



# An Experimental Cram on Weight of Training and Development and its Crash on Hotel Management Graduatesin JaipurRajasthan

2333

Praveen Kumar Sharma<sup>1\*</sup>, Naveen Sharma<sup>2</sup>, Kuldeep Singh Gour<sup>1</sup>, Harshit Sharma<sup>1</sup>, Siddharth Meena<sup>1</sup>, Ankur Tak<sup>1</sup>

<sup>1</sup>School of Hotel Management, Suresh Gyan Vihar University, India

<sup>2</sup>International School of Business Management, Suresh Gyan Vihar University, India

\*Corresponding Author: praveen.sharma@mygyanvihar.com

## Abstract:

Training and development is considered to be the most important job of human resource department. Training and development are gradually taking a very formidable form in today's time because the turnover of employees is very high per expectation. Many people consider training as a cost. Believes that this is a very wrong concept. Training is an important contribution in the hotel industry. Training is an essential activity of human resources. Why because training has been considered as the reed bone of the organization which strengthens the skills of the employees in an organization and is a means to fulfill their basic needs. Validation training enhances the intelligence and physical skills related to the job. Essential skills are obtained. The practice of skills in an organization increases the enthusiasm of the employees. Training and development are the key to the success of hotel management. Without training, the growth of both the employee and the organization is not possible because the main motive of the hotel is to satisfy its customer. If a customer gets dissatisfied and leaves it, then it will happen every day and the organization will be like loss if the employees are trained, they are unable to carry out the work in the right direction and they get frustrated as this lowers their level of work. The purpose and relation of its analysis is used. In this chapter we have examined the importance of training and development and seen its impact in hotel staff of Jaipur.

**Keywords:** Wight of training, Hotel management, Human resource department

**DOI Number:** 10.14704/nq.2022.20.11.NQ66231

**NeuroQuantology 2022; 20(11): 2333-2344**

## 1. Introduction

(Jones, P. 1990). training Increase is the continuous enhancement of human fortune. Together the employee familiarity is necessary to expand themselves to upper skill as their jobs nurture and prosper. Its focus is long-term. (Casado, M. A. (1991). The future is hopeful because new ways are being introduced in innovative ways to perform dimensions and performance. Guest helps you like training, it gives an organization a different boost. Raised a large organization. Benefits of its services Train schools for. This specialized school is

capable of developing a continuous supply of qualified professionals. Meet their high standards of service. These professionals are specially trained for them.(Danvers, H. and H. Keeling (1995). The organization is now demanding about a happier professional to adopt a unique culture and profession and this is possible only through training. Traditional technical operations and craftsmanship will always be provided but both industry and teachers agree on this fact That greater emphasis should be placed on training as part of the program solving problem solving strategic planning



and visionary play element skills these things should be enhanced (Su, A. Y. L. 1996). Addressing awareness does not mean sometimes failing to address awareness although it is generally accepted that food and beverage management and the management of the rooms should be the basic essential for hotels. (Lashley, C. 1999). The focus on providing the constellations and skills to the students that will provide them the unsurpassed Molly. A survey of respect suggests the manager. (Lashley, C. 2002). It is very mandatory to teach four important subjects in a hospitality management. Needed In which teaching of Human Resource, Accountancy, Management, and Event Management should be compulsory. (Lashley, C. 2002). The requirement in the student's behavior and attribute must be change before joining the industry and themselves very warmly to work fruitfully and by yourself in the shifting environment vital thoughts and knowledge come within reach of students to learn new and information at the time of learning and educate how to use

(Erik Hofar, 2012) has said that in the face of drastic change, only training is going to come, which is the rain of the future, it is only planned to place the person in a world that no longer exists. (Seymour, D. and P. Constanti 2002). Training is an important today in hotel. Hotel Industry has approved that education is the only solution to its endurance and success. Training is providing knowledge to improve service. This is often the new hotel. Opening and the customer is a red rectangle and, in a hurry, to forget the old. Keep updating their product and service to match the current display. Technology has made a huge progress on the way to the hotel.

