



A STUDY ON LEGAL AND ETHICAL CONSIDERATIONS IN HUMAN RESOURCE MANAGEMENT FOR HOTELS

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ABSTRACT :

This study delves into the intricate landscape of legal and ethical considerations within human resources management (HRM) specifically tailored for the hospitality sector, with a focus on hotels. The hospitality industry operates within a dynamic environment shaped by stringent regulations, diverse workforce demographics, and evolving societal expectations. By synthesizing existing literature, legal statutes, and ethical frameworks, this research aims to provide hotel managers and HR professionals with a nuanced understanding of the key issues and best practices in navigating legal and ethical dilemmas.

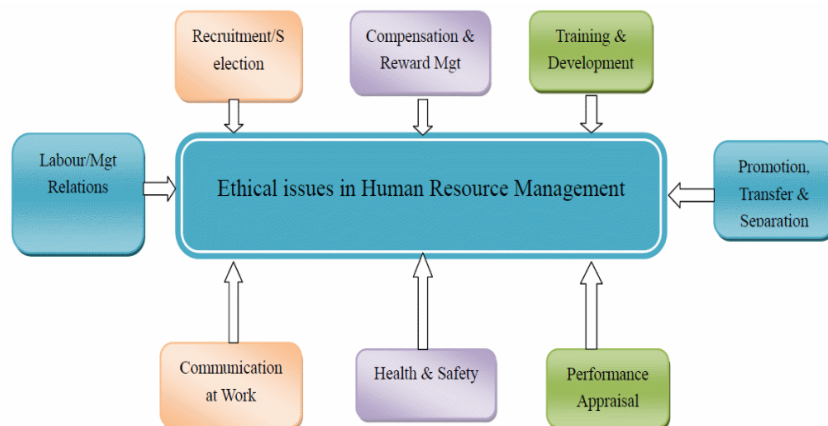
The study begins by outlining the fundamental principles of HRM within the context of the hospitality industry, emphasizing the pivotal role of HR practices in ensuring compliance with labor laws and fostering a culture of fairness and inclusivity.

INTRODUCTION :

The hospitality industry, particularly hotels, operates within a multifaceted environment characterized by a diverse workforce, stringent regulations, and evolving ethical standards. Human Resources Management (HRM) within hotels plays a pivotal role in ensuring legal compliance, fostering a positive work culture, and promoting ethical conduct among employees. As the hospitality sector continues to face unprecedented challenges and opportunities, it becomes imperative for hotel managers and HR professionals to navigate the complex landscape of legal and ethical considerations effectively.

This introductory exploration seeks to provide a comprehensive overview of the legal and ethical dimensions inherent in HRM practices within hotels. By examining existing literature, legal statutes, and ethical frameworks, this study aims to shed light on the key issues and dilemmas facing hotel HRM professionals, offering insights into potential strategies for addressing these challenges.

NEED OF STUDY:



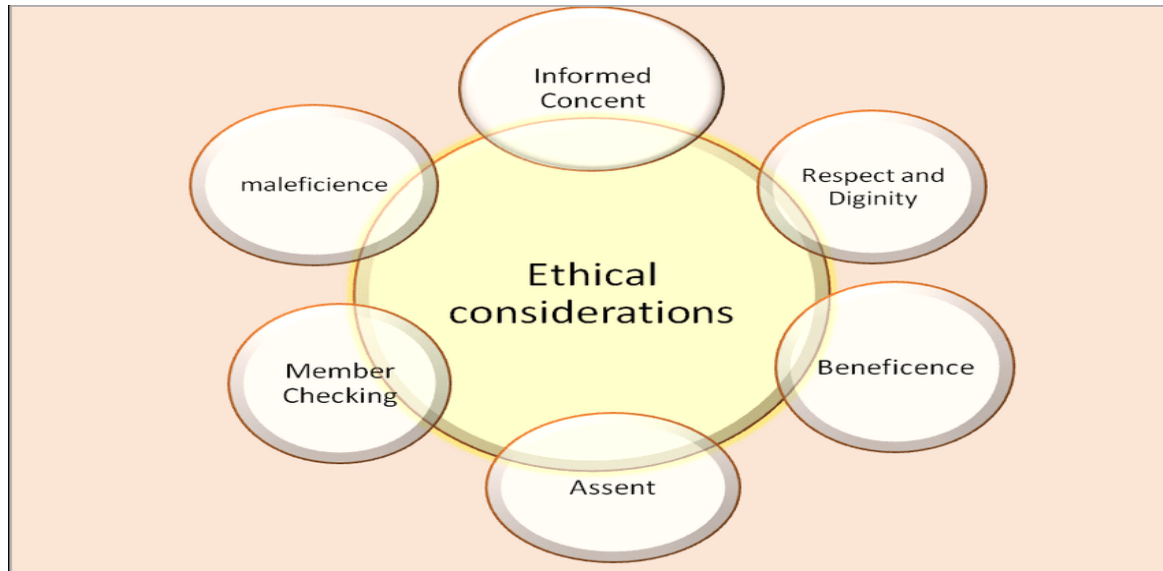
OBJECTIVES OF STUDY:

