failure in England and India under international perspectives, in that order some of reports and books in different aspects in UK and India will discuss in two separate parts. Moreover, the application of private and government tourism subdivision is inefficient, which calls for the adoption of a new HRM strategy in this sector. Moreover, The existing legal frameworks in comparison to UNWTO guidelines do not provide adequate
explanation and response to the needs of tourism’s employee. Therefore there is a need to reform laws and regulation due to recent changes in HRM and tourism industry’s needs.

**Keywords:** HRM, Human Resources Management, Tourist hospitality, UNWTO, Tourist Management

**Introduction**

The value of tourism and hospitality service in both developed and developing countries attests to World Travel and Tourism Council (WTTC) which is a body for travel and tourism connected manners and description for over 230 million or 8.7% of jobs worldwide (WTTC, 2006). Therefore, there is needed to know about the meaning of tourism and HRM. According to, *Guyer Feuler* (1905) going to places of interest by tourist is a deposit of activities, services and industry to distribute a travel knowledge comprise transport, somewhere to stay, to drink & eat retail shops, dealing and establishment to other hospitality services which offers to individuals or groups who travelling out from residence. Tourism knows as to how to classify into Domestic inbound and outbound. Also, Domestic tourism engages individuals from taking holidays and small break within a nation. Also The outbound tourism through the people's progress from one region to another province, territory or country to discover.

Regarding Tourist Hospitalities, many academics, industrialists and policy-makers have attempted to characterise the natural history of the tourism business and the position of the hospitality sub-sector inside this broader conceptualisation addition at the present there is no standard meaning in this regard. Therefore, there is natural trouble in search to describe what tremendous and varied division are and how it could describe as encompassing tourism and hospitality. *Lucasin* (2004) in her latest work on employment relationships in the hospitality and tourism industry choose to speak in a side street language regarding the Hotels, Catering and Tourism Sector (USHA.P, 2013) The tourism is a smokeless industry, multi-sectoral in addition to multidimensional movement in the globe, this measure is a delegate of social change and bread of spaces in the middle of nations, regions and citizens, also It is a supporter growth substance and spiritual in cooperation to macro and micro stage and helping them to open up. Furthermore, The General Assembly of the united nation (UN) in *International Tourism Year in* 1967 recognised the importance of the international level of tourism industries encouragement in
respect of understanding different nations culture and presented information of the well-heeled heritage of ancient civilisations. As a consequence, it contributes to underpinning world peace, In fact the tourism business provides a number of economic profit for instance; generation of employment opportunities through creating umpteen employment opportunities, earn from foreign exchange without exporting whatever thing tangibles, fair regional growth, also it helps in the direction of better per capita earnings which leads to improvement of livelihood standards, facilitate growth of necessary infrastructural conveniences and promotes a centre through of economic performance besides this, it promotes connected industries for instance handicrafts, textiles and so forth. Furthermore, through the active participation of private entrepreneurs, innovative tourism related production projects will occur through the generation of income for the government and improve multiplier outcomes. Conversely, the human resource management (HRM) describe as plentiful belongings to quite a lot of people, depending on whether they are administrator, worker or academician This definition will adequately capture the potential complexity of HRM about how an organisations search for employees supervision in discovery of organizational victory, Storey (1995) describe HRM as a distinctive come within reach of to employment supervision which seek in the direction to attain competitive advantage from side to side of strategic operation of a highly loyal and skilled labour force, incorporated range of culture, structural and employees methods. Therefore, the main dispute of HRM would appear to how to take on, organise, expand, reward and prompt staff, and leading them to be a foundation of competitive advantage. However, the deep understanding of employment nature in tourism and hospitality point to the numerous paradox which is noticeable in studying HRM in management in the segment. Also In this regard, Keep (1999) points out that the business has a number of personal problems, together with commonly low wages, skill shortages, unsocial hours and shift pattern, over-representation of women and cultural minorities in low-rank operational position, undeveloped identical opportunity policies, weak or missing career structure, ended-reliance on unofficial conscription schemes, non existence of evidence of high-quality practice personnel (HRM practices), sky-scraping level of labour earnings and problems in staffing and preservation of workers. Hence, identifying these problems can finding the best solution can have a useful role in providing best hospitalities for tourism (Keep et al. 1999). In this case, Riley (2000) argued
that economics is an essential critical issue designed for HRM policy and practice in tourism and hospitality (Dennis N, 2007). However, In the case of the United Kingdom’s tourism contributions, it is noteworthy to say that the UK is the globe sixth major economy and globe's first industrialised state with a population of ended 62.4 million. The tourism industry in the UK has immensely contributed to the economic development in the country. The industry engages only one of its kind situation as the UK's fifth major industry, a third major export producer at the back of chemicals and financial services and values one hundred fifty billion pounds annually. Besides, UK employs over 2.6 million individuals carry over two hundred thousand SMEs in this sector(Riley et al. 2000). The U.K. Tourist industries are facing difficulty on how in the direction of generate a destructive, world-class tourism business capable of matching the quality and scale of tourism. However, According to Visit Britain's, tourism has exceptionally supplied to the growing UK market. Also, this industry has the potential to raise an additional 60 percent, which could amount to one hundred and eighty-eight billion pounds by 2020. Moreover, many jobs in a straight line ultimately linked to tourism, which perhaps increases from 2.64 million to 2.89 million by 2020 (Sandie D et al., 2012).

