

A Study on Evaluation of Human Resource Practices in Hotel Industry with Special Reference to Selected Hotels in Karur District

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ABSTRACT

This study was conducted to determine the evaluation of Human Resource Management practices on employee's performance in the Hotel Industry of Karur District. Sampling technique was used to collect data for this research study. To ensure the relationship between Human Resource Management practices and employee's performance, many statistical techniques was applied on the data. The results indicates that HRM practices Compensation, Career Planning, Performance Appraisal, Training, and Employee Involvement have a positive impact on employee's performance. Hence, it is proved that independent variables contribute positively towards change in the dependent variable.

KEY WORDS: Compensation, Career Planning, Performance Appraisal, Training, Employee Involvement, Employee performance

1. INTRODUCTION

Several Researchers have carry out their researches as to establish the relationship between Human Resource Management Practices and Employee Performance in developed countries but few studies have been conducted in developing countries.

This study is conducted to evaluate the relationship between Human Resource Management Practices and employees performance in the hotel industry of Karur District. The most pertinent Human Resource Management Practices have been selected for the study. Statistical techniques were used to analyze the data. This research provides information about the active practices of Human Resource Management in hotel industry and their impact on employee's performance. The consequences of this research will be useful for Human Resource Management professionals of hotel industry to raise the performance of employees by executing the Human Resource Management Practices. This study will be helpful in optimizing the abilities of the employees and assigning the tasks accordingly. By executing the Human Resource Management Practices, organization will be able to accomplish its objectives by building an effective and efficient workforce.

2. OBJECTIVES OF THE STUDY

The main objective of this research is to explore the human resource practices in hotel industry and the issues faced by the human resource managers in executing the human resources practices.

3. METHODOLOGY

The research involves more systematic structure of investigation, which usually results in some formal record of procedures and the report of the results.

RESEARCH DESIGN

The study is mainly a descriptive research designed to know the effect of Human Resource Management practices on employee performance.

TOOLS FOR DATA COLLECTION

This study relates to the employees views and their attitudes towards the hotel industry. Primary and Secondary data has been mainly used. There is mixture of both primary and secondary data in this study. The primary data has been collected with the help of structured interview. The basic ideas and relevant concepts of the study were collected from books and websites.

STUDY LOCATION

This study was conducted with employees of select hotels at Karur District.

SAMPLING

Since the universe of the study is infinite, convenient sampling has been used. The sample covered different occupation of employees in different hotel industry. Totally about 230 respondents were selected for the purpose of collection of data.

TOOLS USED FOR ANALYSIS AND INTERPRETATION

The collected data has been presented in the form of tables. For understanding and interpretation the data are further simplified into percentages. The statistical tools like Firedman Test of ranking analysis have been used.

LIMITATIONS OF THE STUDY

The primary data is subject to personal bias and cannot be relied upon. The sample is taken according to researcher's convenience and hence the sample does not represent the universe. The study is limited to a small area in Karur district and does not cover the whole area. Due to want of Time, entire universe of the study was not covered. Human Resource issues faced by the organization

ANALYSIS AND INTERPRETATION

This research study primarily, investigated the linear relationship, the level of significance the influence of Human Resource Management Practices (Recruitment and Selection, Training and Development, Compensation and Incentives, Performance Appraisal) over Employees' performance in hotel industry. The analysis of this study includes descriptive statistics, correlation, and multiple regressions.

In terms of respondents, Table 2 shows the demographic information of the respondents. The descriptive analysis has revealed that total of 230 employees of university staff including academic 22.6% and admin staff 77.4%. As far as academic qualifications of respondents are

concerned, Table 3 shows that Bachelors’ degree holder is 50.4%, 33% of the respondents with master degree

and PhD holders contributing 16.5% of the total respondents. Table 4 shows that 84.3% of the respondents were male and 15.7% were female while Table 5 shows that respondents’ years of experience from 2 to 5 years were 18.3%, from 6 to 10 years were 22.6% while respondents’ years of experience from 25.2%.

Lastly, respondents’ years of experience more than 15 years were 33.9% of total respondents. Table 6 explains the correlation analysis and how variables are related to each other. The relationships of the entire Human Resource Management Practices (Recruitment and Selection, Training and Development, Compensation and Incentives, Performance Appraisal) are positively related to employees’ performance.

All of the variables have a positive relationship; the values are given in above Table 6. All relationships among variables are significant at 0.05 levels. Table 7 shows the summary of hypothesis. Table 8 shows the multiple regression analysis and found that four factors of Human Resource Management Practices (i.e., recruitment and selection, training and development, compensation and incentives, performance appraisal) together significantly predicted employees performance while in Table 9, the level of significance F-statistics (27.547) = 27.55, P < 0.05) with an R2 = 0.463) means almost 46% employee performance explained by the all the Human Resource Management Practices collectively.