Operations going on (Davey, T. 2007). This point is not as- to delete all types of classical professional teaching other than to evaluation their training and role with mention to it (O'Halloran, R. M. 1991). Although the industry recognizes that educational institutions are doing well, yet there is a need for reflection. I also have many providers who provide inadequate and now relevant training and who provide wrong guidance to people just to get a training service. Apart from this, even though industry can improve the quality of employees in training, making big industries professional This will still not solve the problem of recruitment and skills shortage. Training needs to be coupled with additional copy philosophy strategies (Sullivan, J. 2011) Current employees also believe that Can't avoid the biggest loss in his career that will be done by him the next generation that is coming up with the most recent information and skills is the cause for the training of the person. Begins with practice and recruitment The trainer be supposed to seem for employees who are keen to learn as he will be trained in a new set of constellations and the skills will be developed by putting the education and skills into put into practice (Davey, T. 2007). Trainers imparting the education to the employees who comes from different background in term of belief, and values, technically. They are differing due to application of learning in the training dues to different languages, traditions, cultures and expression. Specifies the uniqueness of their meticulous civilization, traditions or citizenship.

Paul A Whitelaw (2009), Trainers in the hotel industry are often unique as they work their way up from the smallest level to



the higher levels. They must be competent enough to work with entry-level employees as well as senior management and be able to handle diversity adequately. Should be trained with Training is needed because trainers have to be well-appointed to show the skill to build enough assurance through others outcome formal ability not active listening and using effectual cooperation techniques This should be seen as commercial expert when it comes to teaching matters and serve as champions for overall training requirements In malice of macroeconomic conditions, it is necessary to develop a form of career structure and to provide career advancement by which industry can update the recruitment and training procedure such as production employees to develop professionals through cram training, trainers Should be given the chance to be more qualified, aggravated and therefore more faithful employees members from the trainee can create through an plan that will exist up to the prospect of the participant of the crowd (Malay Biswas, 2012) Identifying training needs is very necessary otherwise total time effort and money will rise both is very important. A technique of needs investigation can be addressed through in progress or expectations training and commerce development programs As well as determining the type of training development program and how training and development are to be prioritized, the criterion needed to classify the difference between recital and genuinerecital should be adopted in the assessment Evaluation of training is an unavoidable phase in the training procedure that helps in achieving the required results. (H. O. Falola, A. O. Osibanjo S. I. Ojo 2014) The premise is that one helps in assessing the goals of the

training needs but will identify the training gaps. The training will be defined by the purpose. These gaps can be provided to the training records of the organization department and individual needs so that No Overview in career plans in organization Interview Candidate change succession plan technical change Employee survey Feedback from supervisors and new technology also plays an important role Training is needed because the organization will be agreed about the training as long as it does not help improve performance. The goal of the organization would be to implement the training without a proper analysis of the requirements and unnecessary expenses would be similarly increased. Such results prove that skills are determined as important changes. Now it is not clear that the expectation of this industry varies according to the field of accountability work but on some physical skills like ethics, leadership, industry employment preparation industry experience and hospitality management organization is becoming clear

## 2. Objectives of the Study

When the organization realizes the needs of any improvement and expansion, training becomes important, study becomes necessary to know the importance of work training and development as many organizations are struggling to survive in this world and there is no practical way that this can be achieved without knowledge of the training. Through the necessary training techniques, the efficiency of the employees is to develop the skills and mental skills. The aim of this study is to examine the approach of training and their programs in the field are.



- For understanding what are the need of training and development
- To understanding its favorable effects and adverse effects on employees in the hotel industry
- To understand the difference of productivity due to training
- To know the quality improvement of employees through training
- To understand the importance of training in job promotion

### 3. Literature Review

(Mehrdad Alipour, Mahdi Salehi 2009) That's not all significance training for the survival of any industry. It is also essential for efficient recital Enhancing employee capacity altering and demanding trade environments and improve staff awareness to expand technology, problem solving skills and resourceful for better performance. (Lam, M. N. 1990). Includes erosion of power of traditional white male constituents, diversity of views and the crisis arising from it Current employees resent the notion that women and minorities lacked the necessary qualifications (Prof. Satish C. Sharma, Priyanka Choudhary, 1991) HR departments should emphasize the importance of training programs to their company success. Although training programs can be reduced or eliminated, they must remain necessary to avoid future problems. (J. R.W., & Daus, C. S. 1997). Furthermore, evaluate the efficiency of training programs is a significant progression for HR department in industry. there is numerous approach that have been implemented to calculate training program (H. O. Falola1 A. O. Osibanjo1 S. I. Ojo2014) Training plays a very important role in the organization as it enables the organization to remain

relevant. The world of business is changing. Technology plays an important role in changing lifestyles, economic and political dynamics complete field of hotels. Training facilitates accessible labor force to study innovative ability sets and hang about applicable Organization and acquirement to recover the level of thoughtful that helps an union grow (Dr. Usha Tiwari, 2014) If an organization requirements for extremely motivated, inventive and creative labor force, then they need to Strategizing and initial for the future. This policy has to be familiar with that business performance is totally Depends on the performance of the employee in the industry. This ma-es a clear obligation to invest in these employees through the training.

