

ABSTRACT

One of the fastest growing sectors of the economy of our time is the hotel industry. The hotel industry alone is a multi-billion dollar and growing enterprise. It is exciting, never boring and offer unlimited opportunities. The hotel industry is diverse enough for people to work in different areas of interest and still be employed within the hotel industry. This trend is not just in India, but also globally.

Modern hotels provide refined services to their guests. The customers' requests are always right. This principle necessitated application of management principles in the hotel industry and the hotel professionals realized the instrumentality of marketing principles in managing the hotel industry.

The concept of total quality management is found getting an important place in the marketing management of hotels. The emerging positive trend in the tourism industry indicates that hotel industry is like a reservoir from where the foreign exchange flows. This naturally draws our attention on HOTEL MANAGEMENT. Like other industries, the hotel industry also needs to explore avenues for innovation, so that a fair blending of core and peripheral services is made possible. It is not to be forgotten that the leading hotel companies of the world have been intensifying research to enrich their peripheral services with the motto of adding additional attractions to their service mix. It is against this background that we find the service mix more flexible in nature. The recruitment and training programmes are required to be developed in the face of technological sophistication. The leading hotel companies have been found promoting an ongoing training programme so that the personnel come to know about the use of sophisticated communication technologies.

INTRODUCTION

The purpose of the study of HR Practices in Hotel SWAGATH is to experience the quality & quantity required by the company. It explains the HR practices & its influences on the performances of the individual employee. It also provides insight to the degree to which the HR practices are affecting the behavior of an employee at work place.

Human Resource Practices have great influence on the organizational performance, every organisation depends on its workforce for fulfilling its operational requirements, human resource not only subject for the professional handling the human resource of the organisation, in wider perspective it deals with all the key function of all the department in an organisation, it is a liason between the organisation and the employees of the organisation, it is studied by the economists to relate the efficiency in the productivity of the organisation. Earlier when there was no Human Resource Department in any organisation, they still used to perform very well because there were operations of the human resources underlying with in some other department responsibilities, after the importance of this operation has gained importance, they have set up this department with distinguished functions of taking care of the employees.

However on the basis of my findings, certain recommendations and suggestions have been provided that can help to increase the efficiency of HR practices that are carried at Hotel Swagath, Hyderabad.

OBJECTIVES:

- To know influences of Human Resource Practices on the employees actual performance in hotel industry.
- To know about the concept of recruitment.
- To know about the concept of selection.
- To know about employees performance appraisal.
- To know Training and Development in the organization.
- To know about employees orientation, placement & employee relations

NEED OF THE STUDY

This study has a wide scope as it explores the entire Human Resource practice of the Hotel SWAGATH along with formats and explanations.

Primary data which was collected from employees was depending upon the responsiveness, attitude, aptitude, ethical values and constraints on account of internal rules, regulations, norms, and perception level and understanding level, leadership, experience, expectations and generally prevailing market trends. Hence dependent assumptions were to be made through the analysis.

Many a time things could not get opened because of limited transparency and openness, as a trainee is semi outsider for an organization.

SCOPE OF THE STUDY:

The scope of the research is very vast; however the total time period available was very limited for the purpose of study, observations, analysis, and conclusion. Second important thing is on account of ethical and moral obligations, analysis and manager disclosure of all pertinent and particular policies has got limitations because of his positional accountability and responsibility.

LIMITATIONS OF THE STUDY:

The study was formulated & conducted under the following limitations:

- Getting time out from the associates to fill the activity sheet was a major challenge.
- Time factor was the major limiting factor as the project has to be done on time.

RESEARCH METHODOLOGY:

The main objective of this chapter is to present a general idea of the design of research undertaken for the present study to examine the practical impact of HR practices on the performance of employees at Hotel Industry.

Introduction:

This segment contains details about the research process undertaken for the current investigation & carry on with classification of the data collection & analysis methods adopted by the researcher along with the sampling techniques. At the end of these chapter ethical approaches is presented to include the issues regarding observation that has incurred and influenced.

RESEARCH OBJECTIVES:

The research has been undertaken with following objectives.

- To study the Human Resource Practices in Hotel Swagath
- To study the methods & process of Recruitment & selection, Performance Appraisal, Training & development.

This project report is based on primary as well as secondary data.

***PRIMARY DATA:**

"The primary data is the data collected afresh & first time and happens to be the first hand information. "OR" The primary data is data which is collected by researcher directly from the respondents".

There are various methods of primary data collection, such as:

1. Observation method
2. Interview method
3. Questionnaire
4. Schedules etc.

Sample size:

It means the number, of persons or items selected from the universe to constitute a sample. The sample size of this project is 50 employees of Hotel SWAGATH. The sample size for performance appraisal is 25

Sampling technique:

It refers to the method to be applied / the technique to be used in Selecting the Sample. The technique used may be deliberate or purposive sampling, random sampling, systematic sampling, stratified sampling, area sampling, and extensive sampling.

The sampling technique applied for this project report is Simple random technique

Study period

Study period refers to the time and duration required for the researcher to complete his research.

Study period for this research report is: 60 days in total.

Tools for data collection:

The tools / methods used to collect primary data for this research report are through:

1. Personal face-to-face interview
2. Questionnaire method.
3. By Observation

***SECONDARY DATA:**

"The data which is collected by someone and gone through the statistical process is called secondary data." OR "The data which is collected by someone and used for the purpose of research by another person is called secondary data.

Tools for secondary data collection:

The tool / methods used for collecting secondary data for this project report are different websites of manpower, Google, HR reports of the company, company profilemagazines.