Number of Tourists who visits the UK and India From 2003 to 2018

The Number of foreign tourists who visits the UK between 2003 to 2018 shown in table 1 also Data based on Statista company’s interviews with passengers arriving or leaving the UK which includes visits for all purposes such as visiting friends and family, study, business, vacation, and other leisure purposes.

Table 1: Number of foreign tourist visits the UK between 2003 to 2018

<table>
<thead>
<tr>
<th>YEAR</th>
<th>FTAs in the UK (In Millions)</th>
<th>Change Over Previous Year (In Millions)</th>
<th>Change Over Previous Year in Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>24.72</td>
<td>0.54</td>
<td>2.18</td>
</tr>
<tr>
<td>2004</td>
<td>27.76</td>
<td>0.04</td>
<td>0.14</td>
</tr>
<tr>
<td>2005</td>
<td>29.97</td>
<td>0.21</td>
<td>0.7</td>
</tr>
</tbody>
</table>
Figure 1 showing that from 2003 to 2007 the number of incoming tourists to the UK had positive growth but during the global financial crisis of 2008 in the United States of America and during 2008 to 2010 the number of incoming tourists had decreased by -2.07% in 2008, and -6.69% in 2009 and -0.3% in 2010 due to the England pound exchange value which had direct
effect on visiting expenses of foreign tourist during their journey to UK. More ever, After and during this three tough years for world economy, UK government attempt to apply some motive Strategy on tourist unlike the past through related tourist ministries and organizations, for instance, UK ministry of tourist tried to facilitate the visa processing one side and central bank of the UK tried to adjust the exchange rate in another side for minimization of financial crisis effects on incoming tourist and to do the stabilization in UK tourist industry correspondingly government had received the positive respond and number of incoming tourist had started to increase year by year moreover from 2011 shiny partial increase can see in tourist arrival over the last few years mainly over the previous five years. Besides, 41.7 million visits made to the UK from overseas in 2018 and this increase is predicted to continue in 2019.

Furthermore, The Number of foreign tourists who visits India between 2000 to 2018 (Jan-June) has shown in table 2, and figure 2, however, Data is based on the Bureau of Immigration, Government of India including Foreign Tourist Arrivals (FTAs) but not includes Arrivals of Non-Residents Indians (NRIs) who visit India for all purposes, including holiday, business, study, and other leisure purposes.

