



## The role of the management system for hotel staff

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**Abstract:** *The primary goal of this study was to identify the role that each employee had in the management of the visitor. In addition to the study, an effort was made to ascertain the necessity of the role of hotel staff members as well as the hotel management duties related to them. The part that staff members play in hotel administration was taken into account. The type of problem being examined is impacted by the research methodology utilized.*

*The most productive method for this study has been decided upon: qualitative research.*

*The basic goal of qualitative research is to comprehend social phenomena in their whole in a natural setting. It was made up of emphasis on the "why" rather than the "what" of social occurrences in order to give significance to people's everyday lives. A person's own experiences play a role as well. The conversational approach of data analysis, which consisted of a concise presentation of all previously provided data, was a crucial part of qualitative research, thus the researcher looked for broad, unifying conclusions after several iterations of the data collected with a pen.*

*Interviews were used to acquire the data for this investigation. In order to answer research questions, the researcher spoke with respondents in-person during the interview. International travelers with experience in the tourism business were questioned with the purpose of gathering data, and their responses were examined. The investigation will be conducted by fifteen people. The study's primary goal is to gain a better understanding of the part that workers play in hotel management.*

*So, in addition to speaking with guests staying at Samarkand hotels, a dialogue was also had with the staff members.*

*The study's findings indicate that there are several chances today for the growth of the hotel industry. The importance of staff in each guest home became apparent throughout the talk. They*



*were both experts in their fields since there were no issues in the hotels where they were employed. Naturally, having competent staff is quite essential, so while the guests were complementing on the employees, they also specifically brought up their credentials.*

**Keywords:** *tourism industry, hotels, tourism management, accomadation, tourist satisfaction factors.*

## INTRODUCTION

**Preface.** We all know how developed the tourist industry is right now. Hotels undoubtedly have a significant impact here. In Uzbekistan, there are several hotels.

The hospitality business has seen an increase in long working hours, shift work, and dealing with difficult and demanding guests (Hsieh et al., 2004, Sarabakhsh et al., 1989). Of course, customer experience is necessary for reviews. I decided on this subject because I want to emphasize how vital workers' job.

**The significance and motivation.** The crew plays a crucial part in the hotel's operation. The need for skilled workers is increasing daily. The hotel's ability to compete hinges on how well the personnel organizes their workload.

The majority of management issues that arise are faced by hoteliers since they are responsible for the day-to-day operations of their establishment. Labor shortages, financial restrictions, greater competition, and workforce law are a few of the most significant of these. (David, 2020)

All human management systems are unified by the fact that they are all based on a common set of operating laws and principles. However, the circumstances surrounding this system's development and operation are crucial.

**The aims and goals.** This thesis aims to demonstrate the function of the personnel in hotel management. In addition to providing accommodations, hotels also provide their visitors meals, recreational activities, and information support, all of which are handled by the personnel. The job of the hotel personnel affects several things, including the level of service, client happiness, reputation, image, and profit. Indicate where staff should be when rivals come.

The hotel sector is a component of manufacturing that is intangible. If the object of labor, the tools of labor, and the labor itself can all be clearly distinguished in the creation of material goods, then in the non-material realm, the object of labor is represented by an object rather than a substance of nature. the individual, including his physical, intellectual, and



artistic capacities (P. P. Chuvatkin, S. A. Gorbatov, 2020). Intangible firms, as their name suggests, create services rather than physical goods. The researcher's job is to properly explain the data given, the aims, and the objectives. The quality of service, customer happiness, reputation, image, and profit are all significantly impacted by staff productivity in the hotel and tourist industries. Given the intense rivalry in the hotel sector, each business must have an efficient staff management system. The creation of extremely effective people management systems has allowed for the quick restoration of the quality of the top hotels in the world, the reduction of service costs, and the capacity to coordinate the staff's efforts.

