

# Role of Human Resource in Development of Indian Hospitality & Tourism Industry

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## Abstract:

This research paper describes about human resource required in both hospitality and tourism industry. Tourism industry is one of the emerging Sector in Indian economics. For the development of tourism industry skilled and developed human resource is required. Human Resource Management (HRM) is use for recruitment, training, and welfare of Human Resource. In this paper we discuss about the function of HRM, Role of HRM and need of Human Resource development in tourism and hospitality industry.

**Keywords:** Human Resource, Hospitality, Tourism.

## I. INTRODUCTION

Tourism industry is one of the emerging Sector in Indian economics. Due to industrial expunction and technological development average income of people increases due to which people are ready to spent more money on their comfort and lifestyle. Due to this Scenario hoteling, hospitality & Tourism industries are on Boom.

Tourism is also depends on different Factors such as environment, religion, agriculture, health, finance, transport, economics, and education. All of these human behaviors are continuously changing, so these change affect to the tourism and hospitality industry indirectly.

The Current issue in the hostility and tourism industry is inefficient employees. Most of the Manpower working in Tourism industry are unskilled, uneducated and untrained which is major obstacle in development of tourism Indian Industry.

## 2. OBJECTIVE OF RESEARCH

Objective of research is to boost the hostility and tourism industry by changing the Human Behavior through enhanced Human Resource Policy. As we discuss earlier tourism is a service industry so manpower is the biggest investment of the industry so human resource management have to work on improving the employee behavior, employee ethics and communication. So to manage and develop these human resource in proper way Human Resource Management department should perform various activities.

In this study we will study different human resource management HRM policies to increase the employee quality, employee satisfactions level, employee interiority. So result of all these should be reflect in increase popularity of tourist place and touring industry, increased satisfaction level of tourist which leads to grow the reputation of tourism industry & the travel industry to gain more cash trade and improve monetary advancement.

### 3. DIVISIONS OF INDIAN TOURISM INDUSTRY



Fig 3.1:- Division of Indian Tourism Industry

Indian tourism industry is depends on seven divisions, which are called as seven pillars of tourism industry. And these seven divisions are Accommodation, Supplementary accommodation and wild life, Market research, administration, planning, publicity and conference and hospitality and travel. Accommodation division takes care of proper stay of tourist. Market research team do the market study of tourist spots, depending on research they predict the liking of people and decides the fare according to present senior.

Administration team dose all administrative work i.e. work related to accounts, store, marketing etc. planning team do planning of different events, and publicity of the event is done by publicity or marketing team. And finally all over hostility of the guest is taken care by travel trade and hospitality team.

### 4. ROLE OF HRM IN TOURISM INDUSTRY

Manpower management is the major work of HRM through Proper Procurement, Training, Proper Remuneration, Increments Promotions ETC.

#### 4.1 Procurement:-

Recruitment is the first step of employment. It is the method by means of which employees are

brought into industry. It is a Mechanism of finding suitable employees and encouragem them for apply for a job in an organization. Recruitment involves listing of a number of candidates for any job so as to select the best person from among number of applicants. Recruitment is a positive function. Recruitment can be defined as the process which brings the job seekers and employers face to face with one another in order to achieve certain goals.

HRM first finds the number of job vacancy of organization to fulfill the work efficiently. Then encourage the jobseeker to apply for the job in organization, and to select right person for right job.

**Job Analysis and Job Description:-** This process involves the micro study of Manpower required to organization and allocation of well define function to jobs so that well qualified employee can be hired.

#### 4.2 Training and Development:-

As we discuss Hospitality and tourism is a service industry, so human behavior plays a vital role in development of organization. So training of employee is must after recruitment. Training should contain module to increase politeness, to impart ethics in the employee, to improve communication and proper dressing style and communication.

Training and Development in the Tourism industry is essential. Basic skills include industrial ethics and communication with the guests. Training should contain teamwork and diversity training, as the staff is perceived as one unit by guests. How to work together with peer members from different backgrounds is important because staff member do not have idea about background of any specific guest.

Best service that leads to grate experiences is the primary motive of the tourism industry. This is what tourism industry leaders need to develop in staff members. If a things goes wrong then it is a part of life. For example, if by mistakenly guest have given the wrong reservation and the problem is not solved in a good manner, then obviously the guest will not

have an good experienceopinion about the tour and touring industry. The basic aim is to solve problem by any mince so that the guest will feelhigh level of satisfaction about the solution and that he or she wants to continue his/her tour so that guest want to return in same place and opt the same service in next tour.

