

ANALYSIS OF MANAGEMENT OF HUMAN RESOURCES IN LOTUS TOURIST PENSION

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Abstract: *One of the essential elements of any enterprise is the human resource management department, being the part dealing with everything related to: company culture, personnel policy, organizational climate, motivation at work, company development and organizational structure . For a closer analysis of the way Human Resource Management has been deployed in tourist boarding houses, It was chose the Lotus Tourist Board in Arad as a case study, where It was proposed an evaluation of the involvement and performance of the Lotus staff, following aspects such as their degree of satisfaction with the current job, their needs and perhaps they would like to improve in the company.*

Keywords: *human resource management, organizational climate, personnel policy, organizational structure, motivation.*

INTRODUCTION

Human resource management is a comprehensive one and has a coherent approach to employment. [8]. It can be seen as a philosophy of how people should be managed, backed by a number of theories about people's behavior and organizations. It also involves applying policies and practices in organizational design and development, employee resources, learning and development, performance and reward, and providing services that enhance employee welfare. [9] They are based on human resources, strategies integrated with each other and aligned with business strategy. [14] Some people oppose the term "human resources" because it implies that people can be manipulated like any other factor of production. [10] Instead, they favor "people's management." But human resource management is the most commonly used term. [3]

Human Resource Management is part of the process that helps the organization achieve its goals. [13] Once the overall directions and strategy have been established, the next step is to set firm targets and develop them in action plans. [8] Objectives can not be achieved without the necessary resources, including people, should be part of the process that determines what people are needed, how to use them, how to get them, how to lead them. [12]

It is a modern term that is expanding more and more in the literature. According to the literature, it implies a global, total, interdisciplinary and professional approach to the problem of personnel in an organization. [15]

Human resource management has formed over time and the change of name is primarily the result of divergent views on staffing and then the fact that it has developed and adapted to the changing universe. [6]

A strategic, coherent and comprehensive approach to the human resources management and development of the organization where each aspect of the process is integrated into the organization's overall management. [2]

"It is a distinctive approach to job management that seeks to achieve a competitive advantage through the strategic development of a highly skilled and involved workforce, using an integrated area of cultural, structural and personal techniques." [1]

The defining feature of a manager is his power over others. Power implies both the right and the ability to influence the behavior of others. [5] The right to impose certain

conduct on others is called authority, and it is the formal side of power, while the ability of an individual to determine the behavior of others, that is, the informal side of power, is its ability to influence. [11] This characteristic is determined by the qualities of the manager: character, temperament, intelligence, general knowledge. "An authentic leader will embody in his personality, both aspect, both authority and influence." [4]

MATERIALS AND METHODS

In order to carry out the case study, a questionnaire was drawn up which was applied to Lotus employees, a boarding house with a staff of 15 employees. This questionnaire was applied to all employees in March 2017.

Lotus Pension is a limited liability company with only one manager and manager. It is a family business with a limited number of 15 employees.

Located 700 meters from the center of Arad and 200 meters from a bus stop, Lotus Guesthouse offers a restaurant, free Wi-Fi and a terrace. The property has free private parking.

The air-conditioned rooms have a flat-screen TV, a minibar and a bathroom with shower or bathtub, as well as free toiletries.

The Lotus Board also offers banqueting facilities, laundry and ironing services, as well as a TV lounge.

Based on the results obtained, a database was created for which the SPSS program was used, where the data from the questionnaires was introduced, followed by their analysis and interpretation.

The analysis and interpretation of the data obtained was then elaborated.

RESULTS AND DISCUSSIONS

A first aspect pursued by the elaborated questionnaire was the seniority of the staff of the Lotus pension, as it can guide us on the way of collaboration between management and employees. From the analysis of the answers we can see that 40% are employed for 3 - 4 years, 26% for 1-2 years and 20% for over 5 years. There is an equal proportion of 7% among those less than a year old and those who are still employed since birth.