**Methodology.** The third chapter describes the research methodology for this study, including the research philosophy, methodology, and techniques of data collecting and analysis. To assist students in selecting the most appropriate approach, the third chapter begins with a summary of the research process. In addition to the study, an effort was made to ascertain the requirement of the hotel employee's job and the hotel management responsibilities attached to this workforce. The administration of the hotel depends heavily on the personnel. The two primary kinds of research methodology are qualitative research methods and quantitative research methods. The researcher selected a qualitative research field for this investigation. This technique promoted resource assessment and training as well.

A sampling approach was utilized in this investigation. The convenient sampling technique, also known as low probability sampling, entails selecting a sample from a group of persons who are accessible or who can be reached (Fletwood, 2023). 15 participants were chosen to participate in the test. The information for this study was gathered through in-person interactions. The researcher invites the respondents to address the study questions during the session. A wide range of remarks were expressed during private chats, including unique personal points of view, relationships, and experiments. The study looked at the duties and functions of personnel in hotel management for both guests and hotel workers and managers.

### **Literature Review**

Any business, including hotels, may benefit from the management system. It offers a structure for organizing, planning, and managing procedures and assets in order to accomplish the objectives of the company. In hotels, the management system is essential to ensuring a high level of client pleasure, effective resource usage, and regulatory compliance.



The effectiveness of the hospitality business is greatly influenced by the hotel staff administration system. The system consists of a collection of guidelines, rules, and regulations that guarantee efficient staff collaboration, cooperation, and communication.

The system is created in a way that will satisfy client demands, provide security and safety, and boost efficiency. Effective management systems provide hotel staff members particular guidelines and presumptions that make it easier for them to align their own actions with group objectives. The literature on the function of management systems for hotel staff is summarized in these areas. The function of the management system for hotel personnel is examined in this literature study from a variety of angles.

The basis of theory. An essential element of the hotel's successful functioning is the staff management system. As a result, it has been the focus of a great deal of research and academic writing.

“Control of human resources. A theoretical framework called HRM is used to manage hotel staff members. An organization's workforce may be properly managed by a set of HRM policies, practices, and procedures. HR is essential in the hotel sector to guarantee that workers are effectively taught, motivated, and trained. Workplace safety and staff retention may both be improved with effective human resources management. (Madera, J. et al., 2017).

Organizational behavior theory. “Another theoretical foundation used to support the hotel staff management system is organizational behavior theory. It relies on how the actions of the organization are impacted by individual and group behavior. The management system in hotels should be designed to foster an atmosphere that encourages collaboration, open communication, and employee engagement. Such a setting aids in developing a productive company culture that supports employee happiness and productivity”. (Chin W. et al. , 2022).

Total Quality of Management. The goal of TQM is to continuously enhance quality across the board in the organization. It places a strong emphasis on staff engagement, customer happiness, and ongoing learning and development (Marius, 2023). TQM may be used in the hotel sector to improve business procedures, deliver high-quality services, and foster an excellence-focused culture in the hotel people management system.

### **Methodology**

The approach provides a way to address a major issue in science. The strategy is a technique to address science's fundamental issue (Ponomarev and Pikuleva, 2014). The third chapter describes the research methodology for this study, including the research philosophy, methodology, and techniques of data collecting and analysis. To assist students in selecting the



most appropriate approach, the third chapter begins with a summary of the research process. In addition to the study, an effort was made to ascertain the necessity of the role played by the hotel personnel and the hotel management duties related to this staff. The administration of the hotel depends heavily on the personnel.

**Research design.** The research technique, in its simplest form, demonstrates the "how" of all research. (Hsieh, 2020). It focuses in particular on how a researcher methodically creates a study in order to provide accurate and trustworthy data and fulfill the study's aims and objectives. The study's primary goal is to look for scientific answers to the problems. It has numerous steps and involves gathering, organizing, and analyzing data. These stages will aid in your comprehension of the subject.

The two primary kinds of research methodology are qualitative research methods and quantitative research methods. (Isador N., Caroline R..) For this study, a qualitative research strategy was determined to be the most successful.

A thorough knowledge of social processes in the natural environment is the goal of qualitative research. He emphasizes the "why" behind societal occurrences rather than the "what" in order to offer context to people's everyday lives. A person's own experiences play a role as well. (University of Utah College of Nursing, (n.d.)).