Table 2: Quantity of foreign tourist visits India between 2000 to 2018

<table>
<thead>
<tr>
<th>YEAR</th>
<th>FTAs in India (In Millions)</th>
<th>Change Over Previous Year (In Millions)</th>
<th>Change over Previous Year in Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>2.65</td>
<td></td>
<td>6.7</td>
</tr>
<tr>
<td>2001</td>
<td>2.54</td>
<td>-0.11</td>
<td>-4.2</td>
</tr>
<tr>
<td>2002</td>
<td>2.38</td>
<td>-0.16</td>
<td>-6</td>
</tr>
<tr>
<td>2003</td>
<td>2.73</td>
<td>0.35</td>
<td>14.3</td>
</tr>
<tr>
<td>2004</td>
<td>3.46</td>
<td>0.73</td>
<td>26.8</td>
</tr>
<tr>
<td>2005</td>
<td>3.92</td>
<td>0.46</td>
<td>13.3</td>
</tr>
<tr>
<td>2006</td>
<td>4.45</td>
<td>0.53</td>
<td>13.5</td>
</tr>
<tr>
<td>2007</td>
<td>5.08</td>
<td>0.63</td>
<td>14.3</td>
</tr>
<tr>
<td>2008</td>
<td>5.28</td>
<td>0.2</td>
<td>4</td>
</tr>
<tr>
<td>2009</td>
<td>5.17</td>
<td>-0.11</td>
<td>-2.2</td>
</tr>
</tbody>
</table>
Table 1: FTAs in India in Million

<table>
<thead>
<tr>
<th>Year</th>
<th>Change Over Previous Year (In Millions)</th>
<th>Change Over Previous year in Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>5.78</td>
<td>11.8</td>
</tr>
<tr>
<td>2011</td>
<td>6.31</td>
<td>9.2</td>
</tr>
<tr>
<td>2012</td>
<td>6.58</td>
<td>4.3</td>
</tr>
<tr>
<td>2013</td>
<td>6.97</td>
<td>5.9</td>
</tr>
<tr>
<td>2014</td>
<td>7.68</td>
<td>10.2</td>
</tr>
<tr>
<td>2015</td>
<td>8.03</td>
<td>4.5</td>
</tr>
<tr>
<td>2016</td>
<td>8.8</td>
<td>9.7</td>
</tr>
<tr>
<td>2017</td>
<td>10.4</td>
<td>14</td>
</tr>
<tr>
<td>2018</td>
<td>5.16</td>
<td></td>
</tr>
</tbody>
</table>

Source: Bureau of Immigration, Govt. of India

Figure 2: Quantity of foreign tourist visits India between 2000 to 2018

Figure 2 shows that, between 2001 to 2002 and during "stock market crash" or "the Internet bubble bursting from corner to corner of the United States, Canada, Asia, and Europe and Also After improvement of situation from lost it reached to famous September 11 attacks by Taliban
terrorist group indices inch by inch opening fall in March 2002 by means of dramatic declines in July and September leading to lows which earlier reached between 1997-98 respectively number of incoming tourists had decreased to -4.2% in 2001 and -6% in 2002 compared to previous years and from 2003 to 2008 showing positive growth by having the less effect from global financial crisis of 2008 however statistic shows that the number of tourists increased by 4% in 2008 besides in 2009 this number decrease to -2.2%, furthermore during 2010 it increase to 11.8% and continues to increase year by year. However, it Flowed by 10.4 million visits in 2017 and from January to May of 2018 witnessed 5.16 million visits which made from overseas to India. Moreover, the prediction is that the increase will continue in 2019. Furthermore, By comparing quantity of tourist in both countries from 2003-2017 as mentioned in figure 3 can understand that, between 2003 to 2005 the number of tourist in both countries had a significant growth, however, between 2005 to 2007 UK had better improvement and during the global financial crisis in 2008, effect on UK was lesser than India in respect of incoming tourist, however 2010 witnessed a big jump for both countries especially UK had better improvement in respect of tourist attraction compare to India.

