

Importance Of Training In Hotel Industry-A Study With Special Reference To Selected Hotels Of Dehradun (Uttarakhand)

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ABSTRACT

The environment in which businesses operate requires a highly trained employees, in order to remain a successful. To keep employees updated with new technologies & with new skills training plays one of the crucial role, though hotel mostly find it difficult to provide training at a systematic way in the workplace. According to Bell et al. (2003) training is one of the most appropriate ways to increase the productivity of individuals and meet organizational goals. In Hotel to render services to the guests required a skillful workforce, as in long run also it help the business to grow in the competitive environment. Therefore staff training plays a vital role in any organization, lack of training can make employee dissatisfied while delegating the assigned responsibilities, as without having right skill an employee won't be able to perform. Hotel staff training is crucial, in order to improve employee performance & putting their skills to better use. An efficient training process has an important impact. Training is important for ensuring effectiveness of the employees in an organization. Organizations understood that human capital is the most important assets & many organizations are convinced for the large investments in employee's training. Rodgers (1986) defines training as having narrow goal specifying the right way to do something. This study aims to investigate the significance of training to employees and in organization.

Key words: *Tourism, Personnel training, Competitive environment, Organization, Hotel industry.*

INTRODUCTION

Human capital is an important asset for organizations. A training program improves employee skills and enable them to perform. Training enhance employee performance and of organizations also. It improve employee's skills by making them learn new techniques. Van Wart et al (1983) suggest that, training is an application driven process and aim at identifying and developing skills that are useful immediately in the particular situation thus, it helps in improving their knowledge of doing work which results in increasing their efficiency. Organizations can develop quality employee's skills by providing comprehensive training. Training is the process that provides employees with the knowledge and the skills required operating within the systems and standards

set by management (Sommerville, 2007). Training help an employee overall in his individuality & than in his personality too, which in indirectly boost the employee morale & keep employee motivated. In the hotel it is the employee which create the value of the service provided to guests, the service provide by the employee is intangible but its effect remains long lasting in the form of feedback, reviews provided by the guest through direct or in indirect ways . Therefore it is the level of training which reflects the quality of skills inherit by the employee & sooner or later a hotel received the input for the same. Therefore, staff training is essential in many ways; it increases productivity while employees are armed with professional knowledge, experienced skills and valid thoughts; staff training also motivates and inspires workers by providing employees all needed information in work as well as help them to recognize how important their jobs are. (Yafang Wang 2008.)

OBJECTIVES OF THE STUDY

- 1) To determine the significance of training on employees' performance.
- 2) To explore the relationship between training and employees' performance.
- 3) To identify the satisfaction level of employees about the training provided by the organization.

SCOPE OF THE STUDY

Employee's training help to analyze the real needs and requirement for their development & of a Hotel also. This study help the employee & management to know the right kind of training and its impact on employees.

RESEARCH METHODOLOGY

Data was collected from 30 employee from different hotels at Dehradun by survey method. The primary data is collected through questionnaire. Random sampling method is adopted to select the employees for collecting data.

STATISTICAL TOOLS

- Percentage Analysis

RESULTS AND ANALYSIS OF THE SURVEY

Displayed below are the results and analysis from the quantitative research, from the statistics we would see the basic information of the employees. 50 respondents approached with close

ended questionnaires for the research, but only 30 respondents actively participated with response rate of 60 %.

1.1 General Profile of the Respondents

The general profile of the respondents is given in Table No.01. Out of 30 respondents taken for the study, 70% of the respondents belongs to the age of 20-40 years, 33.3% of the respondents belongs to the qualification 10th & 12th without much professional training, 76.7% of the respondents belongs to the male gender, 23.3% of the respondents belongs to the experience of 2-5 years, 46.6% of the respondents belongs to the income of below 10000.