#### **4.3 Safety and Security Training:-**

If a peril has been happed in the at tour place or at a stay. Then guest will obviously looks to words staff to direct and help them. Tourism industry staff should know how to react on present scenario and he must know different ways to handle the problems, whereas most of the guests are unfamiliar with territory. Staff must be trained to handle any kind of scenario that can be possible at tourist place. Also tourism industry staff should have ability to perform first aid and CPR if necessary. The hospitality leaders must trained their staff members, and develop plans to protect their guest from natural disasters. This is so essential, because if the staff doesn't know what to do, guest will emerge, because people panic while they are trying to determine the best course of action.

#### **4.4 Remuneration:-**

Provision of sufficient salary for the work done by the employee involves job analysis and job evaluation. Depending on the work and responsibility and qualification of employee wedges should be finalized. No one should get less wedge than he dissevered.

Employee retention is depends on remuneration and increments offered to the employee. Organization should also have incentive system depend on feedback from guest and performance of the employee. Increment system of employee should not be uniform whereas it should be depends on proper and well defined performance appraisal system.

#### **4.5 Personal Reports:-**

Personnel file must beprepared and maintained for each employee in the organization. These personnel files should contain educational and personal document such as degree certificates, Medical record and personal records that can beprepared and maintained HR Department staff. Personnel file is the main employee records utilized by the employer.

Typical document in a the personnel file includes job application, family emergency contact address and number, documented disciplinary action history, the employee handbook received and sign document, employer sign off sheets, resume, the periodic appraisal, job evaluation sheet, or performance development plans, training certificates, attendance evidence, and current personal contact information about each employee.

### **5. FUNCTION OF HRM**

There are two functions of HRM and they are Managerial Function and Operative function.

#### **5.1 Managerial Function:-**

Managerial function of HRM includes Planning, Organizing, Directing, coordinating, and controlling activities of employee.

Planning is directly contribute to the organizational goals. This process involves planning of human resources requirement, recruitment, sorting and selection, training and development etc. this function also involves organization the employees by preparing the well define organizational structure of an organization, and to allocate the different right to the different level of employees. Generally in hospitality and tourism industry different levels of employees are CEO, General Manager, Departmental Manager, Assistants and workers.

#### **5.2 Operative function:-**

Operative function of HRM involves Procuring the sufficient and appropriate number of

persons for carrying out the business work efficiently.

Another function is to give proper training to different level of employee so as to develop them to work in organization, and to provide proper remuneration depend on different factors so that good employees attracts towards jobs. HRM have to create Integration of employee with organization (i.e.infusing sense of belongingness)

Through all these function empowered human resource is developed which is cable of doing different activities of tourism industry.

## 6. EMPOWERED HUMAN RECOURCES FUNCTIONS IN TOURISM INDUSTRY

Providing best services in tourist place, to satisfy guest by providing best services according to the requirements of tourists.

- Good and ethical communication between the Employee and tourist, so that customer should think to visit same place again and again.
- Increasing job satisfaction by giving proper remuneration and retaining the staff for long time and provide a dynamic workplace within the tourist environments.
- Increases Capital growth by increasing the productivity due to empowered human resource
- Increasing integrity between employee and organization by doing teamwork.
- Qualitative work has been done.
- Enhancing the satisfaction level of tourist by enhanced service of organization at tourist place.
- Increases the profitability of tourism industry.
- Training leads to improves decision making within the employees.
- Easy to archives long term and short term goals in defined set of time and which results in overall growth of hostility & tourism

industry to procure more cash trade and improve monetary advancement.

## 7. IMPLICATION OF STUDY

From this study we can conclude that hostility and tourism industry is a service industry whose major investment is a human resource, and to manage this resource we need human resource management department in any industry. The major work of HRM is job analysis, employee procurement, employee training, to provide different incentive scheme ETC. the major advantage of HRM is increased integrity of employee and organization, and retention of trained employee for long period. Result of all these policies can be seen in increase popularity of tourist place and touring industry, satisfaction level of tourist which leads to grow the reputation of tourism industry & tourism industry to procure more cash trade and improve monetary advancement.

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