Outbound Tourist Growth in India

Outbound Tourist Growth in UK in Percentage (%)
However by considering the number of incoming tourist in both countries from 2003 -7 can understand that there was significant growth in respect of incoming tourist from globe but during 2007-9 both states witnessed tourists number depreciation which in 2008 in India it was -2.79% compared to 2007 and continue to -6.69 in 2009 besides in 2008 this number had reduced in UK to -10% and by the end of 2009 reached to -2.2%. However, the American financial crisis which worsened in 2009, affected many countries, including India and the UK. Besides, both countries from 2012 witnessed a positive growth except in 2015 due to a petite decrease in tourist number although after 2015 statistic shows that tourist number increased continuously and predicted to continue in 2019. Besides, it required to point that the Indian government comparing to the UK government had better administration in respect of the application of related tourist Strategy to attract foreign tourists to India, it shows that India plays well with financial and political tools comparing to the UK as a developed country (Jai India).

**Review of Literature**

Many researchers have discussed the particular problems or particular reasons on success or failure of HRM in tourism hospitalities in England and India under international perspectives. For a review of literature, some reports and books have considered in different aspect in these two countries and will discuss in separate parts;

**Review of Literature in the U.K**

One of the initial capability base studies in hospitality originates that human relation abilities and attitudes are crucial areas designed for hospitality alumnae (Buergermeister, 1983). However, in another study on tourism and hospitality schooling in America and Europe, the researcher examined program and outlook of tourism trends, conclude that there is a global association which supports freedom of hospitality teaching commencing its industrial bottom to an educational ground of query. Among other small number included the standpoint of educators and industry practitioners (Breiter et al., 1996; Kriegl, 2000). However, public house managers, human resource expert, and hospitality alumni's perceptions are required for achievement in the hospitality field (Nelson et al. 2001). Many studies on hospitality and tourism information
management are not only practical but also theoretical as well as realistic. Researchers consider that propensity of research is a short record of research on knowledge management in the industry (Pyo et al. 2002). However, Ruhanen (2004), indicated that in recent years a large amount of the published information management investigation on tourism and hospitality fail to categorise potential results, whereas additional investigation focuses on case studies only and subjective manner which do not contribute to the academic or industry field (Ruhanen & Cooperm, 2004). Besides, Gursoy et al. (2004) investigated a core curriculum of hospitality and tourism management lessons and addressed a model for hospitality programs in eligible colleges of Business. On the other hand, the hospitality program requirements could continue and related toward the present requirements of industry potential. Moreover, eligible colleges could change the personality of the industry call for fresh alumnae to reproduce the change and challenge of the industry, and it makes obtainable updated ranking concerning hospitality subject areas. Besides, the shifting hospitality needs could be decorated from end to end of the assessment of the current ranking of hospitality subject areas from hospitality expert perception. Besides, Wilkins (2005) included a basic skill framework in ranking an essential talent region of hospitality alumni from managers in addition to learners viewpoint. Nevertheless, the temperament of the administrative hospitality centre, stress mastery of a broad skill set taking into account of hospitality issue and course content which give a great symbol of the skills and knowledge at the place of work Wilkins et al. 2005).

Furthermore, Dennis Nickson (2007) obtain an integrated appearance at HRM strategies and tradition in tourism and hospitality industries by utilising breathing human resource management conjecture and practices through giving the impression of being a specific service exercise of industries, for instance how to supervise tour leaders or worker in the airline industry. It initially deposited the outlook through an extensive reconsideration of HRM rehearsal evidence inside industries and recognised the broader picture and began to the centre of attention plainly on an assortment of HR strategies and rehearsals through worldwide case studies to put into effect analytical techniques and backgrounds learning (Dennis N, 2007) in addition Hallin and Marnburg (2008) reviewed the empirical investigation of information management in the hospitality and tourism industry earlier than 2006. They presented the initial survey of experiential information management investigation in hospitality in addition to three tourism
ground the researchers recommended published experiential research studies are deficient in hypothetical establishment and methodology, there is an immense necessitate for additional empirical information management investigate in the hospitality and tourism framework (Carina A. et al, 2007).

