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A Study on Human Resource Practices for Employee's Satisfaction and its Impact on Guest Satisfaction Level at Hotels in Greater Noida

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A Study on Human Resource Practices for Employee's Satisfaction and its Impact on Guest Satisfaction Level at Hotels in Greater Noida

Payal [α], Vikas Sharma [σ] & Prof. (Dr.) Rajiv Mishra [ρ]

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I. Introduction

HR'S ROLE IN THE HOTEL INDUSTRY is to manage responsibilities such as recruitment and trainee new hires, manage employee data, and taken step to retain employees. Being successful in the role of HR once should be well-versed in labor laws and have prior experience hire employees for various job role and level of seniorities.

- What HR does in the hotel industry - Hotel HR Manager responsibilities includes recruiting and trainee new hires, manage employee's data, and take steps to retain people in order to ensure guest satisfaction.
- Create hiring plans for hotel departments on the base on the industries season needs.
- Interviewing or evaluating job candidates, among other things.
- IMPACT OF HUMAN RESOURCES POLICY ON EMPLOYEES – HR policies, such as the working environment and employee behaviour, have a significant impact on employee satisfaction.
- HR policies provide employees and managers with written guidance on how to handle a variety of employment issues.
- They also provide consistency and transparency for employees and managers, which contributes to the psychological contract and the creation of a positive organizational culture.
- A HR policy's purpose is to manage employees in a productive manner.

II. Objectives

- To investigate the influence of human resource practices on employee satisfaction.
- To identify various techniques used by hotel HR for the benefit of employees.
- To compare the outcomes of services provided by a satisfied employee to the level of customer satisfaction.
- Create a healthy environment so that employees can work to their full potential.

III. Literature Review

According to Paul Gollan, Rebekah East, Paula Saunders, and Suzanna Trajkovski's research, this paper was funded by an Australian Human Resource Institute, Australian Research Council Linkage Grant, and the institute's support. Recruitment consultants from two prominent firms validated this research.

According to one company's website. We strive to create an environment that attracts the best people in the industry, then to provide them with a rewarding workplace and to reward their performance. The firm's vision is to collaborate with its people to be the most inspiring firm for its clients and communities. Is dedicated to innovation. Culture is based on seven key values that have been honed over the years.

- Kundu. Subhash C. Diya Mahan's article on Human Resource Management Practices. Human Resources generate benefits of an organization, according to studies, which was conducted in Indian. However, one of the employee benefits issue by HR Management to provide employees with safety and security is the provision of insurance to Human Resources.

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- Subramanian V. expresses that the recruitment and selection process in an organization, as well as selecting the right candidate for the correct position, helps employees work in a positive manner. The interview process is always relevant to the job profile, so that candidates are interested in it.
- Mishra and Bhardwaj conducted research on private companies and their work in the Human Resources Department. A random sample of 107 managers from various levels such as low level, middle level, and top-level management is taken into account. They were given a questionnaire to fill out in order to learn more about the Human Resources department, which was then analyzed. As a result, the report in the HRD is satisfactory.
- Attitudes and behaviour are influenced by human resource management practices. a workforce Numerous studies have found that human resource management has a positive effect on job satisfaction. Organizational commitment and organizational performance (Becker & Gerhart, 1996; Edgar & Geare, 2005). In addition, in It is dependent on how effectively human resource management is implemented in order to increase the firm's success.
- Martinet, in his research study, explains the Human Resource Development explains the progress of the organizational growth with different processes that are taken in an organization such as selection, payroll processing, and maintaining the office's rules and regulations.
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- Organizational commitment and organizational performance (Becker & Gerhart, 1996; Edgar & Geare, 2005). In addition, in It is dependent on how effectively human resource management is implemented in order to increase the firm's success. Mostly, Because Japanese agri-business firms in Vietnam are small to medium-sized businesses, the practises chosen for this study are applicable.

IV. Research Methodology

a) Introduction

This method and procedure are to collect the data is to achieve the aims and objectives of this study. The topic that we'll discussed in this chapter includes the research design, data collection methods and sample design. Quantitative exploration has been utilized to direct this examination concentrate because of the enormous number of respondents who took an interest.

Primary Method: The open-ended qualitative technique will be implied. A convenience sampling and qualitative techniques will be used for data collecting and analysis. The sample size for collecting data will be minimum 50 consisting of industry expert, employees, guest, human resource and core departments. The data will be collected from a well-structured open- ended questionnaire.

Secondary Method: Secondary data were collected through various source such as websites, reports, hotel broachers and some is from the following sources:

- Internet
- Journal
- Magazine
- Blog
- Text book
- Data Analyses & Its Interpretation

This is the result of the data collected from the survey taken from different hotels in Greater Noida.

b) Data Analysis & Interpretation

This is the result collected from survey conducted in various hotels of Greater Noida for various HR policies.