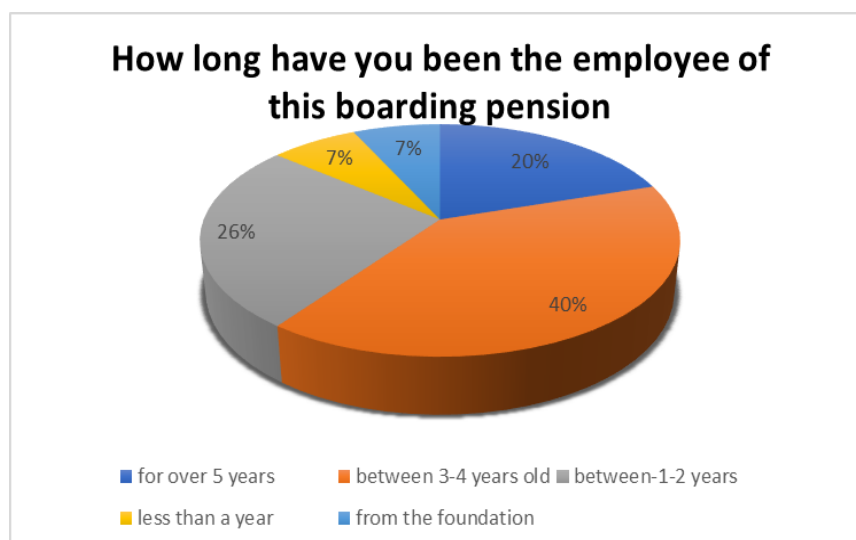


Figure 1. How long have you been the employee of this boarding pension

Source: data from fieldwork questionnaires 2017

Asked about what made them choose to work, Lotus Pension, we find that a majority of 53% of the interviewed were attracted by the work program, while 27% were

motivated by salary and 20% had chosen the pension because their professional training is in this area. Therefore, by the fact that a significant percentage has chosen the pension because it offers an attractive program, we can understand that the distribution of working hours and the way they work is a motivation for the majority of employees, as work is the place where we spend a great deal part of our time; and in this boarding house, the fact that the main reason why he was chosen as a job is - the program, draws our attention to the fact that the managers are aiming to achieve the objectives of the company, without neglecting the needs of the staff.

The figure below shows a schematic report of these motivations.

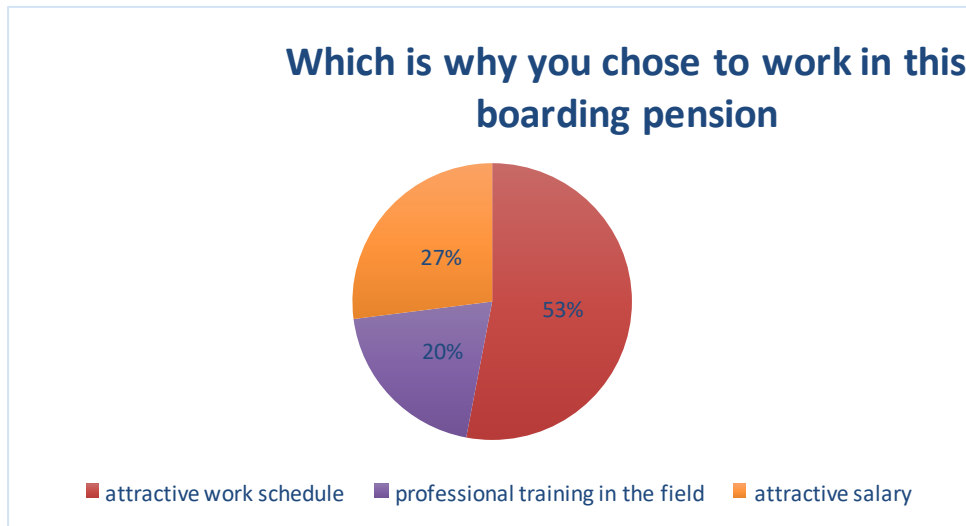


Figure 2. Which is why you chose to work in this boarding pension

Source: data from fieldwork questionnaires, 2017

Employees of the Lotus pension, asking what motivates them to work, answered in a majority of 80% that they are motivated by the financial reward they receive, 13.3% are motivated by the work program and 6.7% type of activity being deployed. We deduce that salary is a motivated element both in the choice of the job and in the performance and fulfillment of the job duties for the vast majority.

