

## Management of human resources in tourism sector

### Definition:

According to Wendell L French “the human resource management refers to the philosophy, policies, procedures, & practice related to the management of people within an organization.

### Scope of HRM:

The Scope of Human Resource management into the following aspects.

#### 1. The Personnel Aspect:

This aspect of HRM is concerned with the manpower planning, recruitment, selection, placement, induction, transfer, promotion, demotion, termination, training & development, layoff & retrenchment, wage & salary administration, incentives, productivity etc.

#### 2. The Welfare Aspect:

The welfare aspect is concerned with working conditions & amenities such as canteens, crèches, rest rooms, lunch rooms, housing, transport, education, medical help, health & safety, washing facilities recreation & cultural activities etc.

#### 3. The Industrial Aspect:

- This aspect is concerned with employees. It includes union management relations, joint consultation, negotiating collective bargaining, grievance handling, disciplinary actions, settlement of industrial disputes etc.

### Personnel management:

Meaning: -it is the process of Planning, organizing, compensation, integration & maintenance of people for the purpose of contributing to organizational individual & societal goals. Personnel management can be defined as obtaining, using & maintaining a satisfied workforce.

According to Flipppo “personnel management is the planning, organizing, compensation, integration & maintenance of people for the purpose of contributing to organizational, individual & societal goals.

## Difference between personnel management and HRM:

| PERSONNEL MANAGEMENT   | HRM   |
|--|---|
| It is a traditional approach to managing people in the organisation.                       | It is modern approach to managing people in the organisation.   |
| It focuses on personnel administration, employee welfare, & labour relation.               | It focuses on acquisition, development, motivation & maintenance of HR in the organisation.   |
| It assumes people as input for achieving the desired output.                               | It assumes people as in important & valuable resource for achieving the desired output.   |
| It undertaken for employee satisfaction.   | It undertaken for goal achievement.   |
| Job design is done on the basis of division of labour.                                     | Job design function is done on the basis of group work/teamwork.  |
| Employees are provided with less training & development opportunities.                     | Employees are provided with more training & development.  |
| Decisions are made by the top management as per the rules & regulation of the organisation | Decisions are made collectively after considering employee's participation, authority, decentralization, competitive environment etc. |
| It focuses on increased production & satisfied employees                                   | It focuses on effectiveness, culture, productivity & employee's participation.  |
| It is concerned with the personnel manager.  | It is concerned with all levels of managers from top to bottom.   |
| It is a routine function.  | It is a strategic function.   |

## **HRM in tourism sector:**

Tourism industry is the largest service industry and largest employment generator in the world. As we all know, tourism is a service based industry where in the product is intangible in nature. One of the major factors that determine the success of a travel business is the Human resource department. So in order to compete and satisfy the end user, it is important to have a well trained Human Resource which can deliver the product with utmost satisfaction. From Hotel Industry to Travel Agencies, every subsidiary of the Tourism Industry is dependent on Person to Person contact.

It is because of this, very attribute of Heterogeneity and intangibility the role of Human Resource Management and its importance increases manifold. From recruiting to selecting and then training the Human Resource to make them efficient enough to interact with the Tourists and satisfy their needs of Recreation, pleasure, pilgrim etc by providing high standard services which are human contact based and have very less mechanistic substitutes.

There are several functions and responsibilities of human resources departments such as safety, remuneration, communication, development of organizational culture, management of organizational structure, work-job design, employment relations and career development. These functions vary greatly, depending on the organization of the company. In tourism and hospitality industry these responsibilities differ in restaurants, big chain hotels, one individual owner hotels or family owner hotels.

Human resources departments' main role is interacting with all other departments in the company. Human resources managers build departmental relationships and career development plans of employees, committing to business aims.