

Final Submission - Review 3

By Samridh Joshi

WORD COUNT

4177

TIME SUBMITTED

19-MAY-2021 04:13PM

PAPER ID

72318958

**A COMPARATIVE STUDY OF STANDARD
OPERATING PROCEDURES BEING FOLLOWED DURING
PRE AND POST COVID-19 IN HUMAN RESOURCE
DEPARTMENT BY HOTEL CROWNE PLAZA,
GREATER NOIDA**

Project report submitted ³ in partial fulfilled

For the award of the degree of

B. Sc. HOTEL MANAGEMENT

Submitted By

**Name: Samridh Joshi
(18GSOH1010002)**

**IN
PROJECT WORK**

SCHOOL OF HOSPITALITY

Under the Supervision of

Mr. Rohit Jaswal

(Assistant Professor)



(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

MAY- 2021



School of Hospitality

BONAFIDE CERTIFICATE

Certified that this project report “A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department by hotel Crowne Plaza, Greater Noida” is the bonafide work of “**Samridh Joshi**” who carried out the project work under my supervision.

SIGNATURE

(Dr.) Rajiv Mishra

DEAN

School of Hospitality and Tourism

SIGNATURE

Mr. Rohit Jaswal

SUPERVISOR

(Asst. Professor)

School of Hospitality and Tourism

Approval Sheet

This thesis/dissertation/report entitled

A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department by hotel Crowne Plaza, Greater Noida

by (Samridh Joshi) is approved for the degree of Bsc. in Hotel Management (School of Hospitality).

Examiner

Supervisor (s)

Mr. Rohit Jaswal

Chairman

Date:

Place: Galgotias University, Greater Noida.

Statement of Project Report Preparation

Thesis Title: -

A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department by hotel Crowne Plaza, Greater Noida

1. Degree for which the report is submitted: B.Sc. in hotel Management.
2. Project Supervisor ³ was referred to for preparing the report.
3. Specifications regarding thesis format have been closely followed.
4. The contents of the thesis have been organized based on the guidelines.
5. The report has been prepared without resorting to plagiarism.
6. All sources used have been cited appropriately.
7. The report has not been submitted elsewhere for a degree.

(Signature of the student)

Name: - Samridh Joshi

Admission number: - 18GSOH1010002

Abstract: -

The term 'Hospitality Industry' comes under the topmost 20 industries within India and among top 50 industries within the world, many industries are directly or indirectly connected to the hospitality industry like- hospitals, railway and airline caterings, educational institutions and many more. This industry requires well-groomed and highly educated students that maintains a good discipline.

This sector is also well connected with the tourism sector and this helps in the expansion of not only the travel and tourism business but also in maintaining a good amount of foreign currency to the country. The tourism sector and the hospitality sector are expected to grow at an annual rate of 6.9% to 460 billion dollars by 2028 and this is 9.9% of the total gross domestic product (GDP) rate.

Every sector has been affected by the Covid-19 and so did the hospitality industry. Some hotels have reduced the wages and some have also reduced the working days. Every situation is taken under control by the Human Resource department, which is the backbone of each and every industry. The human resource department is working as a team to fight against the corona virus and maintaining a clean and healthy environment within the hotel Crowne Plaza, Greater Noida.

In this project I have studied about the Human Resource department and the new measures and norms that has been adopted by the HR department in hotel Crowne Plaza, Greater Noida, post Covid-19 situation. For my research project I have also conducted online surveys which explains that how much the employees are comfortable and satisfied in working in the same hotel post Covid-19.

Keywords: - Human Resource, Sector, COVID era, Pandemic, Hospitality, GDP

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ACKNOWLEDGEMENT

² I would like to express my sincere gratitude towards my all faculties including respected Dean. Dr. Rajiv Mishra Sir, my Mentor Ms. Monalisha Dash Madam and a special thanks to my guide for this project Astit. Professor Mr. Rohit Jaswal, who gave me this wonderful opportunity to do this research project and also helped me every time, I was in the need.

I would also like to acknowledge my all colleagues in the hotel, my seniors, juniors and my batch mates along with the Human Resource department of Crowne Plaza, Greater Noida, Mr. Rishab Tondan, Ms. Priya Sharma and Ms. Shruti Prashant, who helped me with the innovative ideas along with the proper understanding the new normal for their department post COVID and in completing my research project. By this I came across many new things and I learned a lot new thing.