**Review of Literature In India**

In the study titled “Tourism in Kerala – Problems and Potentials” aims to appraise possibility of natural resources in Kerala in the direction to sponsor tourists visits in addition to the determination of available tourist facilities (Sudheer, 1991). Besides the study titled “Tourism Management and Administrative Problems in Kerala attempted to take out the critical anxiety which concerned in the tourism management problem field. Initially, two portions of the trouble are investigated inside detail of the revision, namely tourism management in addition to organisational troubles (Menon K.M, 1991). Moreover study titled “Tourism Development in India - A Study of the Hospitality Industry” attempted to present a full hospitality industry outline. The researcher measured a range of human resources occupied in the hospitality industry and sufficiently attempted to clarify their role ( Leela. S, 1991). Besides, in another study speak about the performance of the Tamil Nadu Tourism Development Corporation and its function in encourages tourism in Tamil Nadu state. The research examined the profit-making capability of such services provided by TamilNadu Tourism Development and analysed the collision of each and every TamilNadu Tourism Development contribution activities to tourism development in Tamil Nadu (Soundara.R, 1992).

Furthermore, a study titled “Marketing Hospitality – Sales and Marketing for Hotel, Motels and Resorts” emphasises the realistic job interrelated skills in addition to the general and technical familiarity which required by personnel in the hotel industry (Dennis. L, 1992). Another study titled “The Business of Hospitality – Back Office Operation and Administration” examine a range of behaviour achieve in the process of the hospitality industry. The study judge that tourist is an essential asset of hotel, respectively, the dependability of hotels to make available appropriate and carrying great weight work environment for human resources which is a must (Dennis. L, 1992). however, The other study titled “Sustainable Development of Ecotourism in Kerala” emphasises the economies of tourism by captivating foreign tourists as consumers of
tourism products expected to make an evaluation of ecotourism among foreign tourists and to develop a policy for sustainable tourism (Viajaya.B.K, 1995). Furthermore, the study titled “Successful Tourism Management – Tourism Practices” gives substance to professionalism in tourism management (Prem N. S, 1997). Besides the economic weight of tourism inside the national economy preserve value contribution to job creation. Also, Tourism knows how to visualise an essential issue triggering in idle nation resources (Chawla A.S. et al. 1998). Furthermore, Pushpinder (2002) convey high-priced information on the subject of tourism and cultural contact. Besides, the study gives information on the topic of excellence in addition to the liability of hotel services. These study further analysis of variety portion of hotel management such as hotel pricing, superiority of hotel service and hotel secretarial (Pushpinder S.G, 2002).

