Staff Attrition in Hotel Industry

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Abstract: *Staff attrition is a common issue in hotel industry which is widely described in the article. The common problems related to it and the possible solutions are been discussed. The HR department can take reference from the said article which would help them to reduce attrition to a great extent.*

Keywords: Staff, Attrition, Hotels, Hospitality

I. INTRODUCTION

Staff attrition means loss of employees over a period of time due to many factors. High attrition is a matter of concern for all HR department in the hotel industry. The department keeps an eye on the attrition rate and if it goes high then several measures are taken to keep it low. The article discusses about the problems and possible solutions to it.

II. LITERATURE REVIEW

Dr. Ranjeeta Tripath, et al" A study on employee attrition in the hotel sector; with special reference to the lucknow city".
Aarti, "Utilising Machine Learning to Forecast Staff Attrition"

III. STATEMENT OF THE PROBLEM

Staff attrition effects the quality of service to guest and thus effects the brand image. In order to minimize the rate of attrition various welfare initiates are taken which is mentioned in the solution part.

Objective of study:
- How it effects the standard operating procedure.
- How it effects the cost of manpower.
- How it effects the image of the brand.
- General workflow and its effects.
- Interpersonal relationships.
- Work culture in the organization
- Staff satisfaction at work place.
- Staff moving to other organization
- Long working Hours

IV. ANALYSIS & SOLUTIONS

1. HR Department taking frequent feedback from employees in consultation with departmental heads.
2. Appraisal to be conducted on time and a genuine feedback about the outcome should be discussed.
3. Conducting frequent training programme in consultation with the learning and development department so that the employee is updated with the current trend and develop a sense of commitment and responsibilities.
4. To discuss about company policies on HR and career growth path. The employees should know the ways to do better and the right path of growth.
5. The HR should conduct activities like sports ,games , talent hunt , shows , and other cultural programmes. This will help the employees to come out from the boredom and gives space for relaxation and recreation.

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6. Generate a bond with employees so that they loves the work place.
7. The HR should minimize work conflicts and amicably solve situation without bias of any kind.
8. The juniors should feel confidant and secure under the supervision of seniors and should not feel threatened.
9. The seniors would accommodate juniors and freshers and give them the space to learn and pick up. The Supervisors and Managers should behave like a well-wisher rather than only giving orders.
10. The HR should check the duty time and over time done by employees. Any overtime should be compensated.
11. The weekly off should be provided and other statutory leaves should be granted as the case may be. This give the employees time to spend time with their family members and friends thus keeps their mind fresh. The work life balance should be maintained and the HR must look into it.
12. To check the mental health of the employees by conducting frequent medical camps by doctors or counsellors.
13. To have a clear retirement plan for all its employees and that should be discussed with all employees at the time of joining.
14. There should be elaborate orientation at the time of joining the organization. This helps the employees to understand better about the organization and the work to execute as per the SOP.
15. Medical benefits should be provided or policy of the same should be well described. The employees and their family members should be secured in terms of medical benefits and issues related to it.
16. In order to stop staff poaching by other organization the HR should be more vigilant and take corrective measures if any.
17. Technologies can replace manpower thus the existing manpower should not feel threatened if new technologies are introduced.
18. Exit interview if anyone decides to leave, this give a chance to retain its employees.
19. In order to have free flow of staff, the existing staff members to be given schemes like "points on referrals". They will earn points on referrals of their known ones which can be reimbursed.
20. Remuneration provided at various levels should be at par with other similar organization.
21. Various staff welfare schemes should be introduced from time to time.
22. Incentives should be provided as the case me be.
23. The long working hours should be monitored with proper work schedule. Due to this the employees gets tired and dissatisfied.

V. SIGNIFICANCE / RATIONAL OF THE STUDY

The significance of this study is much required. It will help in the follow ways;
1. To have a check on Staff attrition.
2. To build up a good brand where the staff retention is high.
3. To deliver quality service by the employees who know their work and working for quiet sometime.
4. To have employee satisfaction at workplace.

VI. HYPOTHESES

The research will give new horizon of scope of improvement. The HR department of hotels will be largely benefited in controlling staff attrition. The brand image depends on quality service thus trained and experienced staff members are required to render quality service to guests.

VII. METHODOLOGY

• Questionnaires
• Google forms
• Interviews
•Hotel Visits

VIII. CONCLUSION

The article widely described the problems and its solutions of staff attrition. The Human Resources Department which deals with the staff welfare often face difficulty in handling the situation. Thus the article gives many ways to deal with the situation.

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