Table No -01

PARTICULARS	CLASSIFICATION	NO. OF RESPONDENTS	PERCENTAGE
AGE	Below 20 years	05	16.7%
	20-40 years	21	70%
	40-60 years	04	13.3%
	Above 60 years	00	00%
QUALIFICATION	PG	03	10%
	UG	15	50%
	10 th -12 th	10	33.3%
	Others	02	6.7%
GENDER	Male	23	76.7%
	Female	07	23.33%
EXPERIENCE	Fresher	04	13.33%
	1-2 years	16	53.33%
	2-5 years	07	23.33%
	5 years & more	03	10%
INCOME LEVEL	Below 10000	14	46.66%
	10000-20000	08	26.66%
	20000-30000	06	20%
	More than 30000	02	6.66%

1.2 Training & its importance

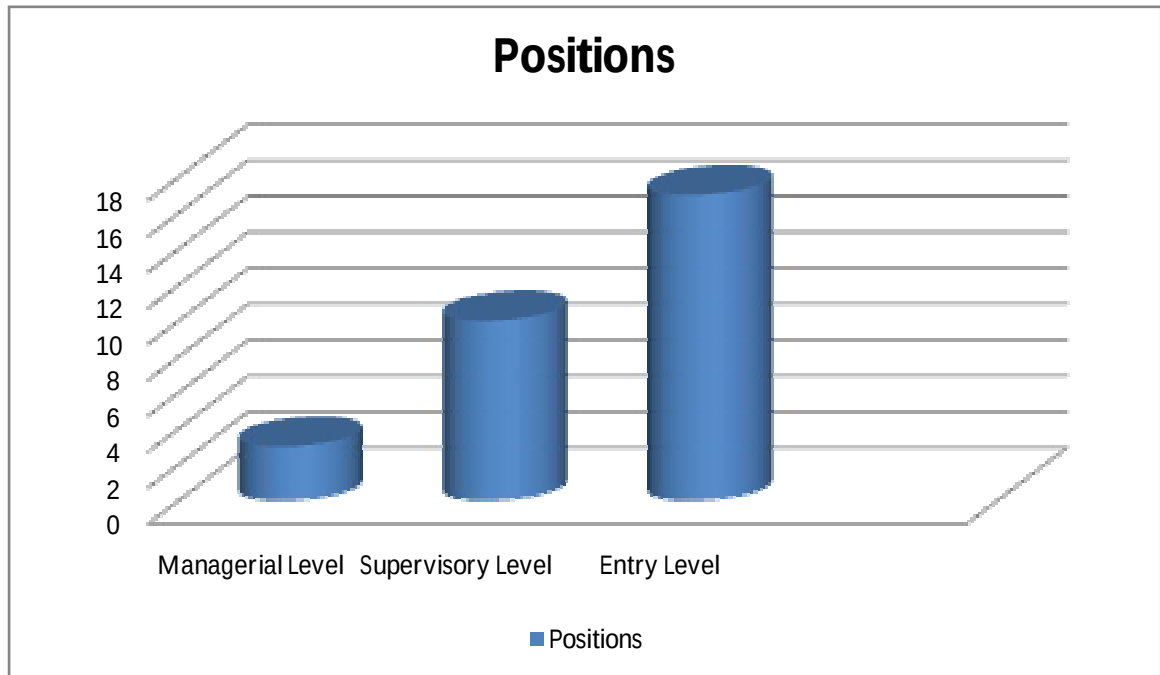
The below table displays respondents' thoughts for the training & indicate their opinions about the existing training.

Table No -02

FACTORS	CLASSIFICATION	NO. OF RESPONDENTS	PERCENTAGE
What is the importance of training	To enhance technical skill	08	26.67%
	To increase the productivity	07	23.33%
	To achieve organizational goal	09	30%
	To enhance one's individuality	06	20%
How is training helpful	Increase employees motivation level	14	46.67%
	Keep good intra & inter-departmental relationship	07	23.33%
	Increase Productivity	09	30%