(Berta, D. 2006,2008) Additional skills such as accounting and numeracy are found to be essential as information technology, Its use as an instrument for particularly effective strategies (Mallinson, H. and B. Weiler (2000). Now, as food service manager computer literacy Becomes an important serviceability and be supposed to be worn considerably to assist decision making (Kandampully, J. and R. Duddy 2000). entrepreneurship , event management , Management, marketing, and are in addition attractive part of some programs for which student Although some of them really plan to develop into entrepreneur (Krishnendu Hazra, Dr. Prosenjit Ghosh & Prof. (Dr.) Partha Pratim Sengupta 2017) manager and directors The decision that executive is attractive the correct actions to make easy the training environment and the creator of Training policies that will give each employee an equivalent chance to focal point on training



#### 4. Sample Selection

This experiment is done on hotels of Jaipur, Rajasthan India, the data is collected from interviews, questionnaires, magazines&observation thequestionnaire are spread among 250 hotel employees in Jaipur. but employee answer only172 The respondents' demographic individualism are showing instable.

Hypothesis formulation:Hypotheses is based on significant of the study. The hypotheses are given

H0: a favorable relationship between productivity and training and development of employees in hotel industry

H1: unfavorable relationship between absenteeism of employees and training and development in hotel industry

#### 5. Research Area and Research Design

Jaipur is the first rising city of Rajasthan for some time, with Rajasthan's population of 3.1 million, as well as a variety of good educational institutions, which are measured to be the origin of various hotels,

service provider,training institutes, Information Technology Arerecognized for sector and built-up plant. Jaipur ranks tenth in terms of population in India, its per capital income is around 120000, to learn the hotel industry area, the details and figures which are displayhonestly and in a roundabout way are obtain only from different star ranking Hotels employee Jaipur. Rajasthan District

research method, the use of Quantitative research has composed secondary data from the books, websites and magazine of hotels, where primary data has been depended onquestionnaire, meeting, conference and inspection which is collected from different hotels in Jaipur. Data has composed from around 172 hotel employee who are doing job in diverse different hotels in Jaipur distract

#### 6. Data Analysis and Data Interpretation

Statically tools we are using ANOVAs there we will use single factor of different segments Data collection is 172 employees in different segments of the hotels in jaipur. The information presented in the tabular form as following:

**Table:(N=172)Variables in Percentage % Using Anova factors**

Groups	attribute	Figure Percentage	Anova Single Factor	P Value	F-CRIT
<b>Age</b>					
20 to 35 years	68	39.53	2.793103	0.073958	3.238872
35 to 40 years	56	32.55			
41to 55 years	39	22.67			
55 year & above	9	5.23			
<b>Qualification</b>			4.497732	0.019264	3.287382
12 <sup>th</sup> pass	11	6.39			
Graduate	93	54.06			



Post Graduate.	68	39.53			
Others	00	00			
<b>Salary</b>			5.418672	0.00914	3.238872
8K	8	4.65			
9-15 K	31	18.02			
15-25 K	104	60.46			
25 K & above	29	16.86			
<b>sex</b>			5.913832	0.041084	5.317655
Male	146	84.88			
Female	26	15.11			
<b>Duration of job &gt; 2</b>	6	3.48	4.470194	0.018383	3.238872
Year	24	13.95			
2-3 Years	98	56.97			
4-6 Years	44	25.58			
<6 Years					

#### AGE FACTOR

Anova:Single Factor						
SUMMARY						
<i>Groups</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>		
Row 1	5	169	33.8	682.7		
Row 2	5	151	30.2	442.7		
Row 3	5	88	17.6	147.3		
Row 4	5	22	4.4	3.3		
ANOVA						
<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Between Groups	2673	3	891	2.793103	0.073958	3.238872
Within Groups	5104	16	319			
Total	7777	19				

