PREFACE

Human resources are the most valuable assets of any Organization and their growth and development are essential parameters for the improvement of people and creating a favorable working environment. If human resources are to be developed, the Organizations have to create conditions in which people acquire continuous new knowledge, develop skill sets, healthy patterns of behavior and managerial styles. Training is the most important function that directly contributes to Human Resource Development of the Organizations. Hence organizing periodic training programs for Employees and Managers becomes essential.

This research has examined the relationship between Training Effectiveness and Employee Performance in Hotel Industry of Rajasthan. The main focus of this research work is to understand how the Hotel Industry looks upon Training as a tool for developing the potential set for their Employees and Managers. Corporate, today, spend a large amount of money on imparting Training to Employees and Managers. But prior to such a huge investment, they should evaluate the need for conducting training. There are chances in which firms can make mistakes if they are not assessing the training needs.

In this research work the Training Effectiveness in Luxury Hotels of Rajasthan has been examined. The overall aim of this study is to assess the importance of Training and their impact on overall Performance, better Pay and Promotions in Hospitality Industry.
This research work is divided into 5 chapters:

Chapter first is about introduction of Hotel Industry followed by the conceptual framework which includes Major Services provided by the Hotel, Luxury Hotels, Features of Hotel Industry, its Classification, Segmentation, Departments, Historical Perspective, and Present scenario of Hotel Industry in India, Major Players.

Second chapter is “Training: A Conceptual Framework” which is divided in two major areas. Firstly it is about Human Resource Management which comprises of concept of Human Resource Management and Human Resource Department of Hotel Industry. Secondly it is about the Training patterns followed in Hotel Industry to measure the performance of the employees with the help of evaluating the working standards in the different departments of the Hotel, It comprises of concept of Training, features of Training, objectives of Training, need of Training, principles of Training, basic areas of Training, benefits of Training, process of Training, Training Effectiveness in Hotel Industry, factors affecting Training Effectiveness, evaluation of Training effectiveness, essential components for the successful evaluation of Employee’s and Impact of Training Effectiveness on Employee’s Performance.

Third chapter is about “Research Methodology” where the concept of research, review of literature, relevance of research, scope of the study, statement of problem has been given. The set of objectives of research and hypothesis followed by the research design, sample design, survey instruments, parameters, data sources along with the limitations of this research are also a part of this chapter.

Fourth chapter is about “Data Analysis and Interpretation”, the collected data has been analysed from both the Managers and Employees perspective and presented through tabulation, graphs, bar-charts, pie-charts and then inferences was drawn for each respectively. Also the demographic profiles of the managers as well as
employees were analysed on various parameters like gender, marital status, age, qualification, designation and work experience. Tests are applied for the hypothesis testing is Chi Square (Goodness of fit) and Chi-square for independence is used to analyze the data.

Last chapter “Conclusion” includes key findings of the research have been drawn based on the results of the Data Analysis and Hypothesis Testing, Conclusion has been made and Recommendations have also been given along with the future scope of the research study.