


# Chapter 28

## Hotel Employees' Perspective Towards IT Skills Competencies in the Hotels of Delhi NCR

**Ashish Dhyani**

 <https://orcid.org/0000-0002-9370-9857>

*Veer Madho Singh Bhandari Uttarakhand Technical University, Dehradun, India*

**Rajat Praveen Dimri**

*Swami Ram Himalayan University, India*

**Vikas Gairola**

*Omkarananda Institute of Management and Technology, India*

### **ABSTRACT**

*With technical advancements, human resource still remains a vital component towards the success of an organization. The prime objective of this study is to assess the overall perspective of the employees, evaluating the competencies viz. IT (Information Technology) skills, Verbal and Written Communication, Dispute Redressal, Self Control and Trade Specific Skills. The study resulted that employees rated IT skills as the most required skills among the others. The managerial implication of the study will result in enhanced employees' performance and the employers and human resource managers will have an idea about the competencies to look for. The present study is carried out in the month of April and May on the 07 hotels of Delhi NCR. The sample size consists of 62 respondents via convenient sampling through a questionnaire designed to retrieve the demographic profile of the respondents and recorded their responses on a Likert scale of 5.*

### **INTRODUCTION**

According to World Travel and Tourism Council report 2018, the contributions of the tourism sector in global GDP was US\$2.6 Trillion offering 119 million global jobs. This was equivalent to world 10.4% of GDP. Ranking on India was 7<sup>th</sup> among the world's tourism economy. The hospitality industry is a favourite career option among the youth and the same trend continues in India and in Delhi NCR too.

Due to technological advancements in the various fields like transportation, technologies like Central reservation system and Global distribution system, revisions in passport and visa rules has led to people travelling more easily. The employers in the modern era are encountering employees' related issues like skills shortages, staff turnover, demand for multi tasking abilities and inappropriate training. Another challenge is to cater the needs of

DOI: 10.4018/979-8-3693-7447-4.ch028

the satisfying the guests equipped with knowledge pertaining to lifestyle, operations and technology as well. This is to be tackled with a workforce that is armoured with the latest knowledge and should be capable to set new benchmarks and perform constantly.

(Kacatl, 2018) emphasized on the role of communication between the host or hotel employees and the guest. Support in the form of training to the staff from the management is quite important. (Gillovic & McIntosh, 2020) mentioned language as a tool to break negative attitudes and build positive ones. With the collective efforts, the understanding can get better. (Erazo et al., 2019) affirmed that among the jobs related to technology, tourism and commerce, communication hold great significance in building the rapport and for removal of any conflict. (Syamini, 2019) quoted English language in his study as *Lingua Franca*. Command over grammar and sentence structure helps expressing in a better way in tourism and hospitality sector. (Bhanu Pratap & Singhal, 2018) observed that Psychological elements play a significant role in shaping a location's perspective and image, and he discovered that when tourists are communicated with in a way that reduces cultural disparities, they feel more connected to the destination.

(Agarwal, 2015) mentioned the travel industry in India has seen colossal expansions in footfalls during the last decade both from inbound and outbound sightseers. The friendliness area in India has seen 100% unfamiliar direct speculation and is contributing essentially to both the economy and work age. Lodging and café industry incomes in 2006-07 were almost 22% higher than the earlier year because of expanded possibilities of income age in other related areas.

(Sukthankar, 2013) expected hospitality is to be an economic multiplier for the government of India. Having been identified as an important sector with great possibilities by the state and central government, both have developed a variety of reforms to accelerate the development of the sector including liberalization, business friendly schemes, and continuous support to develop and maintain world-class infrastructure, Incentives to encourage local establishments in tier III and IV cities, better air and land connections, and exploration of the vast resources in the unexplored parts of the country have brought a boom into the Indian hospitality industry.

(Singh and Arora, 2014) observed that the tourism sector has evolved into an enormous industry since World War II. It was assigned industry status by the government in the 7th year plan. It now serves as an important source of social and economic benefit to the country. As well as creating jobs internationally and raising living standards of the population, it requires very little investment compared to other industries with incentives. Tourists are constantly on the move; they often travel to predefined points of interest for whatever reason, whether it for pleasure or adventure, and provide tourism products while on the move, before returning home after a short period of time.

(Vijayanand, 2012) mentioned that here are many businesses, services and products that contribute to tourism, as well as government and the active participation of the local residents. The travel industry gives monetary advantages and expenses for those who take an interest in it. Financial effect investigations give noticed appraisals of these monetary effects interdependencies and a superior comprehension of the job and significance of the travel industry in a locale's economy.

## STUDY AREA

The current study encompasses 07 hotels of Delhi NCR and the sample size consisted of 62 respondents on the basis of convenient sampling. A questionnaire was designed to retrieve the demographic profile of the respondents and recorded their responses on a Likert scale of 5. The employees' perceptions of the various competences necessary in the hotels were measured using a questionnaire survey. Questions about demographics were included in the first section of the. The employees rated and required several critical competencies in the second segment.

10 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage:

[www.igi-global.com/chapter/hotel-employees-perspective-towards-it-skills-competencies-in-the-hotels-of-delhi-ncr/378728](http://www.igi-global.com/chapter/hotel-employees-perspective-towards-it-skills-competencies-in-the-hotels-of-delhi-ncr/378728)

## Related Content

---

### **An Assessment Method of the Integrated E-Commerce Readiness for Construction Organizations in Developing Countries**

Quangdung Tran, Dechun Huangand Changzheng Zhang (2013). *International Journal of E-Adoption* (pp. 37-51).

[www.irma-international.org/article/assessment-method-integrated-commerce-readiness/76933](http://www.irma-international.org/article/assessment-method-integrated-commerce-readiness/76933)

### **Traditional Job-Related Factors and Career Salience in IT-Based Workplace**

Aminu Ahmadand Hartini Ahmad (2010). *International Journal of Technology Diffusion* (pp. 56-63).

[www.irma-international.org/article/traditional-job-related-factors-career/46157](http://www.irma-international.org/article/traditional-job-related-factors-career/46157)

### **New Empirical Data Findings for Student Experiences of E-Learning analytics Recommender Systems and their Impact on System Adoption**

Hadeel Alharbiand Kamaljeet Sandhu (2019). *International Journal of Innovation in the Digital Economy* (pp. 54-63).

[www.irma-international.org/article/new-empirical-data-findings-for-student-experiences-of-e-learning-analytics-recommender-systems-and-their-impact-on-system-adoption/223436](http://www.irma-international.org/article/new-empirical-data-findings-for-student-experiences-of-e-learning-analytics-recommender-systems-and-their-impact-on-system-adoption/223436)

### **Direct Taxation and E-Commerce: Possibility and Desirability**

Subhajit Basu (2010). *International Journal of Innovation in the Digital Economy* (pp. 37-63).

[www.irma-international.org/article/direct-taxation-commerce/39081](http://www.irma-international.org/article/direct-taxation-commerce/39081)

### **Ethical Considerations and Digital Citizenship**

Oladele Stephen Gbore, Khashiyah Khashiyah Abdulfattahand Joy Abosede Peter (2025). *Empowering Pre-Service Teachers to Enhance Inclusive Education Through Technology* (pp. 337-346).

[www.irma-international.org/chapter/ethical-considerations-and-digital-citizenship/373254](http://www.irma-international.org/chapter/ethical-considerations-and-digital-citizenship/373254)