

## Hotel Employees' Career Problems Identification And Their Solutions: A Study Of National Capital Region (Ncr) In India

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### Abstract:

*Hotel industry is the growing industry in India as well as worldwide and the big source of employment. For employees, hotel industry depends on their readiness to face and control many challenges of work life balance in this developing industry. Employees work life balance challenges involves under wages, working flexibility, job security, career-development and timely appreciation and motivation. The major attention of this research paper is to survey and describe the career perspective of hotel employees in NCR, India. This is a study of descriptive research approach and data collection has been done through well-structured questionnaire. A total of 400 hotel employees were survey through designed questionnaire. They are selected on the grounds of non - random sampling which is impartial. Standard statistical techniques (factor analysis) are used to interpret the collected data from the respondents. The results will highlight the new perspective of the employees' career development and job security.*

**Keywords:** Career Perspective, Work life Balance, Hotel Employees, Work Problems.

### 1.1 Introduction

For enhancing the Indian hotel industry, the need of the hour is to encourage and produce substantial number of hotel jobs. The economic scenario of hospitality and tourism industry in India as mentioned by World Travel and Tourism Council (WTTC), it contributes to world Gross Domestic Product (GDP) an approximate amount of 121.9 US \$ Billion in 2020, and 191.3 US \$ Billion in 2019. Indian tourism and hospitality industry contributes to world Gross Domestic Product (GDP) approximate percentages of 4.7 in 2020, and 6.9 percentages in 2019. Total Gross Domestic Product (GDP) change noticed in Indian tourism and hospitality industry from 2019 till 2020 was -36.3 percentages.

Sharing firms and particular responsibility in career management leads to improved employee job performance. Generation Y workers prefer to own-control their future, but they also look for their staff to effectively support their careers and meet their expectations. The impact of recognized hotel on career management and career expectations is significantly concluded that there is major impact of career belief on job achievement. (Haiyan Kong, et al., 2015).

From an employee's perspective, there is significance on having the personal qualities essential for victorious career management, and therefore professional skills and competencies are becoming increasingly important. From the hotel employer's other half's perspective, supporting staff build their careers and enhance job fulfilment is an impressive way to entice and keep talented staff. Most organizations now act as enablers of career management systems by helping the career enhancement of their employees. Effective career management in this industry helps staff develop their future skills, thereby increasing

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career fulfilment. Therefore, it is important to examine the mediating impact of future ability on the attachment between this industry career satisfaction and career management. (Catherine Cheung, et al., 2012)

One perspective is that it is the trainer's duty to confirm that hotel management graduates have successful dreams and expectations for this sector. Another perspective is that it is hotel experts who provide the career elements that new graduate expect. In any case, this research will help determine where gaps exist and which factors require further attention. Furthermore, as these gaps narrow, the retention rate of certified hotel management highly graduates in the hotel industry may also increase (Brown, 2011). Enhancing human resources management and using smart technology to control hotel businesses become more supreme. For many guests and travelers, a hotel accommodation are just an accommodation, and what differentiate one hotel from another hotel is the level of quality service that what are peoples going to remember (Edmund Goh & Cindy Lee, 2018). Employee is the first interaction to attend guest, their expression and satisfaction always affect level of quality service. The believe system of many numbers of hotels is that if you want to improve the level of service firstly invest and empower the quality staff (Yeh, 1999). The human resources management and its effective management can provide hotel industry a modern and quality advantage and improvement, it is normally noticed for success of hotel industry (Baum, 2007). In depth understanding of the public debate surrounding careers can shed light on the worldview construction of survey participants and help hotel employers identify real concerns and issues. (Elina Meliou & Leonidas Maroudas, 2011)

Career development is an impressive way to hire and develop employees, so it's necessary for hotels to have compelling future management. Personal ability presents various types of knowing, and intelligent careers present the application of these types of knowing. They presents career ability into three types first one is to know why, second one is to know whom, and third one is to know how. The first type describe and relates to career inspiring, personal understanding, and identification the second type presents future related connections and networks, and the third type presents future related skills and job related awareness and knowledge. Improving employee career readiness needs a collaborative connection between hotel managers and hotel other staff. From the staff point of view, performance, career, and management are focused on the necessary personal qualities, which is why professional qualifications are becoming increasingly important. From the firm viewpoint, supporting employees to grow their own future and enhancing their career fulfillment is a systematic and magnificent means of designing and hiring certified employee members (Dehghani, 2014).

## 1.2 Review of Literature

**Chung, (2000)** conducted a study to structure an elective method for improving the hotel management syllabus. After two-round board discussions, structured questionnaires were distributed to 800 randomly selected alumni, and this activity founded that 422 usable sample size of respondents. In chapter of conclusion, the submitted data was supported, that was competencies need of hotel staff and hotel management syllabus of universities were significantly related. As a result, the submitted data was supported that was competencies need of hotel staff and success of career in the industry was significantly related.

**Yang, et al., (2012)** study focused on two major points first one was to recognize the factors examined by employees about the decision to leaving and shifting organization and secondly to examine the strategies made by the management to minimize turnover of employees. To examining and sum up the cause of the turnover in the industry supervisors and managerial staff members a qualitative research was conducted. Also strategies used by the managers to control and hold their staff a qualitative research were conducted.

**Haiyan Kong, et al., (2012)** investigated the bond between recognized industry career management, hotel career competency, and career fulfilment. The research was aimed to study the resolving processes through which industry career management participate to

staff' career fulfilment. Major evidence was found to support the suggested designed model and the submitted relationships in this study.