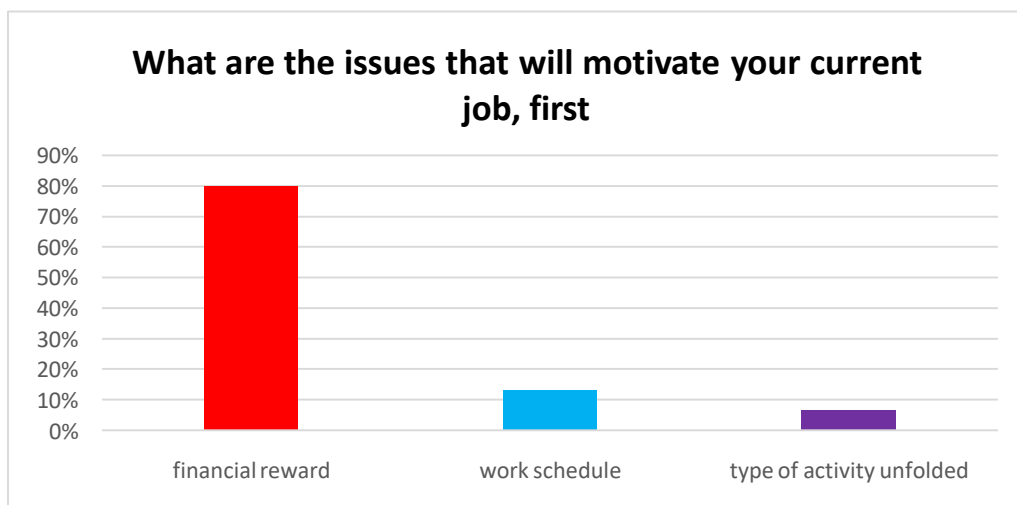


Figure 3. What are the issues that will motivate your current job, first

Source: data from fieldwork questionnaires 2017

Secondly, motivation at the workplace is represented by a majority of 46.7% of the overtime payment, also the financial component; for another 20% the motivation is the

type of activity carried out and for another 20% the motivation of the atmosphere in the working team, while for 13.3% the work program is important.

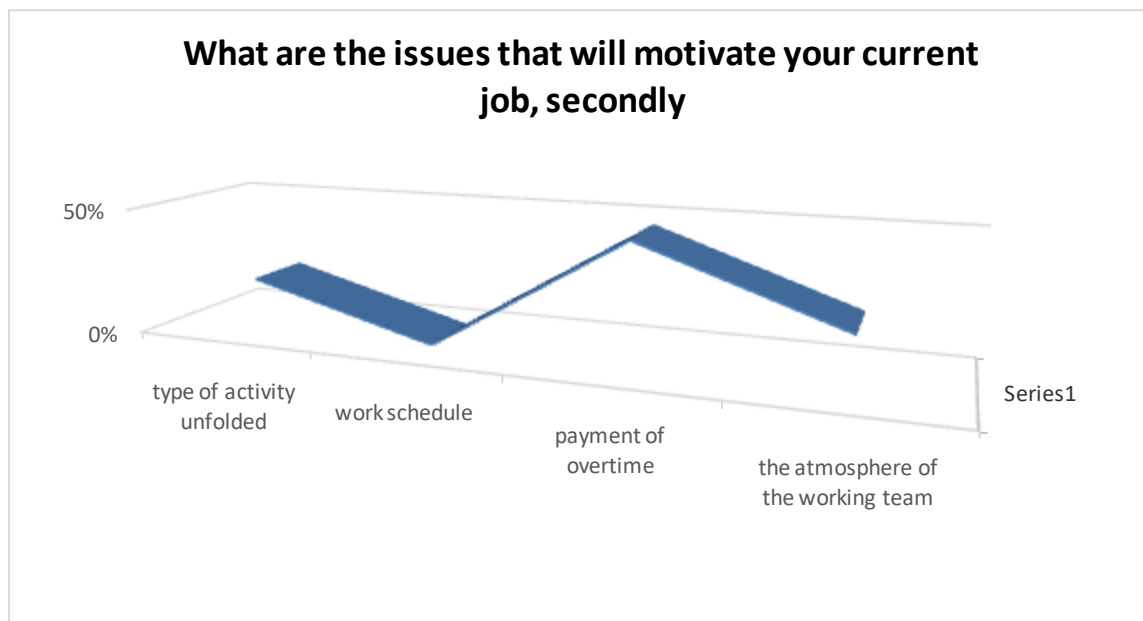


Figure 4. What are the issues that will motivate your current job, secondly

Source: data from fieldwork questionnaires 2017

By analyzing the employees' motivation, but this time by empowering employees to compare different periods from the current job, we notice that for the majority, namely 53.3%, their motivation has been kept, it is the same, while for a significant percentage 26.7% dropped, and only 20% said that motivation increased.