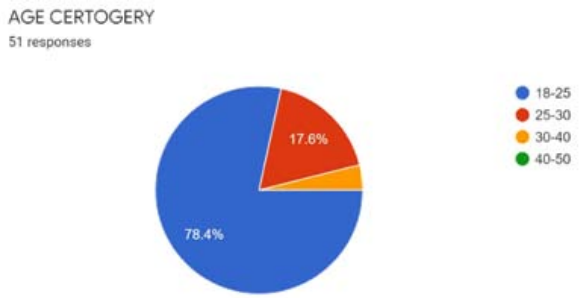

Fig. 1

- As the graph represents, 78.4% of people comes under the age group of 18-25
- There are 17.6% of people that belongs to 25-30 years of age.
- 5% of people comes under 30-40 years of age.

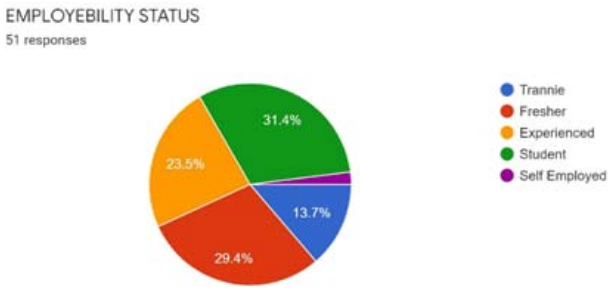

Fig. 2

- As per graph represent, 31.4% are student, 29.4% are fresher, 23.5% are experienced and 13.7% are trannies.

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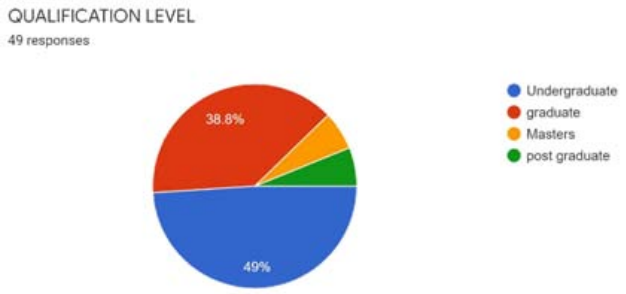

Fig.3

- According to the graph, 49% are undergraduate, 38.8% are graduated and 6.1% are post graduated.

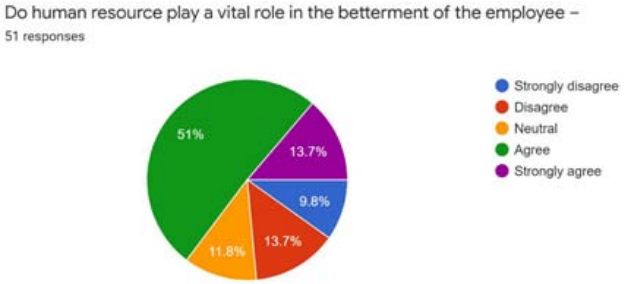

Fig.4

In this pictorial representation, it shows that 51% of the employees agree of the fact that HR play a vital role in betterment of employees along with 13.7% strongly agree, 11.8% are neutral.

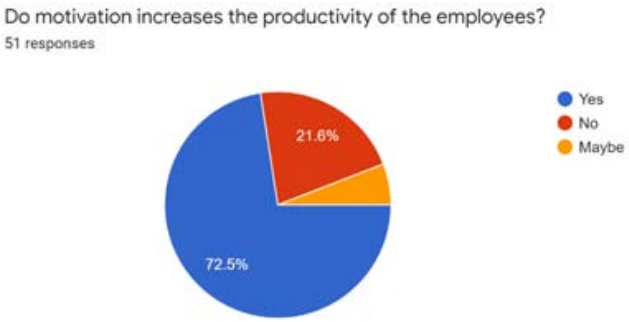

Fig.5

This particular question represents that 74.5% of the employees agree that employee's satisfaction effect business of the hotel and 24.5% of the are also not sure about it.

V. Conclusion

Human resource practices for employee satisfaction are a critical component of the hotel industry. The findings of this study will be beneficial to hotel management, academicians, research scholars, and students in the hotel industry. 40 responses were collected from 60 responses sent via WhatsApp and email to the Human resource practices for employee satisfaction and its impact on guest satisfaction level. There were 47.5 percent female responses and 52.5 percent male responses out of 40 total responses. All of the respondents from various hotels stated that they have implemented a number of policies, welfare programmes, sports programmes, and special meals on holidays in order to motivate and increase the productivity of each and every employee. As a result of this research, we now understand the importance of human resource policies

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