

STUDY ON IMPACT OF EMPLOYEE TRAINING & DEVELOPMENT ON ATTRITION –“HOSPITALITY INDUSTRY, GOA”

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ABSTRACT

One of the rapidly emerging sectors not only in India, but worldwide is the Hospitality industry. The increasing traffic of tourists in the state of Goa has led to an increase in the emergence of hotels in North Goa, thereby increasing competition. Hence a conscious effort needs to be done by every hotel to distinguish itself from its rivals by ensuring the best service to its customers. Hospitality industry is labour intensive industry, and hence well trained and skilled human resource is a pre-requisite to satisfied customer service. The average age of employees in Hospitality industry is around 30 years. The employees are young and ambitious. Adding to this aspect are growth opportunities for talented employees both in the country and abroad. It is this context, this study assumes importance the study has covered 350 employees across 35 properties located in North Goa. The objective of the study is to evaluate the impact of training & development practices on the employee attrition. The research study proves that Training & Development can help in building/nurturing employee commitment and thus reduce the employee attrition.

KEYWORDS: Employee Training, Types of Training, Employee Turnover, Employee Attrition Employee Commitment