The purpose of this study is to explore the impact of Human Resource Management Practices on employee performance at hotel industry and to suggest recommendations for its improvement. The findings of current research study illustrate that the Human Resource Management Practices (Recruitment and Selection, Training and Development, Compensation and Incentives, Performance Appraisal) are positively related to employees’ performance. The previous results support the findings of the current study. Furthermore, most of the empirical studies have been conducted in the field of Human Resource Management Practices and employee performance especially developed countries, which are concluded that the Human Resource Management Practices are the important factors to predict employee’s performance

CORRELATION ANALYSIS

VARIABLES	RS	T&D	C&R	PA	EP
Recruitment and selection	1				
Training and development	0.167**	1			
Compensation ?	0.542**	0.163**	1		
Performance appraisal	0.712**	0.143**	0.416**	1	
Employee					

performance 0.742** 0.640** 0.520** 0.751** 1

Summary of hypothesis results

HYPOTHESES	CORRELATION	RESULT
H1: The selection and recruitment system have a positive relationship with Employee performance	0.742**	Supported
H2: The training development and education has positively related to employee performance	0.640**	Supported
H3: Compensation, incentives, benefits, and rewards system has a positive relationship with employee performance	0.520**	Supported
H4: Performance appraisal system has positively related to employee performance	0.751**	Supported

**Correlation is significant at the 0.05 level (two-tailed)

TABLE NO 1

REGRESSION ANALYSIS

MODEL	R	R2	ADJUSTED R2 ESTIMATE	STANDARD ERROR OF THE ESTIMATE
1	0.680a	0.463	0.446	0.43571

A Predictors: (Constant). Performance appraisal, recruitment and selection, training and development, compensation and rewards

ANOVA

MODEL	SUM OF SQUARES	DF	MEAN SQUARE	F
Regression	15.688	3	5.229	27.547
Residual	18.225	111	0.190	
Total	33.913	114		

A Dependent variable: Employees’ performance. Predictors: (Constant), performance appraisal, recruitment and selection, training and development, compensation and rewards

FRIEDMAN TEST OF RANKING OF HUMAN RESOURCE ISSUES FACED BY THE ORGANIZATION

Friedman’s Test is used to check whether there is any significant agreement in the ranking of Human Resource issues faced by the organization. The following hypotheses are used to check significant agreement in ranking.

H₀–There is no significant agreement between the respondents regarding the ranking of Human Resource issues faced by the organization

H₁–There is a significant agreement between the respondents regarding the ranking of Human Resource issues faced by the organization

From the table, it is concluded that the Shortage of employees is in the rank of 1, Training & development is in the ranking of 2, Internship employment is in the rank of 3,

Employee turnover is in the rank of 4, Employment security is in the rank of 5, Outsourcing is in the rank of 6 and Downsizing is in rank of 7 among the human resource issues faced by the organization.

FRIEDMAN TEST FOR RANKING OF HUMAN RESOURCE ISSUES FACED BY THE ORGANIZATION

HUMAN RESOURCES ISSUES FACED BY THE HOTEL INDUSTRY	MEAN RANK	ASSIGNED RANK
Employment Security	6.20	5
Training & Development	4.38	2
Shortage of Employees	1.32	1
Downsizing	7.31	7
Internship employment	5.10	3
Employee turnover	5.71	4
Outsourcing	6.92	6

Source: Primary data

TABLE NO 2

Friedman test for human resource issues faced by the organisation - test statistics

N	230
Chi square	21.25
Df	5
Asymp sig	0.000

Source: Primary data

TABLE NO 3

From the table the significance level is 0.000 which is less than 0.05 so, there is a highly agreement between the respondent regarding the HR issues faced by the industry at 95% confident level.

4. CONCLUSIONS AND DISCUSSIONS

The study unconcealed a important relationship between Human Resource Management Practices (Compensation, Career coming up with, Performance Appraisal, Training, and worker Involvement) and employee's performance. The study unconcealed that employee's performance will be redoubled by giving workers a chance to form effective selections. coaching and worker involvement play a positive role in increasing employee's performance so, this analysis conducted indicates a positive relationship between Human Resource Management Practices and employee's performance and it is complete that HRM practices will enhance the

employee's level of performance that influence the perception of workers concerning performance.

RECOMMENDATIONS

It is clear from the findings that Human Resource Management Human Resource Management Practices (Compensation, Career coming up with, Performance Appraisal, Training, and worker Involvement) has a positive role in increasing the employee's performance that the organizations

ought to implement these practices to attain the desired goals. The organizations ought to utilize a selection of reward and recognition programs to drive behavior that promotes high performance. Organization conducts in depth educational program for its workers relevant to the dynamic desires of jobs and business. Job performance ought to be thought of a very important issue to work out the compensation of employee's performance. Management ought to price the contribution and concepts shared by workers and empower workers to maximize their individual talent so as to form effective selections. Human Resource Management practices (Compensation, Career coming up with, Performance Appraisal, Training, and worker Involvement) play a crucial role in increasing worker performance therefore the organizations ought to revise their unit of time policies by keeping in read the on top of factors so as to realize the targeted goals.

LIMITATIONS AND FUTURE ANALYSIS

Research context was restricted to building business of Karur district, whereas the future analysis will be extended to totally {different completely different} sectors of different cities to get a lot of important results. Little variety of respondents has been chosen for this study therefore an analogous study ought to be conducted by increasing a sample size. This study examined solely 5 Human Resource Practices (Compensation, Career coming up with, Training, worker involvement, Performance appraisal), whereas alternative human resource practices also can be used for additional study to induce a transparent plan of the vital employee's performance determinants

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