#### EDUCATION FACTOR

Anova: Single Factor						
SUMMARY						
<i>Groups</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>		
Row 1	5	31	6.2	10.7		



Row 2	5	242	48.4	1420.3		
Row 3	5	153	30.6	472.3		
Row 4	4	4	1	4		
ANOVA						
<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Between Groups	6859.221	3	2286.407	4.497732	0.019264	3.287382
Within Groups	7625.2	15	508.3467			
Total	14484.42	18				

### Questioner, interview sample

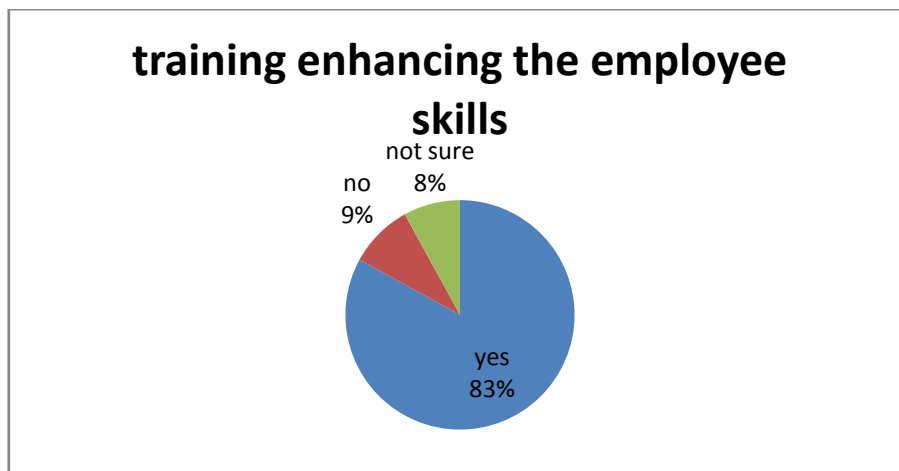
S.no	Questions	Answer
1	Is training session fit to achieve your goals.	
2	Is training session contain relevant information to perform your job task.	
3	Is training motivating you towards your task accomplishments effectively.	
4	Is duration of training being sufficient	
5	Is training helps you to improve your technical knowledge	
6	are training method suitable.	
7	How you feel after completion of training.	
8	Training helps to develop new skill	
9	Training help to obtain inner promotion	
10	Training helps old employee to revive	
11	Training helps in correct labor planning	
12	Training helps in improving operational activities	
13	Training helps to get better physical condition & security	
14	Training helps in occupation growth	
15	Organizational Training helps to make out about operational activity in organization	



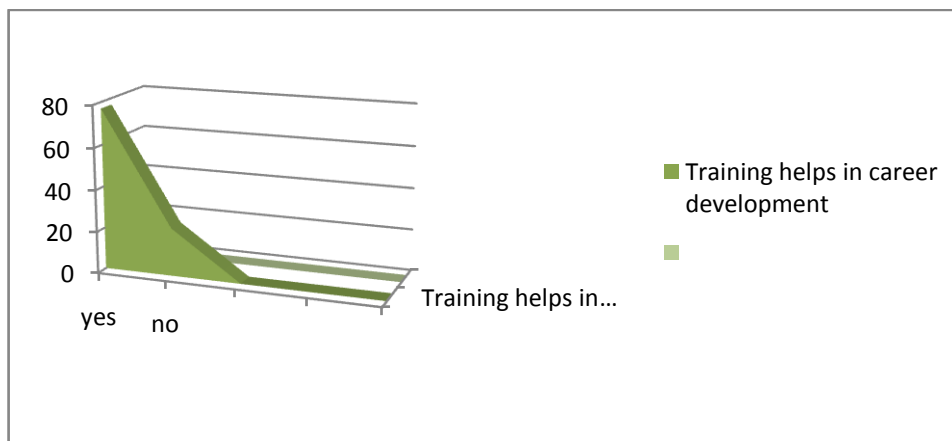
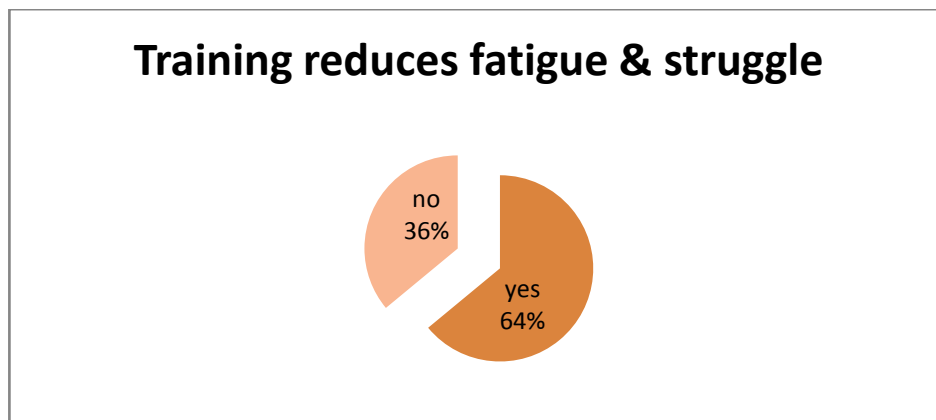
16	Training reduces weariness & fight	
17	gives your valuable views or suggestions to improve trainings session more effective if required	
18	Any other ...	