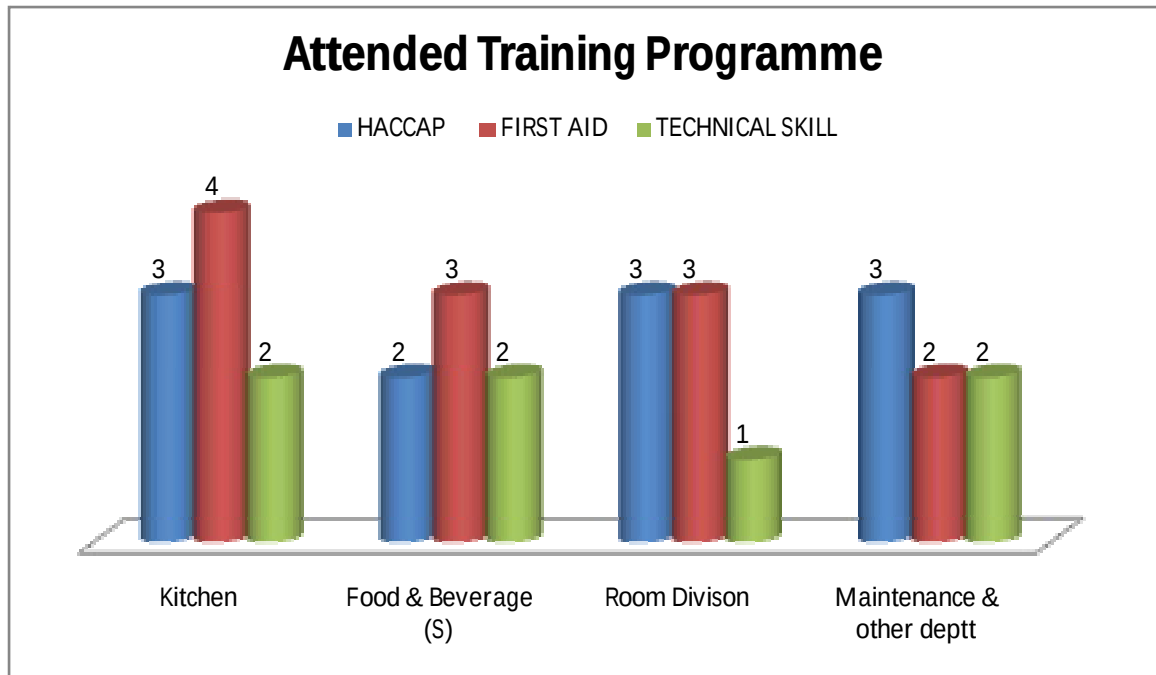
1.3 Positions

This shows respondents positions in the hotel and the trainings during their years of working with the hotel. As we can observe in the given table that employees are at higher level of positions received more training than the entry level, more attention should be paid to entry level employees because they need to have more trainings as they are the first liners who interact with the guest first at the hotel besides this it help them for future growth too.



