



A Study on Human Resources Management in Tourism & Hospitality Industry: Its Planning, Processing and Developing

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ABSTRACT

Current work deals in a clear and straightforward manner with the management of human resources in tourism & hospitality industry service organizations, where personnel are related to achieving policies, goals, and objectives. They give a creative and productive spark and are vital to a company's success. This paper is related to the phases of career development and career programs. It reflects the evolution of an individual's work over time and emphasizes the following stages: exploration (trying new roles), foundation, maintenance and descent, delineation of activity by developmental stages, and personal achievement. relationship with age and relative levels of participation

INTRODUCTION

In tourism industry the organization is a place where a specific group of people coordinates and carries out a set of activities according to a specific hierarchy in order to achieve a goal (Zakirova and Gimadiev, 2019). Enterprises use a set of resources (both human and physical) in an organized and structured way to achieve a result (produces goods or provide services). Creating a company's organizational structure involves identifying the tasks that need to be developed to achieve the product or service offered and aligning them appropriately to achieve the desired results (Bagheri, 2016 Year). This coordination means building relationships between various parties to ensure that the organization functions in an appropriate manner. The organizational structure must take into account the following aspects:

1. Complexity

In tourism industry Organizational complexity refers to the number of hierarchical levels, the degree of division of labor, and the geographical spread of the company.

2. Normalization

Standardization refers to a set of internal rules, regulations and procedures within an organization. A company's functions are the activities that take place within it and that enable the achievement of the company's goals through coordinated actions.

3. Direction

The management function is responsible for coordinating the technical, human, financial and material resources of the company to direct them toward the achievement of the proposed objectives.

4. Finance

Responsible for raising and managing the funds necessary for the company's operations and investments.

5. Production and Supply

It is responsible for the supply of raw materials and the process of their transformation into final products, sometimes including their storage (Oke and Kefas, 2019). It covers the set of activities that are developed to create and design the products or services that the company offers in the market.



Figure 1. Areas of Organisations

The Management of Human Resources in Tourism Industry

The range of human resources is very wide and cross-cutting. According to Ahmad (2019), the decisions of the company's highest authority always affect employees, and the HR department plans and sets guidelines for their implementation. In this sense, talent goals depend on organizational goals (although in order to set goals, the company must also have conditions derived from the employee team) (Fahed-Sreih, 2018).

Factors that Value HR Departments in Tourism Industry

Company integration: Another important factor is the ability to respect organizational structures.

- **Strategy Development:** High-performing employees should be able to personally and organizationally develop proposed strategies.
- **Group acceptance:** Knowing how to work in teams and create a good working environment is essential for a company to be considered employable.
- **Culture:** For you to be considered employable, it is important to understand and embrace the culture of the company you work for or intend to work for.
- **Listening Skills:** Knowing how to hear, accept and internalize concepts is important.
- Similarly, Stewart and Brown (2019) see human talent as an asset that accumulates knowledge, skills, experience and connections gained through education and experience in a company. In this sense, the special skills employees possess serve as the basis for developing new knowledge that contributes to their productivity.
- In this connection, companies pay competitive salaries to attract and retain well-educated, experienced and trained employees by investing in training programs build human capital with our employees. This leads to the capitalization of general skills and those specific skills.

Human Resource Planning, Process and Developing in Tourism Industry

Workforce Planning Steps

Workforce planning process includes four general, overarching steps. Each step must be completed to reach the final goal. The end goal is to develop a strategy that will enable the company to successfully attract and retain sufficiently qualified employees to meet the needs of the business.

Labor Supply Analysis: The first step is workforce planning is to determine the company's current labor supply. In this step, HR examines the strength of the organization based on employee numbers, skills, qualifications, titles, achievements, and performance levels.

Forecast Labor Demand: In the second step, the company needs to outline the future of its workforce. Here, HR can consider specific issues that affect the company's future needs, such as promotions, retirements, layoffs, and transfers. HR can also look at external conditions that affect labor demand, such as: B. New technology that can increase or decrease labor needs.

Matching Labor Demand and Supply: The third step in the HRP process is forecasting labor demand. Human Resources develop a gap analysis that identifies the specific needs that limit the company's labor supply and future demand. This analysis often raises questions such as:

- Should employees learn new skills?
- Does the company need more managers?
- Are all employees playing to their strengths in their current roles?

Plan Development and Implementation in Tourism Industry

Answers to questions from gap analysis determine how HR should proceed helps. This is the final stage of the HRP process. HR must take practical steps to integrate planning with the rest of the organization. Departments need budgets, the ability to execute plans, and collaboration with all departments to execute that plan.

Human Resource Planning Process



Figure 2. Human Resource Planning Process

LITERATURE REVIEW

Key Determinants in Human Capital Development Human capital has been theorized as a set of competencies, knowledge, skills, experiences and connections that individuals acquire through education and experience (Oke, 2016). Economists have expended considerable energy trying to explain economic growth because it is important to human well-being. Motivators turned their attention to demand-side and scale effects in the 1960s and 1970s, calling for aggressive local public spending policies to support low-growth regions lacking effective demand. In the late 1980s, economists' focus shifted from business cycles to long-term growth. On the one hand trends were more important than cycles, on the other hand there was growing dissatisfaction with the predictions of the traditional neoclassical model of Thoreau (1957). A key assumption of this model is that the relationship between the stock of production factors and national production can be approximated by an aggregate production function that represents a constant return to scale (Samwel, 2018).

METHODOLOGY

The evolution of an individual's work over time and emphasizes the following stages: exploration (trying new roles), foundation, maintenance and descent, delineation of activity by developmental stages, and personal achievement. relationship with age and relative levels of participation

RESULT AND DISCUSSION

The findings of this study suggest that planning is one of the functions entrusted to human resource management, a decision aimed at predicting the future, which is naturally associated with the internal community of the 'institution' and the external community of the 'public'. It shows that they interact. , working on development, developing an awareness of alternatives and preventive measures, planning is the process of providing human resources according to the necessary specifications and job requirements, at the lowest cost, subject to monitoring and evaluation. Workforce planning does not fall into the trap of deficits or surpluses to real needs. We know that some departments are under tremendous work pressure due to limited manpower.

CONCLUSION AND RECOMMENDATION

In human resources tourism industry, workforce planning is the process of aligning human resource consistency and quality with a company's mission statement. The reflection of actual company needs in the HR area forms the "soul" of the HR planning structure. Human resource management systems are the primary tools companies seek to use to align their organization and employees with their business strategies. Therefore, "anticipate and deploy" becomes the key word for successfully managing this process. Talent planning is very important to respond timely to the changing demands of each company's market, to maintain the competitiveness and health of the company, and to make it easy to manage.

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