ADDRESSING HOSPITALITY AND HEALTHCARE SERVICES: AN OVERVIEW

CHAPTER-1
INTRODUCTION

1.1 Hospitality and Healthcare – An Overview
1.1.1 Hospitality Services
1.1.2 Market Size of Hospitality Services in India
1.1.3 Contribution of the Hospitality Services to the Economy
1.1.4 Growth of Hospitality Services
1.1.5 Government Initiative for Hospitality Services
1.1.6 Healthcare
1.1.7 Market Size of Healthcare Services in India
1.1.8 Growth of Healthcare Services
1.1.9 Contribution of the Healthcare Services to the Economy
1.1.10 Government Initiative for Healthcare Services

1.2 Contextual Background
1.3 Evolution of the Present Study
1.4 The Evolution of Human Resource Recruiting
1.4.1 Trends in Recruitment: A Retrospective View of Last Two Decades
1.4.2 The Transformation Phase: A Supply Chain Perspective

1.5 Aims and Objectives of the Study
1.6 Scope of the Study
1.7 Relevance of the Study
1.8 Chapter Plan
CHAPTER 2
THEORETICAL BACKGROUND

2.1 Human Resource Management and Importance of Recruitment in HR
2.1.1 Recruitment Sources
2.2 Human Resource Supply Chain Management
2.3 E-Recruitment

CHAPTER 3
REVIEW OF LITERATURE AND FORMULATION OF HYPOTHESES

3.1 Role, Importance of Recruitment Sources and Advantages and Disadvantages of e-recruitment
3.1.1 Role and Importance of Recruitment Sources
3.1.2 Advantages and Disadvantages of E-recruitment
3.2 Quality of Applicants, Wider Choice of Applicants and Time and Cost Taken for Acquiring Applications
3.2.1 Quality of Candidates
3.2.2 Wider Choice of Applicants
3.2.3 Time and Cost Taken for Acquiring Applications
3.3 Employee Job Search Behaviour
3.4. Issues Emerging from Review of Literature
3.5 Conceptual Model
3.6 Formulation of Hypotheses

CHAPTER 4
RESEARCH METHODOLOGY

4.1 Research Design
4.2 The Data and the Sample
4.2.1 The Data
4.2.2 The Sample
4.2.3 Sampling Criteria
4.2.4 Profile and Size of the Sample 88

4.3 Development of Research Tools 88

4.3.1 Survey Questionnaire A - Perceived Quality of Employees and Wider Choice through E-Recruitment 89

4.3.2 Survey Questionnaire B - Resources Utilized for E-recruitment 90

4.3.3 Survey Questionnaire C - Employee Job Search Behaviour 90

4.4 Scoring of the Questionnaires 91

4.5 Pilot Study 92

4.6 Data Collection Procedure 92

4.6.1 Survey Questionnaire A: Perceived Quality of Employees and Wider Choice through E-Recruitment 93

4.6.2 Survey Questionnaire B: Resources Utilized for E-Recruitment 93

4.6.3 Survey Questionnaire C: Employee Job Search Behaviour 94

4.7 Validation and Standardisation 94

4.8 Research Techniques 94

4.8.1 An Overview of the Factor Analysis and Multiple Linear Regression Analysis 94

4.8.2 Factor Identification and Selection 95

4.8.3 Multiple Analysis of Variance 99

CHAPTER 5
DATA ANALYSIS AND DISCUSSION

Data and Variable Construction

5.1 Survey Questionnaire A – Perceived Quality of Employees and Wider Choice through E-Recruitment 100

5.1.1 Survey Questionnaire Aa – Information on E-Recruitment, Job Boards and Company Website 100
5.1.2 Survey Questionnaire Ab – Perceived Quality of Employees through E-Recruitment

5.1.3 Survey Questionnaire Ac – Wider Choice of Employees through E-Recruitment

5.2 Survey Questionnaire B – Resources Utilized for E-Recruitment

5.2.1 Survey Questionnaire Ba- Cost Involved in E-Recruitment

5.2.2 Survey Questionnaire Bb - Time Involved in E-Recruitment

Data Analysis

5.3 Differences of Significant Importance of E-Recruitment Practices Associates’ Responses for Sector, Organizational Size and Respondent Category

5.3.1 Difference between Hospitality and Healthcare Services for Perceived Importance of Advantages of E-recruitment, Effectiveness of E-recruitment, Information through E-Recruitment and Efficiency of E-Recruitment

5.3.2 Difference between Small and Large Size Organizations for Perceived Importance of Advantages of E-recruitment, Effectiveness of E-recruitment, Information through E-Recruitment and Efficiency of E-Recruitment

5.3.3 Difference between HR Managers and Employees for Perceived Importance of Advantages of E-recruitment, Effectiveness of E-recruitment, Information through E-Recruitment and Efficiency of E-Recruitment

5.3.4 Conclusion

5.4 Impact of E-recruitment on Quality, Wider Choice, Time and Cost in Hospitality and Healthcare Sector; Large/Chain and Small/Individual Size; and HR Managers and Employees

5.4.1 Impact of E-recruitment Parameters on Quality of Applicants between Hospitality and Healthcare Services; Small/Individual and Large/Chain Size Organizations; and HR Managers and Employees

5.4.1a Results of Regression on Suitability of Candidates

5.4.1b Results of Regression on Talented Database

5.4.1c Results of Regression on Targeting Right Candidate
5.4.1d Conclusion: The Impact of E-Recruitment on Quality of Applicants

5.4.2 Impact of E-Recruitment Parameters on Cost and Time

5.4.2a Results of Regression on Annual Cost
5.4.2b Results of Regression on External Cost
5.4.2c Results of Regression on Overall Time
5.4.2d Results of Regression for Time Involved in Processing Applications
5.4.2e Results of Regression for Recruitment Cycle Time
5.4.2f Conclusion

5.4.3 Impact of E-Recruitment Parameters on Wider Choice between Hospitality and Healthcare Services; Small/individual and Large/chain size organizations; and HR Managers and Employees

5.4.3a Results of Regression on Wider Choice for Entrants
5.4.3b Results of Regression on Wider Choice for International Candidates
5.4.3c Results of Regression on Accessibility of Candidates
5.4.3d Results of Regression on Wider Choice of Qualified Pool
5.4.3e Conclusion

5.5 Differences of significant importance of quality, Wider Choice, Time and Cost between HR Managers and Employees

5.5.1 Difference between Employees and HR Managers for perceived Importance of Suitability of Candidates, Talented Database and Targeting Right People
5.5.2 Difference between Employees and HR Managers for Perceived Importance of Annual Cost, External Cost, Overall Time, Processing Application Time, and Recruitment Cycle Time
5.5.3 Difference between Employees and HR Managers for Perceived Importance of Wider Choice for Entrants, Wider Choice for International Candidates, Accessibility of Candidates and Qualified Pool of Candidates
5.5.4 Conclusion

5.6 Development of the Model on HRCM with a Decision Support Capability in an Internet Environment

CHAPTER 6
CONCLUSIONS AND IMPLICATIONS

Conclusions
6.1 Differences of Significant Importance of E-Recruitment Practices
6.2 Impact of E-Recruitment on Quality, Time and Cost and Wider Choice
6.3 Differences of Significant Importance of Quality, Wider Choice, Time and Cost between HR Managers and Employees
6.4 Development of the Model

Implication of the Study
6.5 Contribution to the Body of Knowledge
6.6 Recommendations of the Study
6.7 Limitations and Future Area of Research
6.8 Concluding Remarks

7. References
8. Appendix A
9. Appendix B
10. Appendix C
11. Publications
12. Synopsis