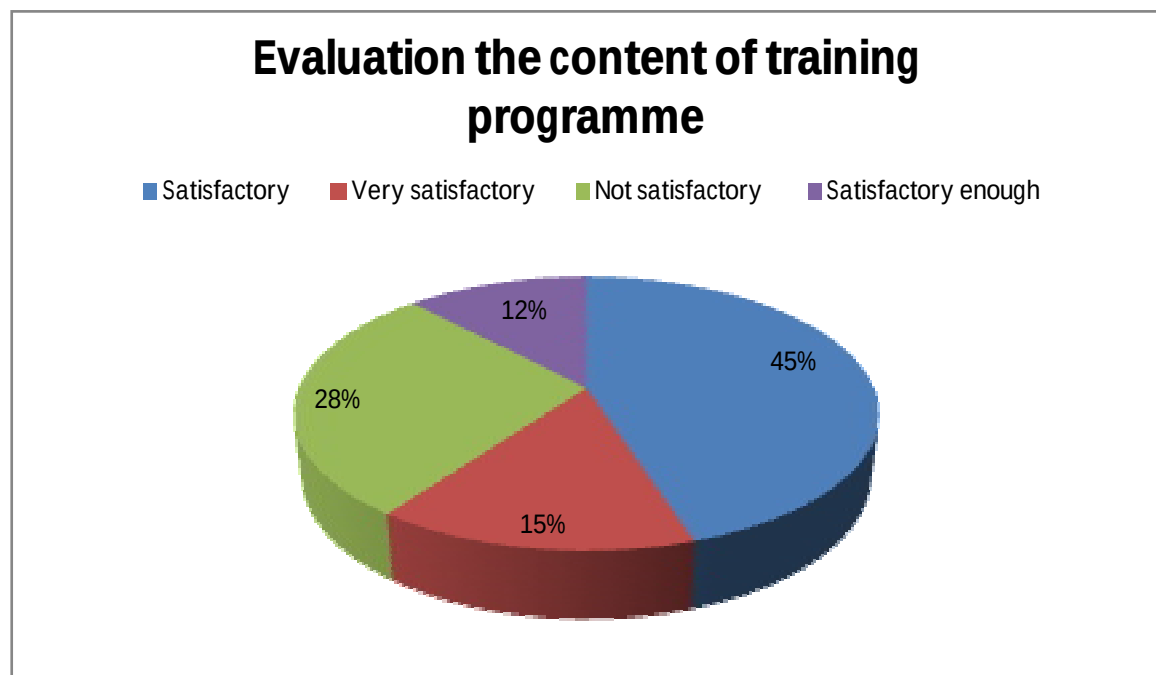
1.4 Attending training Programme

The chart shows different types of crucial training programmes with core department of the hotel getting trained. Kitchen staff in HACCP training attending in 10%, first aid 13.33%, technical skill 6.67% attending in the training. However, in terms of technical skill training all the core department receiving it less, adequate trainings help employees get used to the environment and work tasks very quickly and avoid possible accidents during work.



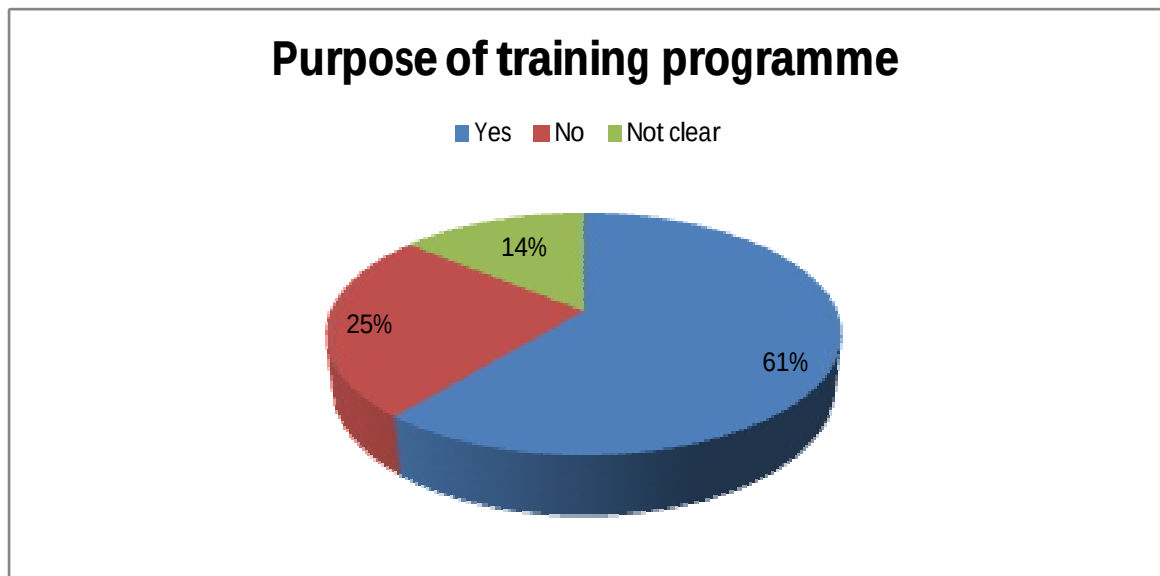
1.5 Evaluation the content of training Programme

Evaluation of the training is one of the most important & crucial work, it help the hotel to identify the new trends of training & it help to analyze the gap in ongoing training. It is observed that, 45% employees are satisfied with the training provided. However, 28% are not satisfied. Though the response reflects that most of the respondents satisfied with the current trend of the training, as it help the employee for their day to day operation & for future growth also.