Furthermore, a paper titled “Tourism Transport and Travel Management” focus on an array of key concern about modern global tourism, which investigates troubles concerning tourist transport and judges a range of concern connecting to claim and inspiration of travel management for tourism (Sinha P C, 2002). The book titled “Basics of Tourism Theory, Operation and Practice” examines the various interrelated proportion of tourism industry. The book highlights the range of character necessary for tourism products and expands an innovative move in the direction of the tourism industry and analysis the claim and supply of tourism products in shifting worldwide marketplace (Krishan K et al., 2004). However, a book titled “Tourism and Economics” give determined literature on the claim, supply, and impact of financial side on the tourism industry. Also seeking Tourist; maximise the remuneration expects from travel services. The government and host community demand to utilise tourist spending in their area (Saurabh.KD, 2005). Besides a book titled “Tourism and Hospitality Services – An Introduction” refers to core impression of hospitality and tourism in the direction of a tourism range and market to thump of tourism growth and hospitality market on the economy (Keka L, 2005). Also a book titled “Tourism Research Policy and Regulations” focal point is on various issues about new global tourism similar to marketing, research, education, and strategies in tourism industries (Sinha P.C,2005), in addition a paper titled “Strategic Management for Tourism Communities – Bridging the Gaps” attempted to analyse mixture of troubles within tourism management According to this study, Tourism is business which necessitates setting up, marketing and speculation in services and products. The study concludes by attitudes of local
citizens, the excellence of environment and the accessibility of favoured services and products as issues which decide the tourism achievement (Murphy PE. et al. 2006). Also, a book titled “International Tourism – Issues and Challenges” attempt to analyse issues in the administration of hospitality in the tourism industry (Bhardwaj DS et al., 2006). However, a book titled “Hospitality and Tourism Management” make available a full explanation to managerial skills which enables the scholar to convene the requirements and demands of tourist in a worldwide market. It covers up the individual, technological and theoretical Knowledge on the ability to turn out to be a high-quality leader and boss in the growing tourist industry (Harish B, 2006).

Furthermore, the book titled “Accommodation Management and Tourism” analyses a range of problems connected to hotel management in tourism. The vital objective of the study refers to create a knowledge bottom for managing and developing the accommodation characteristic of the tourism industry (Romila C, 2006). Furthermore, another book titled “Sustainable Dimensions of Tourism Management” presents a serious examination of a variety of tourism industry feature. This book examines national and global involution of the tourism sector and the recent issues in tourism like strategic management and so forth(Biju M.R, 2006). Besides, a book titled “Planning and Development of Tourism and Hospitality” provides a great impression of planning and development concern in the hospitality and tourism industry(Sunil S, 2007).

Furthermore, in a paper titled “Study measures the value of guest experience” state that travellers predict a top-notch knowledge, even if hotels be wounding back. However, an eminence hotel experience does not unavoidably denote, providing more than something different(Jessica P, 2009). However, Study titled “Future Trends in Tourism” declared that socio-demographic shift is moving forward to ageing society in the tourist arrangement result in extensive transform mainly on demand elevation(Thomas P et al., 2010). Besides, in study titled “Tourism Marketing” observed that for a tourist product, the crucial raw equipment are the country’s natural attractiveness, type of weather, history, society and the citizen (Anurag K, 2011) respectively. Another study titled “challenges and trends” provides a great impression on the position of innovation in the hospitality industries (Maria C et al. 2013), nevertheless in study titled “5 hotel industry trends” investigated latest hotel tendency and fulfilled that hotel and service industry continues to expand globally (Roches 2014) besides, a study titled “Top 10
global trends that will impact hospitality in 2015” refers to core impression to the relationship between hospitality industry. In addition, author believes that investigation and emotional experience is the trademark in tourist industry(Kelly M G, 2015).

In fact, through reviewing mentioned literature, it is transparent to state that tourism, and hospitality organisations; manage their employees in both the countries with related standards of HRM strategies for the tourism and hospitality segment through traditional concerns, such as association of most considerable tourist attraction, maintenance and development of productive employees to understand the changing environment dynamics in respect of political, economic, social and technological changes which significantly affect hospitality and tourism industry. Also, the work skill of individuals in this particular segment is the source for competitive advantage. Furthermore, ethical practice, significant plan responses, HRM models and legal reforms might suggest root for immense optimism in an approach that people managed inside the tourism and hospitality industry.

