THE RELATIONSHIP BETWEEN CAREER PROGRESSION AND PERCEIVED ORGANIZATION COMMITMENT AMONG HR PRACTITIONERS IN HOTEL INDUSTRY

By

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ABSTRACT

In this project paper it has re-established the theoretical and practical significance of organizational commitment related with career progression of Human Resource (HR) practitioners in hotel industry. It was investigated organization commitment (affective and normative) towards HR practitioner in hotel industry context. Career progression has been currently neglected on HR practitioners, they are lacking in their capacity of their own progression to play as an important role as a strategic partner. HR practitioners do not experience career progression; working on tasks that are related to their career goals, they also do not learn new things and grow professionally. Questionnaires, collected from total of 30 comprehensive questionnaires were distributed to 31 Hotels operating in Seremban and Port Dickson of Negeri Sembilan, showed that the career progression were positively related to affective and normative commitment. Results focus on how organizational commitment be used to manage career progression, and proposes an agenda for future research.

Keywords: Multiple Commitment; Career Progression; Human Resource (HR) Practitioner; Hotel Industry; Relationship.
ABSTRAK

Dalam kertas projek ini ia telah ditubuhkan semula kepentingan teori dan praktikal komitmen organisasi yang berkaitan dengan kemajuan kerjaya pengurus Sumber Manusia (HR) dalam industri hotel. Ia telah dikaji komitmen organisasi (afektif dan normatif) terhadap pengurus HR dalam konteks industri perhotelan. Kemajuan kerjaya telah diabaikan terhadap pengurus HR, mereka kekurangan kapasiti mereka bagi janjang mereka sendiri memainkan peranan yang penting sebagai rakan kongsi strategik. Pengurus HR tidak mengalami kemajuan kerjaya; bekerja pada tugas-tugas yang berkaitan dengan matlamat kerjaya mereka, mereka juga tidak belajar perkara baru dan berkembang secara profesional. Soal selidik yang dikumpul daripada sebanyak 30 soal selidik yang komprehensif telah diedarkan kepada 31 Hotel yang beroperasi di Seremban dan Port Dickson, Negeri Sembilan, menunjukkan bahawa kemajuan kerjaya yang positif berkaitan dengan komitmen afektif dan normatif. Keputusan memberi tumpuan kepada bagaimana komitmen organisasi boleh digunakan untuk mengurus dan kemajuan kerjaya, dan mencadangkan satu agenda untuk penyelidikan masa depan.

Kata Utama: Pelbagai Komitmen; Kerjaya Perkembangan; Pengurus Sumber Manusia (HR); Hotel Industri; Hubungan.
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CHAPTER I
INTRODUCTION

1.1 Background of the Study

Worldwide socio-economic developments such as globalization, increasing speed towards a service economy, shorter product life cycles, changes in workforce demographics, focus on customer loyalty, the increasing war on talent, and emphasis on financial performance challenges the Human Resource (HR) function in its role for creating added value to the organization (Brockbank et al., 2002; and Bucknall and Ohtaki, 2005). Meanwhile, the rapid pace of change in organizations has already impacted significantly on the way in which knowledge and skills are transferred in organizations.

The process of globalization in hotel industry is a consequence of diverse factors. The steady growth of the industry in the last decades and the merging of ‘mega-forces’ transforming the global economy in the 1980s, have been pointed out as the major causes of this phenomenon. On the one hand, different authors (Powell, 1999; Pine and Go, 1996; Boella, 2000) have suggested a variety of factors attempting to explain the steady growth in the industry. For example, Lucas (2004) in her recent work on employment relations in the Hotel and Tourism industries chose to talk in broad terms about the Hotel, Catering and Tourism Sector (HCTS). This characterization of the HCTS recognizes that, in reality, many jobs in Hotel and Tourism Sector, ‘share common attributes and is
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REFERENCES


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