

# Human Resources Practices Influencing Employees in Hotel Industry in Metropolitan City

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**Abstract:** *Human Resources department in the hotels has come far away from the traditional set of activities that included only recruitment and selection, training and development to work in many new and distinguished areas. This development of the HR department is because of the qualified and skilled manpower being the organization's competitive advantage. The HR department has introduced new practices in order to attract and retain the qualified and skilled manpower.*

*Employment practices in the hotel industry are considered to be poor which is also proven by the high employee attrition rate of 73.8% in 2019, whereas a healthy attrition rate is considered to be 10-13%. Poor management of the employees in the hotel industry in India is a matter of concern because ultimately the industry's success is at stake. Tourism and Hospitality industry in India is growing and contributing a large stake in the GDP of the country. The industry generated 4.2 crore jobs in the year 2019. The tourism and hospitality industry contributed Rs. 16.91 lakh crore that is 9.2% of the GDP in 2018. India moved from rank 65 in 2014 to rank 34 in 2019 on Travel and Tourism Competitive Index of the World Economic Forum.*

*This study will analyse the impact, in terms of productivity, motivation, attitude and behaviour and creativity, of some of the chosen HR policies that are of interest to the organization as well as to the employee. The study provides useful and valuable information regarding the effective HR practices and an employee's perspective to it. This study will also help in understanding the effective HR practices that are really looked upon by an employee. The study reveals that the applied HR policies like training & development, safety, security and health of the employee, performance appraisal and employee recognition are considered the most important by the employees. They look upon these HR practices as best motivators for improvement in employee behaviour and employee performance.*

**Keywords:** Monetary Benefits, HR Policies, Fringe Benefits, Employee Behaviour, Employee Performance

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