Introduction: -

Hospitality sector is the sector which is having high demand in the near future not only in our country but in other countries as well. This sector being so much connected with the other sectors that students studying hotel management can go for many other sectors after graduating from their professional degree course. Many can go with the travel and tourism industry and some can either go for a job in the hospitals which is also a serving sector, some can go with the catering business and many more jobs are associated with this sector.

I have done my Industrial training from a 4-star property i.e., Hilton Garden Inn, Saket, New Delhi. Including the core departments, I have also worked with the Human Resource department with the Hilton Garden Inn, Saket, New Delhi.

I came across many new ideas that I learned being in the department, I came to know about the recruitment and selection processes and learned about the maintenance of excel sheet trackers in the Human Resource department. Before the pandemic things were little different than now. The interviews that were taken at the selection step are now being taken virtually over the video calls, a mask and temperature checkups are a must for everyone, and many more things that I have observed and done in this project within the hotel Crowne Plaza, Surajpur, Greater Noida.

Objectives: -

1. Analyses of the impacts of Covid-19 in the Human Resource Department in the hotel Crowne Plaza, Greater Noida.
2. Study on the hygiene and cleanliness factors pre and post Covid in the hotel premises.
3. Analyses of the selection and recruitment criteria adopted by HR department post Covid-19.

Literature Review

- In this I understood the details about ⁵ a number of studies which have been carried out to explore the Human Resource Management practices related to the Hospitality industry pre and post Covid-19.
- The research project consists of the introduction and Sop's of Human Resource practices that are being followed pre and post Covid situation in the hotel Crowne Plaza, Greater Noida.
- The other sections include the introduction of HRM measures being followed pre and post Covid-19 virus along with the survey and data analysis that is done with the help of pie charts and bar charts and conclusion is given for the same at the end of the project.

Methodology: -

This paper is based upon the both qualitative and quantitative methods of research, the sample papers and the other information which was gathered through the medium of online media that is the google forms. For this paper I have personally taken reviews from more than 50 people, I have also met the people personally to gather the information for the same. The people whom I have taken my reviews from were in age category of 18-50 years that included the permanent employees as well as the trainees that were present in the hotel Crowne Plaza, Greater Noida. Based on my study some bar charts and some pie charts have been generated after conducting the survey. The information that I gathered through the medium sources of my research are almost the accurate and have been checked by the hotel experts and some other people working in the same organization.

QUESTIONNAIRE

Demographic Questions: -

1. Name: _____
2. Gender: _____ (Male) _____ (Female) _____ (Others)
3. Age: _____
4. Contact number: _____
5. Email address: _____

Main Questions: -

1. Are there fewer opening positions post Covid-19 for employees?
 - Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly disagree
2. Is there a salary cut post covid? Has it affected the annual budget of the hotel ?
 - Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly disagree
3. Is Arogya Setu App checked regularly when the employees enter the HR office ?
 - Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly disagree

4. Has **all** the IHG group **of** hotel employees been affected with the COVID-19 era?
- **Strongly agree**
 - **Agree**
 - **Not sure**
 - **Disagree**
 - **Strongly disagree**
5. Do **the** members working in **the** Human Resource department regularly wears mask and follow SOP's post Covid ?
- All the time
 - Only when someone comes for an interview
 - Don't remember to wear
 - Only some of them were wearing
 - Not at all
6. Do employees feel reluctant to quit jobs ?
- All the time
 - Only when someone comes for an interview
 - Don't remember to wear
 - Only some of them were wearing
 - Not at all
7. Were **the** social distancing rules followed in the HR office?
- **Strongly agree**
 - **Agree**
 - **Not sure**
 - **Disagree**
 - **Strongly disagree**
8. Are **the** employees working **in** Crowne Plaza happy with their jobs post Covid-19
- Not at all
 - Happy
 - Unhappy

- Average
- Satisfied

9. Can Crown Plaza employees of Crowne Plaza work remotely?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

10. Were the employees maintaining distance between each other during interaction?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

11. Do Crown Plaza has hand sanitizers in the outlet?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

12. Is everyone comfortable with virtual face to face interview technology held for hiring of new employees?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

13. Do new employees enter the hotel by wearing PPE kits ?

- ¹ Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

14. Is the temperature checked and sanitization done for employees before going for their shifts?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

15. Are there any changes regarding leaves of employees pre and post Covid-19?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

16. Is the Human Resource office regularly being sanitized?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

17. Are there any surveys conducted by the HR department pre and post Covid regarding the sanitization and safety of employees?