PRIMARY OBJECTIVE :

To analyse the legal and ethical considerations in human resource management for hotels in Leela palace

SECONDARY OBJECTIVE :

- To determine the profitability & liquidity of the company
- The were using opera and oracle software in front office for the guest check in and out
- WINHMS this software is used for leading hospitality / hotel management software that carters to all aspects of the hospitality industry such as hotels , resorts and chains

SCOPE OF STUDY:**REVIEW LITERATURE*****M KNANI – INTERNATIONAL JOURNAL OF BUSINESS AND MANAGEMENT – 2014***

The hotel industry practitioners ascertain the importance of developing and implementing ethics in hospitality school programs and hospitality industry practices (Dopson & Nelson, 2003; Yeh, 2012). In the same way, scholars interested in the hospitality industry pay increasingly attention to the study of ethical decision behavior. The research in ethics behavior in the hospitality industry covered several topics, including social responsible behavior, implementation of ethics codes, and human resources' ethical decision making. This last topic related to the ethical issues that challenge professionals and staffs is relatively the most studied area (Upchurch & Ruhland, 1995). This section synthetizes the most important findings in the literature. It is organized around three groups: hospitality front-line employees, hospitality managers and directors, and hospitality students.

Ethical Behavior of Front-Line Employees

In the hotel industry, the ethical values and job-related behaviours of the front-line employees are critical components of the business transaction and consumer service experience (Wong Chak Keung, 1998). In the service industry and in the hotel sector in particular, consumers (service users) are not satisfied with just the tangible components of the hotel experience such as room comfort and food quality (Wong Chak Keung, 1998). Their satisfaction level is contingent on how they “perceive” they are treated during their interaction with the hotel’s staff (personal attention) (Wong Chak Keung, 1998). In the service marketing literature, this interaction between a hotel’s visitors and staff is referred to as the “moment of truth”.

Managers’ Ethical Orientation and Behavior

Only limited studies have been interested in managers’ ethical behavior (Upchurch & Ruhland, 1995; Withney, 1990; Yaman & Gurel, 2006; Huimin & Ryan, 2011). Huimin and Rayan (2011) find that Chinese senior hotel managers consider that business has wider concerns than making profits. Most of them agree that managers should have a social responsibility beyond the interests of their shareholders, and that social responsibility orientation and profitability are compatible and critical to the organization’s survival. Huimin and Rayan (2011) identify five components of Chinese ethical perceptions: respect for individuals underlying general morality (e.g., do not physically or psychologically harm other individuals; do not threaten or scarify the welfare and dignity of others), tolerance of degree of relativity in moral standards (e.g., moral standards are individualistic and reflect personal rules), the role of corporations in current society, adherence to corporate social responsibility (e.g., corporations and managers have a social responsibility role beyond the organization’s profits), and issues related to expediency in business. Whitney (1990) posits four ethical orientations: individual orientation (i.e., ethical norms are exclusively matters of personal taste or arbitrary preference), traditional orientation (i.e. the concept of

right and wrong is learned from the community: parents, friends, teachers, etc.), legal orientation (i.e. ethics are defined through law), and career orientation (i.e., ethical standards are synonymous with those of the industry).