**Tourism management strategy in U.K and India**

U.K and India are painstaking as “tourist places” with no annual limits in nature, therefore, could bearing in mind that immense and diverse imponderable of tourism in these countries and its impact on the social, economic and cultural environment is imperative. Besides, there are several private and government agencies for the promotion of tourism in both countries. A necessary element of tourism management is the capability to connect and acquire an upbeat answer from tourism. At furnishing, a broad variety of enterprise concerned in providing traveller products and excellent experiences avail to the foreign tourist. Also, in both countries, the high quantity of tourist companies are small and medium size in nature and tend to function at a local level. Therefore India and other developing countries, intimate nature of tourism enterprises are capable of making it hard to extend awareness of tourism move in the direction and determine moves towards sustainable performance on the division of the industry (USHA.P, 2013). Moreover, according to the United Nations’ World Tourism Organization (UNWTO), the reason of journey and tourism legislation is to grant a regulatory structure for the appropriate growth and management of existing legal tools, deal with enforcement issues, create quality declaration and support professionalism, and smooth the progress of business development.
which planned for legal and regulatory Formulation structure which designed for the sustainable
development and tourism management performance through Reliability of National
Development strategy, reliability with National Tourism rule, re-evaluate the alive official
system leading tourism development, reconsider categorization which influences the
excellence of alive tourism services to discover constraint gaps, categorize fundamental legal
issues, classify stakeholder groups, categorize the assortment protection and protection of natural
and cultural resources, and facilitation in respect of association of private distribution of
neighbouring communities in tourism growth manners and provide a guideline which reflect the
responsibilities of all shareholders to ensures the privileges of national and international
tourists.

Therefore, there is need to consider the related legal guidelines for developing a tourism
industry in these countries and its role on human resource management strategies, because it is
clear that besides job satisfaction, the organizational justice under particular legal guidelines
known as the critical factor which has a reliable outcome on both the job satisfaction and
improving the tourism industry. Based on the above discussion, both of the countries are having
regulation in respect of Tourism, sustainable development, management and tourism business
guideline to shaping the civil rights and obligations of government administration and also to
defending natural and cultural resources management, tourism enlargement, civil rights and
obligations of the business suppliers and consumers but not in separate Act.

Conclusion

This study arises from the need to analyse to what extent the HRM strategies effectively
practised at tourism hospitalities and how they can be enhanced to gain better results. Therefore,
There should be continues investigation on HRM practices and assessment on performance in
five practices of HR arrangement, staffing and assortment, training and performance
management development, and valuable communication in addition to related legal guidelines
and limitations in gaining success which will enable the state government to advise plans,
policies and strategies and efficient laws and regulations ineffective tourism hospitalities which
will help a lot in presenting services to the necessary aspirations. Moreover, the application of
private and government tourism department is inefficient; all these calls for the adoption of a
new HRM strategy in this sector. Moreover, The existing legal frameworks in comparison to UNWTO guidelines do not provide adequate explanation and response to the needs of tourism’s employee. Therefore there is a need to reform laws and regulation due to recent changes in HRM and tourism industry’s needs.

Furthermore, The existing legal frameworks do not provide adequate explanation and response to the needs of tourism’s employee. Therefore there is a need to reform in laws and regulation due to recent changes in HRM and tourism industry’s needs. However, The tourism industry is one of the underlying economy pillars in developed and developing countries which can help to improve the country’s statement economically, socially and culturally. Therefore large concentration could oblige to the tourism hospitality. Also, These countries in demonstration need to altering the competitive environment, from first to last of new strategies. Therefore, there could be a nonstop review on HRM practices and policies in instruct to attain achievement and preserve significant growth.

References
3- Carina Antonia Hallin and Einar Marnburg, Knowledge management in the hospitality industry: A review of empirical research, Norwegian School of Hotel Management, University of Stavanger, available online on 30 April 2007.
16- Peter E Murphy, Ann E Murphy, Strategic Management for Tourism Communities – Bridging the Gaps, 2006.
20- Sandro Formica, the study of tourism and hospitality education in Europe and America, Department of Hospitality Tourism Management, Virginia Polytechnic Institute and State University, 1996.
21- Saurabh Kumar Dixit, Tourism and Economics, Mohit Publications, New Delhi, 2005