- ² Strongly agree
- Agree
- Not sure
- Disagree

- Strongly disagree

18. Are the employees feeling secure in their existing job?

- Highly secured
- Secured
- Not sure
- Insecure
- Not at all secure

19. People are not comfortable in working on less salary pay post Covid-19?

- Comfortable
- Not comfortable
- Not sure
- Average
- Totally uncomfortable

20. Proper hygiene factor is being followed in every department and sanitization is being majorly taken care of?

- Not at all
- Average
- Not sure
- Satisfied
- Very much satisfied

21. Is there any difference that you may have noticed in the cleanliness of the hotel between the pre and post covid-19 situation?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

22. New employees are guided sanitization practices along with the company norms?

- Strongly agree
- Agree

- Not sure
- Disagree
- Strongly disagree

23. Are the existing employees willing to quit jobs?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

24. Have the virtual platforms used for virtual meetings of new employees helped in saving time and energy of both HR dept. and the new employee?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree



25. Is there any change in selection factor in Hr dept. in crown plaza?

- Yes, employees can now give virtual interviews through their phones and computers and they can also get their offer letters online which they can print by themselves.
- Agree
- No, there are no changes regarding this pre and post covid in Hr dept. in Crown Plaza.
- Strongly Disagree
- No changes at all

Sample of the Survey

Sample :-

Questions Responses **58** Total points: 0

58 responses  

Accepting responses

Summary Question Individual

Name- * _____ / 0
Jenefer Das
Add individual feedback

Gender * _____ / 0
Female
Add individual feedback

Age * _____ / 0
22
Add individual feedback

Mobile number:- * _____ / 0
9891666503
Add individual feedback

Email address:- *

_____ / 0

cooljenefer99@gmail.com

Add individual feedback

1.Are there fewer opening positions post Covid-19 for employees? *

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

2. Is there a salary cut post covid? Has it affected the annual budget of the hotel ? *

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Not sure

3. Is Arogya Setu App checked regularly when the employees enter the HR office? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

4. Has all the IHG group of hotel employees been affected with the COVID-19 era? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

5. Do the members working in the Human Resource department regularly wears mask and follow SOP's post Covid ? *

- All the time
- Only when someone comes for an interview
- Don't remember to wear
- Only some of them were wearing
- Not at all

[https://docs.google.com/forms/d/1DOIV26N1vzvxbRM_Bi77mLQ7xELHoriQZReoMRiK0A/edit?ts=60a2857e#response=ACYDBNhVYXHj1_8... 2/11](https://docs.google.com/forms/d/1DOIV26N1vzvxbRM_Bi77mLQ7xELHoriQZReoMRiK0A/edit?ts=60a2857e#response=ACYDBNhVYXHj1_8...)

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6. Do employees feel reluctant to quit jobs ? *

- All the time
- Only a few times
- Some of them are reluctant
- All of them are reluctant
- Not at all

7. Were the social distancing rules followed in the HR office ? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

8. Are the employees working in Crowne Plaza happy with their jobs post Covid-19 ? *

- Not at all
- Happy
- Unhappy
- Average
- Satisfied

9. Can Crown Plaza employees of Crowne Plaza work remotely? *

- Agree
- Strongly agree
- No because hotel needs physical staff for smooth flow of the work
- Disagree
- Strongly disagree

10. Were the employees maintaining distance between each other during interaction? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

11. Do Crown Plaza has hand sanitizers in the outlet? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

https://docs.google.com/forms/d/1DON26N1vzvzbrRM_Bi77mLQ7xELHonIQZReoMRKDAledI?ts=60a2857e#response=ACYDBNhVY0Hj1_8... 4/11

5/18/2021 A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department...

12. Is everyone comfortable with virtual face to face interview technology held for hiring of new employees? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strongly disagree

13. Do new employees enter the hotel by wearing PPE kits ? *

- Agree
- Strongly agree
- Not sure
- Disagree
- Strip disagree

14. Is the temperature checked and sanitization done for employees before going for their shifts? *

- Strongly agree
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5/18/2021 A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department

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20. Proper hygiene factor is being followed in every department and sanitization is being majorly taken care of? *

- Not at all
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- Satisfied
- Very much satisfied

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- Agree
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- Disagree
- Strongly disagree

24. Has the virtual platforms used for virtual meetings of new employees helped in saving time and energy of both HR dept. and the new employee? *

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

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5/18/2021 A comparative study of standard operating procedures being followed during pre and post COVID-19 in human resource department...