**Milind A. Peshave and Dr. Rajashree Gujarathi, (2012)** analysed the facts by the findings of research suggested that there is great impact on customer fulfilment and image of the industry due to the lengthy working time and under wages are the vital factors that affect the rate of attrition in the industry.

**Eric A. Brown, et al., (2015)** examined and confirmed employees in generation Y category preference an inspiring with learning career and it also indicated generation Y employees are looking for long term in their career. The most common responses recorded of hospitality graduates for why they left the hospitality industry were because of the long working hours and under wages.

**Samuel , et al., (2015)** through the empirical analysis and survey method, the aim of study was to identify the focus of mentoring on role pressure, job behaviour, and turnover intention. In the final result, the study concludes that every three mentoring points (the employees' career development, their psychosocial support and their role modelling stage) showed a significant negative effect on role conflict.

**Haiyan Kong, et al., (2015)** identified various ways on how to handle the career expectations of young employees of hotel industry. This study is to examine that 'meeting career expectation of generation Y employees, can encourage job satisfaction of generation Y employees. The proposed model is supported in the findings of the study, which present relationships among perceived hotel career management of Y generation employees, career expectation, and job satisfaction of employees.

**Edmund Goh and Cindy Lee, (2018)** investigated that the "perfect storm" of young blood are entering in hotel sector and older employees are leaving the workforce of hotel industry, as the hypothetical structure to unload Generation Z's employees with perceptions (n=71) regarding working in the hotel sector.

**Hyo Sun Jung and Hye Hyun Yoon (2021)** studied to examine that job insecurity, as recognized by deluxe hotel employees, significantly affects their turnover ratio and job engagement and to recognize the decreasing effect of generational characteristics. Study was concluded with the statement that employees' job engagement can minimize turnover intent. By using a well defined questionnaire total 359 responses are collected during data collection stage. The collected data was interpreted by using two statistical techniques {Statistical Package for Social Sciences (SPSS) and Analysis of Moment Structures (AMOS)}.

### **1.3 Research Methodology**

A research methodology will give the answer to a number of questions related to what, when, why and how research has been carried out. This research will use a number of steps in studying this research problem and to achieve the research objectives.

#### **1.3.1 Research Design**

The present research is descriptive in nature, primary data has been collected via questionnaire as the research tool. The data comprises of sample of 400 employees under the category of White and Blue Collar Job Segment Employees (approximately 40 hotels) of hotel industry from diverse background and regions (NCR) applying judgmental sampling (non-random) technique. The five-interval likert scale from 'strongly disagree' to 'strongly agree' is used to measure the psychographic profile (attitude of respondents, interests of respondents and opinions of respondents) of respondents. Statistical technique (factor analysis) has been used to recognize the problems and factors responsible for the career development of hotel employees.

### **1.4 Data Analysis and Interpretation**

#### **1.4.1 Reliability of Research Instrument**

To check the reliability of the tool, Cronbach's Alpha is applied. The normal range of Cronbach's alpha reliability coefficient is 0 to 1. However, there is even no lower limit to the coefficient.

**Table No.1: Reliability Figures**

Cronbach's Alpha	Number of Items
0.84	16

**Source:** Survey (PASW SPSS 18 is used for data processing)

Above table shows the value of Cronbach's Alpha is 0.84 which is more than standard value of 0.70 (Nummally, 1978 and Sattar 2014). This value signs a positive instrument for data collection.

#### 1.4.2 Factor Analysis

**Table No. 2: Factor Analysis Statistics**

S.No.	Problems	Statements	Factor Loading	Eigen Value	% of variance	Cumulative %
1	Problems related to career perspective	Academic expertise in industry put secure career rather than other sectors.	.875	2.235	4.966	53.037
		Qualified employees generally get better chance of job in hotel industry.	.830			
		The reputation of hotel employees is prominent in contrast to other mature sectors' employees.	.688			
		Hotel industry is encountering high attrition as a vital problem.	.700			
		Employment satisfaction is the vital problem of hotel employees in India.	.795			
		Under paid hotel employees seize them-selves to make ample fund and force them to move in the more developed	.785			

		sector, leads to higher attrition.				
		Employee recruiting norms of hotel industry needs prompt development and order.	.790			
		Social portrait due to working in hotel industry is a vital issue of employees' turnover.	.682			
		Traditional chef image portray the disreputable in the public arena, leading to the quality employee repulsion in hotel industry.	.807			
2	The effectiveness of career development programs.	Career development projects adopted by hotel industry usually help the employees to attain their goals.	.674	1.503	3.339	72.398
		Organisation delivers sufficient career development projects for the employees.	.685			
		Organisation delivers the training and assessment programs for upgrading the performance of staff.	.744			
		The performance appraisal programs delivered by the firm are highly crystal clear and impartial.	.723			
		Senior management of	.598			

		the firm allow/accept new thoughts from their employee regardless.			
		Retention policies are executed clearly in the organisation.	.642		
		Succession designed in the firm communicates transparently to every employee.	.874		

**Source:** Survey (PASW SPSS 18 is used for data processing)

### 1.5 Conclusion

From result of data analysis and data interpretation, various problems emerge from the designed questionnaire. These different types of vital problems (level of opportunities provided by academic expertise, level of education, the social image of employees, the attrition rate, job satisfaction, under paid norms and hiring norms) are identified related to career perspective of NCR hotel employees. By strongly working on these problems, NCR hotel industry can enhance their employee career in right direction and satisfaction. The effective solution of these problems will lead the career perspective of hotel employees at satisfaction level, and they will see the hotel industry as a career developing industry.

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