### 7. Data analysis

The analysis of statistics is articulated in percentages all the way through tables and graphs, in which many types of diagram and tables has worn







Discussed –As per the previous studies training was important for the new employee at the time of joining inorder to understand the job description and discharging the duties, n the middle age

it come out that training become one of the requirements when there is any changes in the technology regarding the skills.In present days people are more smarter and techno friendly as a result



less time and money spend on the training session to make them prefect. Arranging the training session for the retain employee give the feeling of removing the dust from the mind and motivated employee.

### 8. Conclusion

On the basis of study and previous views we can say that training is one of the important tools for increasing the efficiency, give motivation to employee and work for the defect free services and producing the good with less wastage, which give the win edges to every company specially in the service sector like in the hotel industry. It is also been noticed that training is one of the important functions of the human resource department as to maintain the hygienic working environment for the organization. So, it has to be design in a effective manner in order to accomplish the group and individual task. before designing the training program, it is important to keep the outcomes into the mind and financial aspect like cost, employee hours spend on training.

### References

- [1]. Jones, P. (1990). "A Profile for Management Development and Training." *Journal of European Industrial Training* **14**(3): 712
- [2]. Go, F. (1990). "Tourism and Hospitality Management Education: New Horizons." *International Journal of Contemporary Hospitality Management*
- [3]. Eric Hoffer. Retrieved from <http://www.medaloffreedom.com>

- [4]. Sudhir Andrews, *Human Resource Management A Textbook for the Hospitality Industry*, , Tata McGraw –Hill 2012
- [5]. Go, F. (1990). "Tourism and Hospitality Management Education: New Horizons." *International Journal of Contemporary Hospitality Management*
- [6]. Casado, M. A. (1991). Perceptions of Corporate Recruiters, Alumni and Educators toward Critical Factors of Hotel/Restaurant Management Programs: A Comparative Study (Restaurant Management Programs). Chairman: DICKSON MUNGAZI. *DAI*, 52, no. 10A, (1991) 3507,
- [7]. Lashley, C. (1999). "On making silk purses: Developing reflective practitioners in hospitality management education." *International Journal of Contemporary Hospitality Management* **11**(4): 180-185.
- [8]. Lashley, C. (2002). The Benefits of Training for Business Performance. *Human Resource Management: International Perspectives in Hospitality and Tourism*. N. D'Annunzio-Green, G. A. Maxwell, and S. Watson. London, Continuum: 104-117.
- [9]. Lashley, C. (2002). Emotional Leadership: the key skill for the future? 2002 CAUTHE Conference, Fremantle, Western Australia.
- [10]. Lashley, C. (2002). A Feeling of Empowerment? *Human Resource Management: International*