H JANTA, P LUGOSI, L BROWN, A LADKIN – TOURISM MANAGEMENT – 2012

Migrant mobilities and networks

Current research within the broader mobilities paradigm has stressed that contemporary society is characterised by the continuous movement of people, objects, capital and information (Duncan, Scott & Baum, 2009; Hannam, Sheller & Urry, 2006). An emerging challenge, therefore, is to understand the complex networks, interactions and relationships that emerge within mobile societies. There is a well established and expanding body of work that has considered the relationship between migration and networks (see e.g., Faist & Ozveren, 2004; White & Ryan, 2008). Such research has grown as global flows of people have intensified, and as interaction between migrants is increasingly facilitated by developments in technology. However, as Ryan, Sales, Tilki & Siara (2008) argue, insufficient attention has been given to examining the different types of networks that exist, or how migrants access existing networks and establish new ties.

Learning theories and language development among migrants

There are numerous competing theories that have been developed to explain the processes of learning, which focus on cognitive, behavioural and social aspects, but lack of space prevents a lengthy review (see Jarvis, Holford & Griffin (2003) or Schunk (2008) for a more detailed review of key theories). Some theories have attempted to bridge the divide between the three approaches to learning. For example, within social learning theory and social cognitive theory (Bandura, 1977, 1986), environment, behaviour, and other such personal factors as cognition have been shown to interact in learning. These theories propose that people learn through observation and the modelling of others' behaviour. Learning can thus be thought of as an ongoing process, operating through relationships and interactions. The learning and adoption of specific norms or behaviours are dependent upon the reinforcement of particular behaviours, which are deemed to be positive among reference groups. Other norms and behaviours that are viewed as inappropriate are abandoned or restricted (Bandura, 1977, 1986). Social learning and social cognitive theory offer an understanding of learning that appreciates its networked nature; however, the psychological aspects of learning are privileged in understanding the adoption of particular behaviours.

RESEARCH METHODOLOGY

RESEARCH

1. ***Compliance with Laws*:**
Ensure adherence to labour laws regarding employment contracts, wages, working hours, and health and safety regulations.
2. ***Equal Employment Opportunity*:**
Implement policies to prevent discrimination based on race, gender, age, religion, disability, or sexual orientation in hiring, promotion, and treatment of employees.
3. ***Privacy and Confidentiality*:**
Respect employee privacy and handle personal data confidentially, especially regarding sensitive information like medical records or disciplinary actions.
4. ***Fair Compensation and Benefits*:**
Provide fair wages, benefits, and opportunities for advancement to employees, avoiding exploitation or unfair treatment.
5. ***Training and Development*:**
Invest in training programs to enhance employees' skills and career development opportunities, fostering a positive work environment.

RESEARCH DESIGN



SOURCES OF DATA

PRIMARY DATA

To gather primary data for a study on legal and ethical considerations in human resource management (HRM) within the hotel industry, a multifaceted approach is warranted. This could involve conducting surveys and questionnaires among HR professionals and employees in various hotels to gauge their perceptions and experiences regarding legal and ethical practices. Additionally, interviews with HR managers, employees, and legal experts can provide valuable insights into the challenges faced and strategies employed in navigating legal and ethical complexities. Observational research within hotel settings can offer a firsthand understanding of how these considerations manifest in practice.

SECONDARY DATA

To gather secondary data for your study on legal and ethical considerations in human resource management in hotels, you can explore academic journals, industry reports, government publications, and reputable online databases like JSTOR, EBSCO, or ProQuest. Look for articles, case studies, and research papers related to HR management practices, labor laws, employee rights, discrimination, diversity, and ethical frameworks applicable to the hospitality industry. Additionally, consider examining industry-specific publications, such as those from hotel associations or HR management associations, for relevant insights and best practices. In conducting a study on legal and ethical considerations in human resource management in hotels, researchers often rely on secondary data sources to gain insights into existing laws, regulations, and ethical guidelines relevant to the hospitality industry.