**Research methodology.** The approach that a researcher uses to collect, validate, and evaluate data. As mentioned above, there are two main categories of training - quantitative and qualitative. A qualitative study was conducted by a researcher. The Strategy also encouraged the exploration and verification of available resources. It is obvious that qualitative research has many advantages over quantitative learning. It is believed that qualitative research should collect data and have complete knowledge of the subject.

A qualitative research method was chosen as the most appropriate approach for this study. The demand for the positions of hotel managers in our team was studied orally and personally, it was interesting and useful, so a qualitative research approach was chosen. As a result, personal interviews were conducted with qualified employees, managers and, of course, residents of the hotel. The study's primary goal is to better understand how the staff interacts with the hotel's management, but it also intends to examine employee productivity, industry expertise, and guest-facing attitudes.

**Sample.** Sampling is a crucial research technique. Because the researcher cannot converse face-to-face with the whole population at once, the sample is cross-sectional. There are two



categories of choices—likely and unlikely. The probabilistic sampling technique is the process of choosing a sample based on probability theory. This implies that everyone has an equal opportunity to choose.

The probability sampling method is chosen by the researcher. Each member's likelihood of being chosen through this selection method is not equal. The subsections for each of these two strategies are shown in Figure 1.

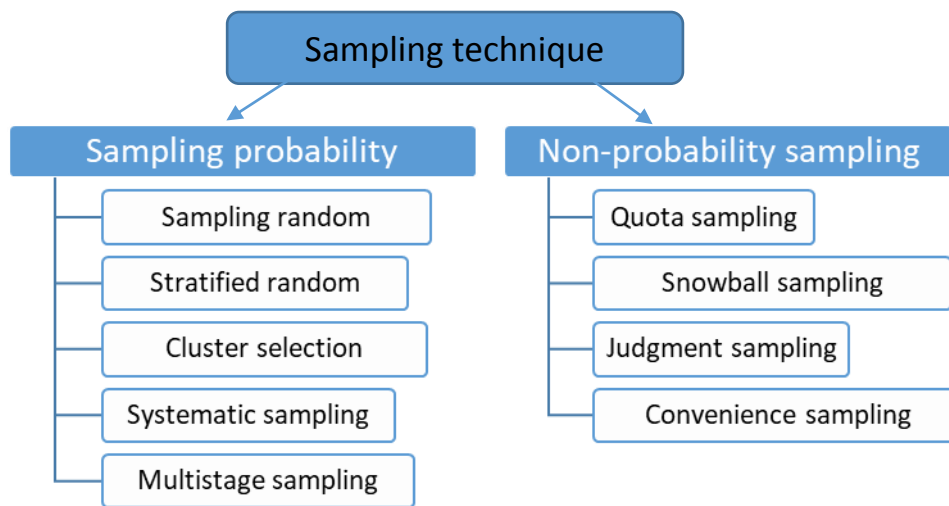


Figure 1. Sampling technique.

This study's sampling approach was realistic. The convenient sampling technique, also known as low probability sampling, entails selecting a sample from a group of persons who are accessible or who can be reached (Fletwood, 2023). 15 persons were chosen for verification, including 7 international guests, 4 hotel staff, and 4 hotel managers. As a researcher, the person was hunting for products in hotels in Samarkand. He conducted an interview with the hotel workers after getting their permission. The study's primary goal is to gain a better understanding of the function that staff members perform in hotel administration. In this regard, a discussion was had with both guests staying in hotels in Samarkand and with the staff members themselves. Visitors who chose to participate in the survey were also given extra information regarding the behavior of the hotel employees. Undoubtedly, the presence of hotels is mostly due to the large number of visitors to our nation nowadays. Samarkand is among the oldest and most stunning regions in Uzbekistan.



**Data gathering.** The information for this study was gathered by interviewing people. The researcher might obtain crucial data from the respondents during the interview to address research issues. Face-to-face interactions allow for a wide range of remarks, including distinct personal opinions, connections, and experiences.