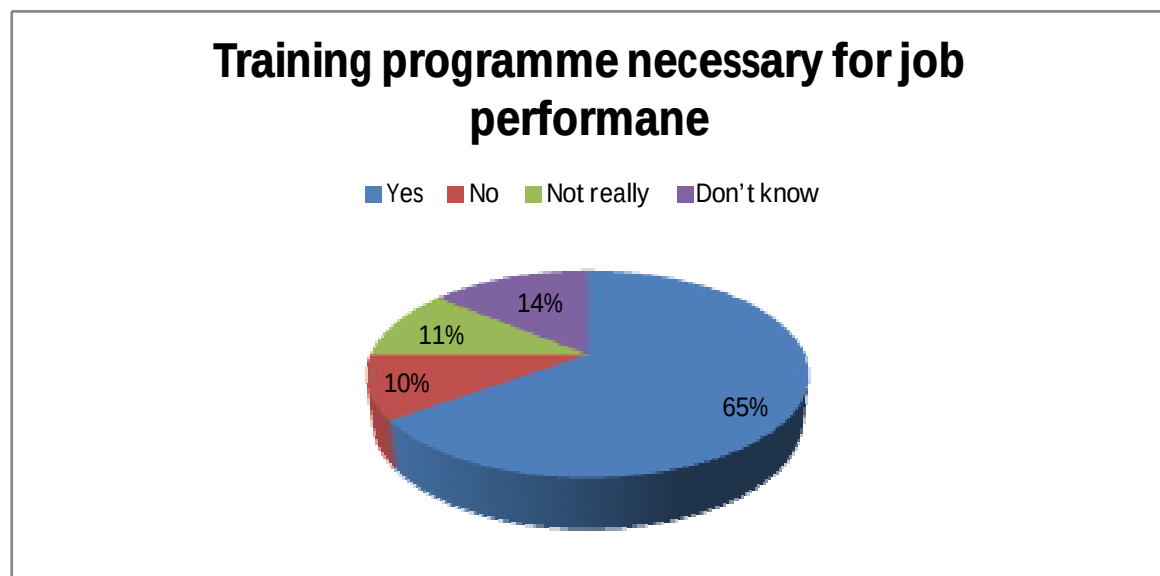


1.6 Purpose of training Programme clear

Below pie chart reflect that the respondent clearly understand the importance & purpose of training programmes. 61% of the respondent gave a positive answer, 14% respondent said training purpose was not clear, 25% respondent felt it was not effective.

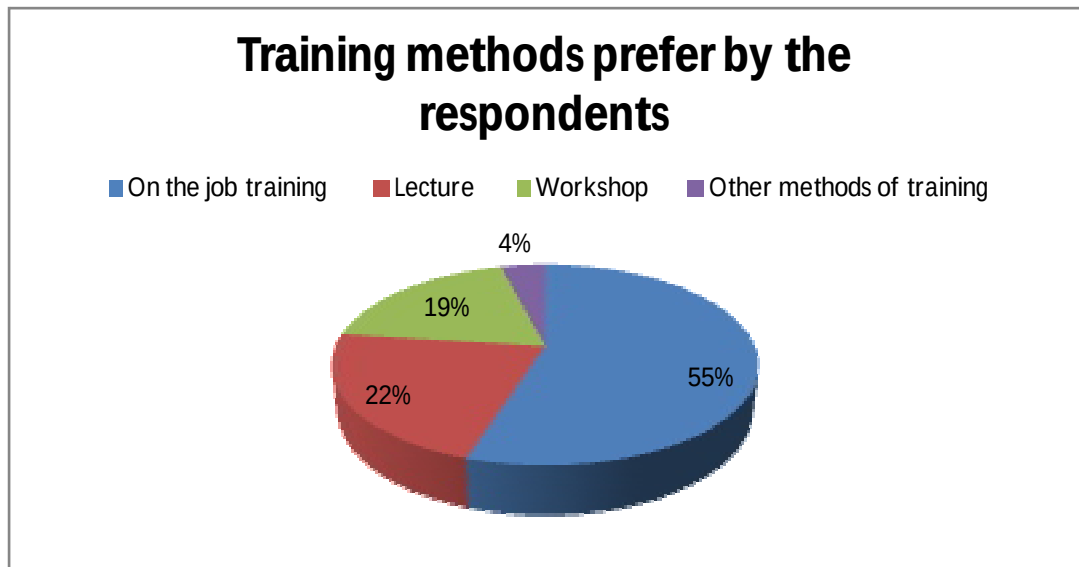
**1.7 Training necessary for your job performance**