- Perspectives in Hospitality and Tourism. N. D'Annunzio-Green, G. A. Maxwell, and S. Watson. London, Continuum: 200-211.
- [11]. Paul A Whitelaw ... [et al.] (2009), Training needs for the hospitality industry, National Library of Australia Cataloguing-in-Publication Entry Whitelaw, Paul A. CRC for Sustainable Tourism Pty Ltd.
- [12]. O'Halloran, R. M. (1991). Management training theories: Tools for hospitality managers and trainers. *FIU Hospitality Review*, 9(1), 67.
- [13]. Sullivan, J. (2009). A new school of thought: Rethinking the old training model means educated employees, better business. *Nation's Restaurant News*, 43(1), 14-28.
- [14]. Davey, T. (2007). Train trainers to help development, increase competency. *Hotel & Motel Management*, 222(11), 8-12.
- [15]. Kalargyrou, V., & Woods, R. (2011). Wanted training competencies for the 21st century. *International Journal of Contemporary Hospitality Management*, 23(3).
- [16]. Lalaguna, C. (2007). That Irish charm. *Hospitality*, 7, 40-43. Rae, L. (2002), *Trainer assessment: A guide to measuring the performance of trainers and facilitators*. Aldershot, UK: Gower Publishing Limited.
- [17]. Breiter, D., & Woods, R. H. (1997). An analysis of training budgets and training needs assessments in mid-sized hotels in the United States. *Journal of Hospitality & Tourism Research*, 21(2), 86-97
- [18]. Robert H. Woods. 2006. *Managing Hospitality Human Resources*. 4th Edition. USA.
- [19]. [39] Joplin, J. R.W., & Daus, C. S. (1997). Challenges of leading a diverse workforce. *The Academy of Management Executive*, 11(3), 32-47.
- [20]. Prof. Satish C. Sharma, Priyanka Choudhary, "Training and development needs in the hospitality industry", *International Journal of Research in IT & Management*, Volume 1, Issue 5, (September 2011)
- [21]. Ostroff, C. 1991." Training Effectiveness Measures and Scoring Schemes: A Comparison, *Personnel Psychology*, 44(2), pp.353-37
- [22]. Berta, D. (2006). CHART speakers highlight the critical need for training. *Nation's Restaurant News*, 40(33), p. 16.
- [23]. Berta, D. (2008). Trainers feel the pressure of corporate cost-cutting in an economic downturn. *Nation's Restaurant News*, 42(14), 6-20.
- [24]. Mallinson, H. and B. Weiler (2000). "Cross-cultural awareness of hospitality staff: An evaluation of a pilot training program." *Australian Journal of Hospitality Management* 7(1): 35-44.
- [25]. Breiter, D. and H. Hoart (2000). "Competencies in foodservice information technology expected by the foodservice industry of



- graduates of hospitality bachelor's degree programs in the US." *Journal of Hospitality and*
- [26]. *Tourism Education* **12**(2): 11-17.
- [27]. GURSOY, D. and N. SWANGER (2004). Assessment of Curriculum: Industry Perspectives. 2004 ISTTE Annual Conference: International Collaboration, Hong Kong, The Hong Kong Polytechnic University
- [28]. MALAY BISWAS, *Human Resource Management In Hospitality*, Oxford University Press, YMCA Library Building, 1 Jai Singh Road, New Delhi 01, Oxford University Press 2012
- [29]. H. O. FALOLA, A. O. OSIBANJO, S. I. OJO "Effectiveness of training and Development on employees' Performance and organization Competitiveness in the Nigerian Banking industry" *Bulletin of the Transilvania University of Braşov, Series V: Economic Sciences* • Vol. 7 (56) No. 1 – 2014
- [30]. BRAŞOV, Series V: Economic Sciences • Vol. 7 (56) No. 1 – 2014
- [31]. MEHRDAD ALIPOUR, MAHDI SALEHI "A Study of on the Job Training Effectiveness: Empirical Evidence of Iran" *International Journal of Business and Management*, vol. 4, No. 11, November 2009
- [32]. Dr. Usha Tiwari, "Impact of Training and Development Programmes on Employees Efficiency at Madhya Pradesh State Electricity Board (MPSEB)" *The International Journal Of Business & Management*, Vol. 2, Issue 1, January 2014
- [33]. RAJA ABDUL GHAFOOR KHAN, FURQAN AHMED KHAN, DR. MUHAMMAD ASLAM KHAN, "Impact of Training and Development on Organizational Performance", *Global Journal of Management and Business Research*, Volume. 11, Issue 7, Version 1.0, July 2011
- [34]. LAM, M. N. (1990). Management training for women: International experiences and lessons for Canada. *Journal of Business Ethics*, 9 (4/5, Perspectives on Women in Management Research), 385-406