TOOLS USED FOR THE STUDY

ANALYTICAL TOOL (SPSS)

Tool for testing the hypothesis (spss)

- Correlation
- Frequency analysis

CORRELATION

		2. Age	5. Are you aware of the legal and ethical policies governing human resource management in hotels ?	6. Are you currently employed in the hotel management ?	7. How familiar are you with the legal and ethical policies governing human resources management in hotels ?
2. Age	Pearson Correlation	1	-.063	-.247*	.084
	Sig. (1-tailed)		.307	.023	.251
	N	66	66	66	66
5. Are you aware of the legal and ethical policies governing human resource management in hotels ?	Pearson Correlation	-.063	1	.569**	.684**
	Sig. (1-tailed)	.307		.000	.000
	N	66	66	66	66
6. Are you currently employed in the hotel management ?	Pearson Correlation	-.247*	.569**	1	.703**
	Sig. (1-tailed)	.023	.000		.000
	N	66	66	66	66
7. How familiar are you with the legal and ethical policies governing human resources management in hotels ?	Pearson Correlation	.084	.684**	.703**	1
	Sig. (1-tailed)	.251	.000	.000	
	N	66	66	66	66

*. Correlation is significant at the 0.05 level (1-tailed).

** . Correlation is significant at the 0.01 level (1-tailed).

FREQUENCY ANALYSIS

10. To what extent does your hotels ensure equal employment opportunities for all individuals ?

	Frequency	Percent	Valid Percent	Cumulative Percent
1	17	25.8	25.8	25.8
2	26	39.4	39.4	65.2
Valid 3	16	24.2	24.2	89.4
4	7	10.6	10.6	100.0
Total	66	100.0	100.0	

10. To what extent does your hotels ensure equal employment opportunities for all individuals ?



INTERPRETATION

From the above table it is interpreted that the number of response for 1 is 25.8% number of response for 2 is 39.4% number of response for 3 is 24.2% number of response for 4 is 10.6%

INFERENCE

Majority 39.4% of the response are 2

FINDINGS

- Majority 62.7% of the response for 18-25
- Majority 55.2% of the response for male
- Majority 56.7% of the response for somewhat aware
- Majority 40.3% of the response for no, currently
- Majority 59.7% of the response for somewhat familiar
- Majority 56.7% of the response for yes, some training
- Majority 59.7% of the response for good
- Majority 40.3% of the response for mostly ensures equal opportunities
- Majority 38.8% of the response for neutral
- Majority 52.2% of the response for moderately effective

SUGGESTIONS

1. ***Equal Employment Opportunity*:**
Ensure fair treatment of all employees regardless of race, gender, religion, age, or disability status.
2. ***Labor Laws Compliance*:**
Adhere to local, state, and federal labor laws regarding minimum wage, overtime pay, working hours, and child labor.
3. ***Privacy and Confidentiality*:**
Safeguard employee personal information and maintain confidentiality regarding sensitive HR matters.
4. ***Anti-discrimination Policies*:**

Implement policies and procedures to prevent discrimination, harassment, and retaliation in the workplace.

5. ***Health and Safety Regulations*:**

Comply with health and safety regulations to provide a safe working environment for employees and guests.

CONCLUSION

In conclusion, ensuring legal and ethical considerations in human resource management for hotels is crucial for fostering a positive work environment, promoting employee well-being, and maintaining compliance with regulatory standards. By adhering to equal employment opportunity, labor laws compliance, privacy protection, anti-discrimination policies, and other ethical principles, hotels can cultivate a culture of fairness, respect, and accountability. Additionally, prioritizing employee training, diversity and inclusion, and social responsibility further enhances the organization's reputation and contributes to its long-term success. Ultimately, integrating these considerations into HR practices not only mitigates legal risks but also strengthens employee engagement, loyalty, and overall organizational effectiveness in the hospitality industry .

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