The question was asked about the necessity of the training on their job performance. 65% employees say that it's necessary for their better job performance, as it boost their morale & provide them the latest knowledge also.



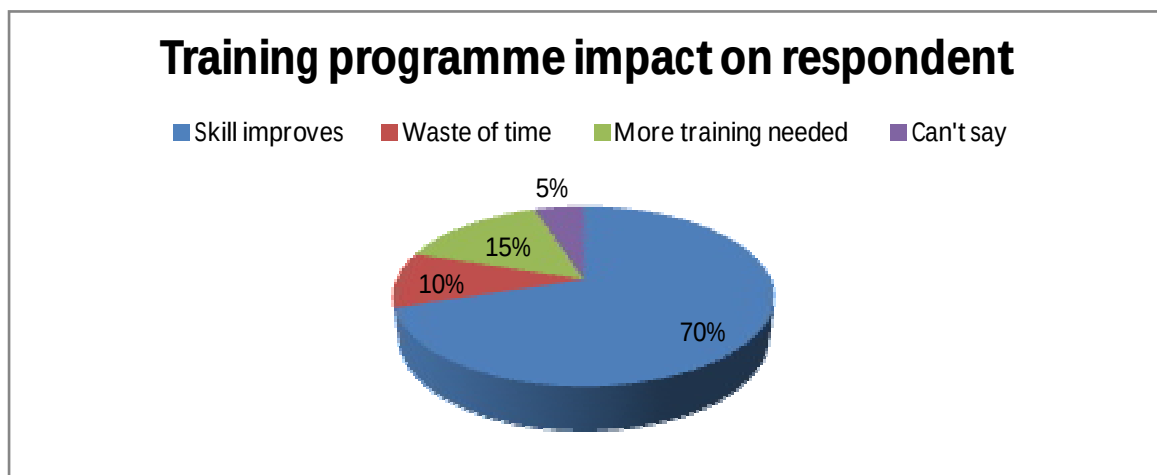
1.8 Training methods prefer by respondents

Below chart shows that most of the employee prefers training on job training only, 55% of the respondent out of the total 30 number shows interest on the job training only, respondent want to do training in between their working hour so that their personal life cannot be disturbed also.