Before beginning the interview, the researcher informed the chosen participant (respondent) of the survey's goal. In order for them to complete the questionnaire, they were also given a consent document that assured them that all of their personal information would be kept private and confidential. The interviewer then asked each of the five persons they had chosen five questions in the same sequence during the interview. The subject's permission was sought before the researcher began each interview and recorded the talk in his notebook. Due to the diversity of the study's topics, both groups found it to be intriguing.

**Data analysis.** The conversational method of data analysis, which is a summary of all previously presented data, is an important component of qualitative research. The researcher was looking for general and consistent answers after repeatedly viewing the data obtained with a pencil. Naturally, there were no problems, since there were separate questions for each of the three selected groups.

### **Results and Discussion**

The findings of the data collected in Samarkand by conducting in-depth interviews with hotel workers and international tourists are summarized in this chapter. A consideration throughout the study was interviews. Reading and analyzing written materials were utilized to achieve this goal. Following the study of the data, common and related issues and responses were discovered, and a SWOT analysis was conducted based on their connection. In order to evaluate a hotel's strengths and weaknesses as well as external possibilities and threats to its business, hotel management does a SWOT analysis. How to address challenges and spot possibilities early on was demonstrated. This study aids management in figuring out how to enhance the system to give visitors a better experience and boost hotel revenue.

### **CONCLUSION**

We may draw the conclusion that the hotel personnel is crucial to creating a great guest experience and preserving the property's overall performance. Their duties vary and may involve interacting with visitors, handling reservations, carrying out administrative duties, and managing



operations. The hotel personnel should be proficient in effective communication, problem-solving, attention to detail, and a pleasant outlook. In general, their diligence and hard work play a significant role in the hotel industry's success.

Staff play a significant part in the hotel industry. This issue was selected for this study because Uzbekistan does not pay enough attention to the hotel workers. It became apparent that not all of the staff members were uniform when we visited hotels and conducted research. For the hotel personnel to operate efficiently, the management system is essential. This unites the workforce, streamlines procedures, and enhances the customer experience. Employee productivity and customer happiness both rise when effective management systems give them the tools and resources they need to do their jobs. The adoption of a management system is crucial for the smooth functioning of the hotel and customer satisfaction with the services offered. The hotel staff management system is generally regarded as an essential instrument for any hotel's success. The survey found that visitors complained to the personnel about their behavior. The personnel gave the visitors their undivided attention and care, together with appropriate conversational manners, a welcoming environment, responsible services, and cutting-edge technology.

Finally, based on the findings of this study, the value of the employees was evaluated and potential solutions were offered to help the hotel's HR department address the urgent issues with staff training that were previously mentioned. The latter scenario requires patience and the support of both the management group and the workforce to improve.

### **Recommendation**

The lengthy training process for new workers is caused by the high staff turnover rate. All of these challenges have an impact on the standard of services offered to the client, either directly or indirectly. The hotel sector often follows a cost-cutting strategy and has a lot of freedom.

The creation of a multi-skilled workforce is one strategy hotels utilize to stop shifts in client demand and stop worker churn. The flexibility of hotel activities may be preserved by work sharing, job enrichment, cross-training, and multiple hiring. Throughout a career, paying employees more can assist them advance their positions and increase the caliber of their services. Additionally, when wages rise in our nation, staff will be held more accountable for their job, which will raise the standard of the hotel and raise client satisfaction.

Given the study's limitations, it may be said that additional investigation is required to produce a more thorough analysis. It might be enjoyable to use the participant tracking approach. This





subject may be examined in reality, for instance, by looking at how staff engage with visitors, use intelligent technology in the workplace, and gather feedback.

Comparison is yet another option for more investigation. A researcher is able to spend the night as a typical hotel guest and gather data using a variety of surveys. or historic towns. Since the research's participants are foreign clients, a comparable study including locals or local tourists must be conducted in order to collect data on both domestic and foreign staff as well as local and foreign clientele. It is also possible to take into account how Uzbek hotels will be impacted by economic, cultural, social, and environmental factors.

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