

History of the Ramada Group

The Ramada hotel is a very famous, luxurious and worldwide chain of hotels owned by Wyndham Worldwide which is head quartered in New Jersey, United States of America. Ramada hotel group was found in 1954 by Marion Isbell along with a couple of investors in the USA. Today, the Ramada group has made its presence globally and caters to the culturally diverse needs and demands of a population, which spans throughout the world. Apart from its culturally diverse costumers, Ramada hotels also employees an equally culturally diverse work force. Thus, it is very important for this hotel group to have an efficient management, which can effectively address the various culturally diverse needs of both the employees and the costumers (Grilliot & Schubert, 1992). Today, in this culturally varied atmosphere it is very important for any organisation to have a very efficient management team which can successfully drive the organisation on a successful path amongst the numerous cultural barriers. Punjab is one of the 'Royal and Prosperous State' of India, when the warmth and quality of Ramada Worldwide joins hand with Punjab's renowned hospitality, a person can be assured that experience at Ramada Jalandhar City Centre will be exceedingly special.

The USP of hotel is the 'city centre' location, the newly built hotel is conveniently located in the commercial and business district, just an hour's drive from the Raja Sansi Amritsar International airport and only minutes away from the city railway station. Ramada Jalandhar City Centre embodies the new attitude of contemporary travel.

Introduction of Human Resource Department in Hotel Industry

In hotel industry the job of HR manager can be compare with the job of conductor, whose job is to instruct and direct all of the various musicians so that they can perform well together. No other industry provides so much contact between employees and customers and so many opportunities to either reinforce a positive experience or create a negative one.

As in the five-star hotel and five-star deluxe hotel there are around lots of employee are involved in different jobs in different fields there is dire need to look and control on them. No doubt different department's heads are present to look their department employee, but HRD is a place, which supervise and effectively communicate with these departments head and communicate with the top management. Thus there function is very large and diverse as compared with respect to different department's heads.

Objectives of the Study

- To know the perception of employee on the various aspect.
- To know what the employee want within the organisation and outside the

organisation.

- To study the policy fairness for workers is provided by employer with it the workers are happy or not.
- To know about the various needs of employees.

Types of Human Resource Issues and Their Possible Solutions

HR department helps in creating a professional work force for the business and also helps in several managerial and administrative assignments. The effectiveness of the human resource department is judged with these issues and the business owner analyses the efficiency of their HR department by observing the manner the HR deals with the human resource issues. Some of the human resource issues and their solution are listed below:

Counseling and Possible Solution

Counseling is the top issue that the human resource department faces. The business organisation requires the HR department to effectively deal with the employees and provide them counseling in various matters. The possible solution of these issues is to have several employee and staff meeting and to promote the concept of conference in the firms. Another way is to educate and provide guidance to new employees so they could better understand the business environment and adjust according to the ethics of the business organisation.

Employment Management

This includes the hiring of employees and building a proper work force for the organisation. The staff recruitment is a serious issue for the HR department as they would be held accountable for the employee performance. The possible solution to employee management includes devising plans and strategies according to which employees are judges and hired, built a comprehensive entrance test to judge the capability of the employee. Also the HR department conducts several interviews with the employees to judge their capabilities before offering them any position in the organisation.

Administration Policies

Human resource department also faces several issues regarding the administrative policies of the business organisation. They have to maintain their own administrative policies and have to devise plan and strategies to properly administer the employees in the organisation and make presentation and reports to the business organisation about the staff and its achievements. The possible solution to this issue is to constantly monitor and update the human resource administrative strategies and evaluate the effect of the administrative policies on the staff and their work performance. Also, it very important to

evaluate that whether the employees are co-operative and comfortable to the human resource policy or not.

Training

The human resource department is also responsible to handle the training of employee and enforcing mechanism to ensure that the employee would completely adapt to the working conditions of the business organisation. The possible solution for this is to devise training session using planned work patterns to properly educate the employee about business activity. Also the HR department must make sure that appropriate guidance mechanism and official seminars are conducted for the employees.

Rationale

Study of various issues related with Human Resource as like working environment, communication and others which are related to the employee satisfaction directly and indirectly they affect the performance of employee. Till now many researcher have done many researches to evaluate the impact of all these but this study is specially conducted on the employee of Ramada Jalandhar City Centre. This study will ahead to evaluate the effect of fulfillment of need on the commitment of employee for long run part.