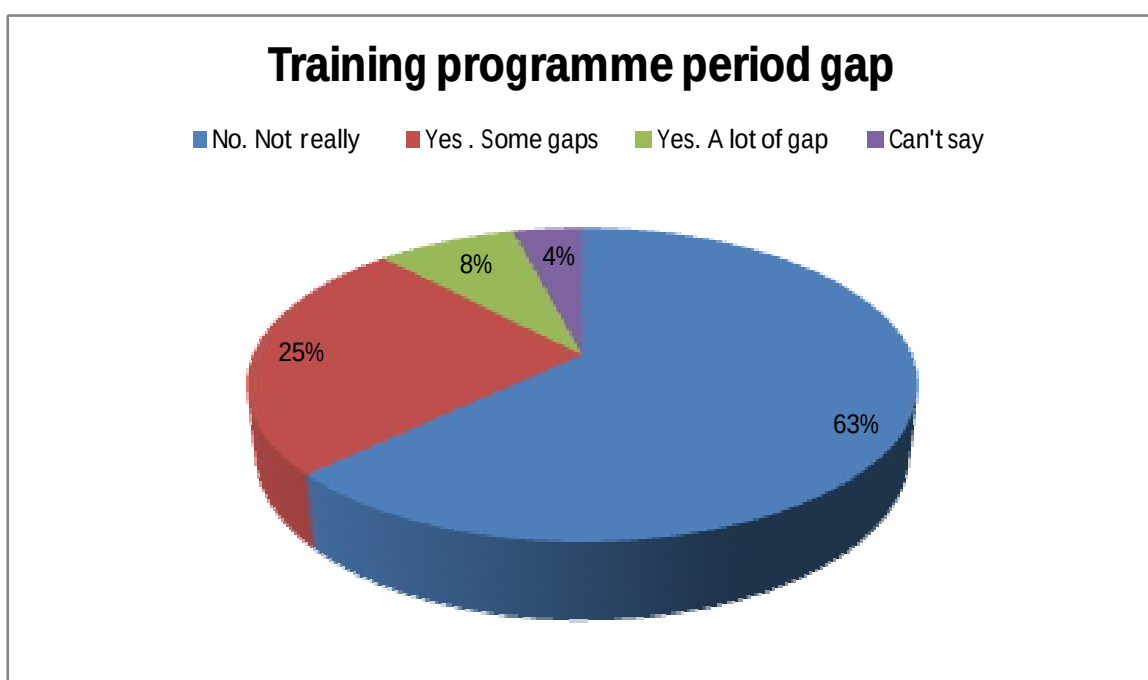
1.9 Training Programme impact on respondent

Training Programme plays a crucial role, it keep employee satisfied & motivated too, apart from that it improves the skill of an employee also, as shown below 70% of the respondent felt that their skill improves & accordingly they wish to move further from their current job position & responsibility, whereas 15% respondent felt the more training needed, this reflects the positive trend of respondent in regard of training.



1.10 Training Programme period gap

Training evaluation & to find the training gap is one of the most important process. As this make the organization aware that whatever by keeping the vision training Programme was kept is it really met with the organization goal, else employees find the training Programme outdated in the current competitive scenario if their will a long gap between the training schedules, below it can be observed that 63% of the respondent found it that there was no gap, which reflects the positive scenario of training process schedule in an organization.



FINDINGS OF THE RESEARCH

The main objective of this research is to find out that what kind of training employee is getting & how important he felt about that. To get the data the closed questionnaire was formed & divided in certain parts so that for the researcher it will be easy to understand the data & showcase it in the percentile at the Pie chart. All the data are interpreting in percentage on the base of 100% respondents. Most of the training is informed by the Training department to the particular department supervisor, training department of the hotel is responsible for the staff training.

Employees view point:

Most of the respondents are satisfied with the prevailing training programmes but while interacting with the respondent it is observed that respondent needs soft skill training programmes also rather only hard skill training programmes, besides this because of lack of skillful employee sometime training make the respondent overburden at the work.

CONCLUSION

Staff training is an essential management tool, it has many benefits, such as shortens the study time, increases work effectiveness, helps employees and the company itself to compete in the fast changing environment, reduces damages and wastage. Staff training is a way of motivating employees, upgrading their skills, expanding their knowledge, preparing employees for self-development. . Besides this responsibility falls on the employers as they are not investing adequately in employee training. It is obvious that hotel companies should do a better job recruiting high quality employees and train them better for careers to lower their employee turnover rates. It is clear that hotels in this region often hire employees with only high school education who have no interest in learning new things, taking part in employee training, advancing their careers or pursuing higher education. In addition, hotels in this region are not recruiting high quality employees with better education so that they could be trained for better positions. In above that it is observed that most of the hotels in this region do not have a dedicated HR department to develop human resources to meet the needs of the hotels. Independent HR departments may help in solving employee's problems and also motivate staff to participate in training programs.

SUGGESTIONS AND RECOMMENDATIONS:

The researcher has given certain suggestions to improve the training functions in hospitality units.

- Time and Resource allocation to training need to be worked.
- Training should not be looked only as a resource for manpower fulfillment but also for long term investment
- The environment and culture should be conducive to learning. Employees need to be encouraged and time to learn.

It is observed that most of the time employees have to say no to the training Programme because of too much occupancy and over exhaustive working pressure.

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