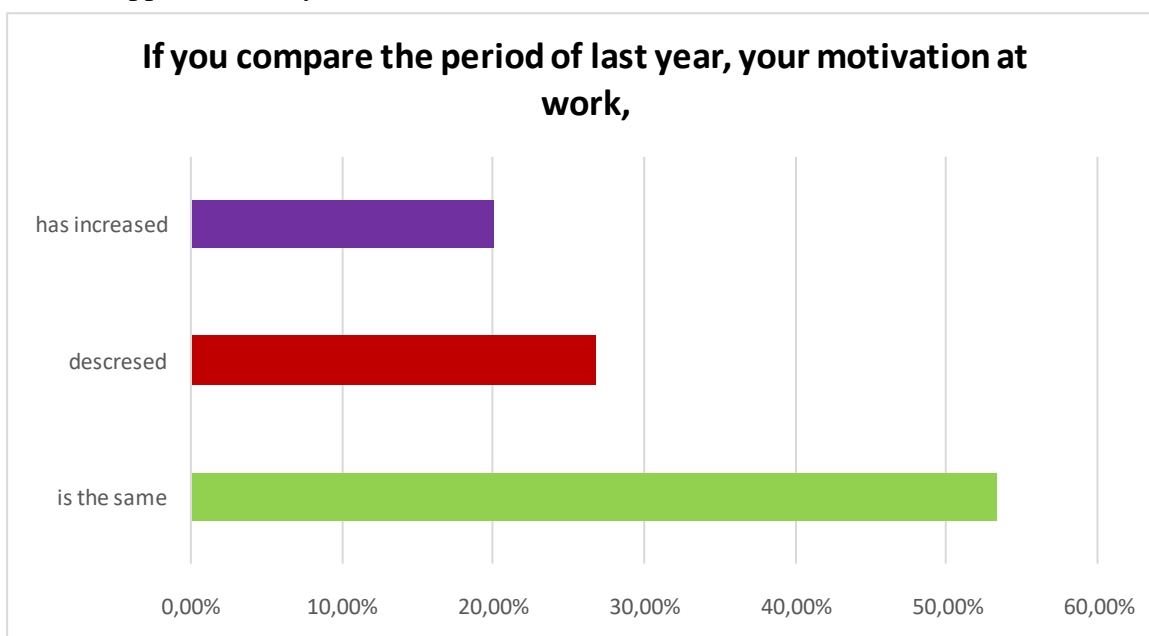


Figure 5. If you compare the period of last year, your motivation at work

Source: data from fieldwork questionnaires 2017

CONCLUSIONS

Lotus Pension is an attractive job as it offers a pleasant working environment for its employees, paying attention to the way the work schedule is done, as evidenced by the analysis of the study, which shows that over 53% of employees appreciate the work schedule, and 26% salary, which he considers attractive.

Employees, according to their statement, chose this pension for the following reasons: the majority (over 46%) of the employees due to their experience in the field, 26.7% motivates the salary and for a similar percentage, the location close to home, which shows that Lotus Pension is an important option on the labor market.

The way of organizing the job is the main dissatisfaction of over 80% of the employees, followed by relations with unsatisfactory colleagues for only 13% and 6.7% dissatisfied with the work program.

Employees would improve in the workplace: 40% of the remuneration for the work they make, 26% of the communication with the managers, and 26% of the work schedule, and 6.7% of the relations with colleagues.

The management of the pension is centered on the employee, having it as a main concern, as noted by the fact that the majority, over 53% of the employees feel appreciated and appreciated within the pension, while 13.3% of the employees feel neither appreciate nor appreciate, and only 6.7% feel unappreciated.

Lotus Pension, from the study, shows that it manages to manage the resources of human, material and financial resources; rewarding employees for their results; 80% say they are satisfied with the salary, over 13% of the work program and over 6% are the type of work they submit.

Major influence on the performance of staff activities is represented by: over 46% overtime payment, all financial component; another 20% are influenced by the type of work carried out and for another 20% the work team atmosphere, while for 13.3% the work program is important.

The analysis of the survey shows that Lotus staff feel motivated. For fish, 53% of employees retained motivation at work, comparing the same period last year, for 20% increased, while for part of 26% it decreased; Recognizing that over 73% of the employees of the pension are at least as motivated in the company, we understand that the board has a competent manager and is equally interested in the development of the company and the satisfaction of the employees.

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