Research Methodology

The study was exploratory in nature. The study was conducted after identify suitable corporate data using the concept of employee need and employee commitment. Employee and worker at Ramada Jalandhar City Centre would constitute the population for the study. Purposive sampling technique was used to identify respondents for the study. The sample size of 183 respondents would be taken for the study.

Tools Used for Data Collection

Self-prepared standardised questionnaire for measurement of different HR issues and their impact on employee satisfaction. Scaling technique was also used in collection and evaluation of data. Item to total correlation was used to find out the internal consistency of the items of questionnaire. Reliability test was used for checking the reliability of the questionnaire. Factor analysis was used for to know the various factor and issues which are directly and indirectly effect the employee satisfaction as well as their productivity measures

Results

Reliability Measure

Reliability test was carried out by using SPSS software and the reliability test measures are given below:

Table:1 Reliability Statistics

Cronbach,s Alpha	Cronbach's Alpha Based on Standardised Items	No. of Items
.700	.710	11

It is being considered that reliability value should be more than 0.7, and it can be seen that in almost all the reliability methods applied here, reliability value is quite higher than the standard value, so all the items in the questionnaire are highly reliable.

Consistency Measure for Various HR Issues

Firstly, consistency of all the items in the questionnaire was checked through item to total correlation. Under this correlation of every item with total was measured and the computed value is compared with standard value (i.e. 0.3030). If the computed value was found less than standard value than whole factor/statement was dropped and termed as inconsistent otherwise it termed as consistent and whole factor is accepted.

Table : 2 Measurement of Consistency

S. No.	Items	Computed correlation value	Consistency	Accepted/Dropped
1.	Satisfy with the given food quality.	0.312212	Consistent	Accepted
2.	Working condition is good.	0.446983	Consistent	Accepted
3.	Satisfy with the compensation given.	0.611153	Consistent	Accepted
4.	Organisational policy is friendly according to assigned job.	0.313436	Consistent	Accepted
5.	Interaction before joining is helpful for present job.	0.305346	Consistent	Accepted
6.	Satisfy with the guidance which given at work place.	0.680306	Consistent	Accepted
7.	Cooperation between the departments is good.	0.460127	Consistent	Accepted
8.	Organisation administration policy (R).	0.750563	Consistent	Accepted
9.	Satisfy with the induction and training programme.	0.634428	Consistent	Accepted
10.	Communication is fair at all level.	0.512541	Consistent	Accepted
11.	Career development and advancement opportunity is available.	0.686982	Consistent	Accepted

Validity Measure

Face validity was applied to the questionnaire and it was found to be very high.

Table 3: Factor Analysis for Different Factor

S. No.	Factors	Eigen Value		Items	Loading
		Total	% of variance		
1.	Work Place Environment & Advancement	2.806	25.505	2. Working condition is good. 6. Satisfy with the guidance which given at work place. 8. Organisation administration policy (R). 11. Career development & advancement opportunity is available.	0.763 0.886 0.743 0.901
2.	Company Policy	2.423	22.028	4. Organisational policy is friendly according to assigned job. 9. Satisfy with the induction and training programme. 10. Communication is fair at all level.	0.846 0.868 0.738
3.	Organisational Culture	1.829	16.628	5. Interaction before joining is helpful for present job. 7. Cooperation b/w the department are good.	0.701 0.888
4.	Job Requirement	1.654	15.037	1. Satisfy with the given food quality. 3. Satisfy with the compensation given.	0.796 0.819

Discussion of Factors

Work Place Environment and Advancement

This factor is emerged as important determinant the effect of various HR issues on satisfaction of employee and organisations image. Major element consisting this factor includes (error free), working conditions are good (0.763), satisfy with the guidance

which given at work place (0.886), organisation administration policy (0.743), career development and advancement opportunity is available (0.901).

Company Policy

Major element consisting this factor includes (error free) these are organisational policies is friendly for assigned job (0.846), satisfy with the induction and training programme (0.868), communication is fair at all level (0.738).

Organisational Culture

Significant element consisting this factor includes error free these are, interaction before joining is helpful for present job (0.701), cooperation between the department are good (0.888).

Job Requirement

Important element consisting this factor includes error free these are satisfy with the given food quality (0.796), satisfy with the compensation given (0.819).

Conclusion

The result of the study shows that if work related needs of an employee are fulfilled, in that case he/she will be able to give comparative good out come and job security also enhances the belongingness with the organisation. Stability rate or attrition rate of an organisation is also depend on working environment policies, culture etc. of the organisation and vice versa. Employees are the main asset of the organisation and an employer should take care of them for the smooth working and development of the organisation.

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