25. Is there any change in selection factor in Hr dept. in crown plaza? *

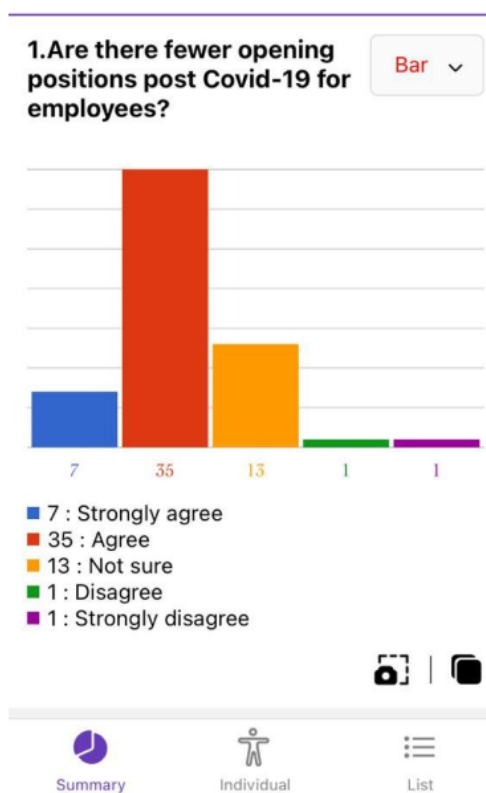
- Yes, employees can now give virtual interviews through their phones and computers and they can also get their offer letters online which they can print by themselves.
- Agree
- Not sure
- No, there are no changes regarding this pre and post covid in Hr dept. in Crown Plaza.
- Strongly disagree
- No changes at all

GRAPHICAL PRESENTATION

Research analysis data and the screenshots of the responses collected: -

1. Fewer Opening Positions post Covid-19: -

Post covid there are fewer vacancies open for the new employees, keeping in mind the safety of the existing employees of the company and the company is not willing to pay the higher salary amount in this time of Covid era. This is also an indirect way of cost cutting which will help the hotel in near future.

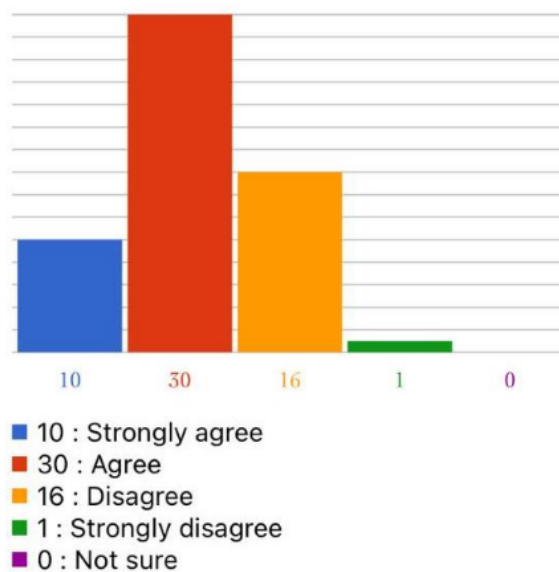


2. Salary cutting norms: -

This graph gives a brief info regarding the salary cutting costs and the new norms absorbed post covid-19 in the hotel. The company is saving up the money for future post pandemic and cost cutting is also indirectly linked to the annual budget of the hotel Crowne Plaza. Cutting up the salaries also has helped the employees to reduce the working hours per week and maintain a healthy environment within the hotel premises.

2. Is there a salary cut post covid? Has it affected the annual budget of the hotel ?

Bar ▾




Summary


Individual

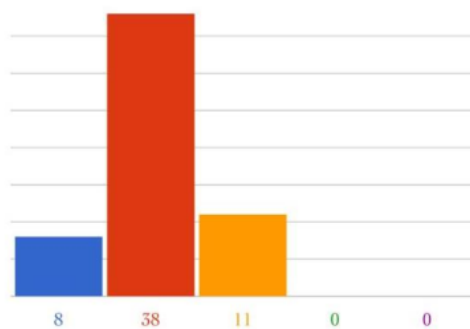

List

3. The Arogya Setu app: -

As we all know that govt. is coming up with so many innovations and ideas to prevent people from the covid-19 virus. Government has used technology as a medium to protect the lives and health of individuals and one example is the Arogya Setu app, this helps individuals to enter their data and notify people if they pass by someone who has covid. It is a must and very needful app for hotel industry as well.

3. Is Arogya Setu App checked regularly when the employees enter the HR office ?

Bar ▾



8 : Agree
38 : Strongly agree
11 : Not sure
0 : Disagree
0 : Strongly disagree



Summary

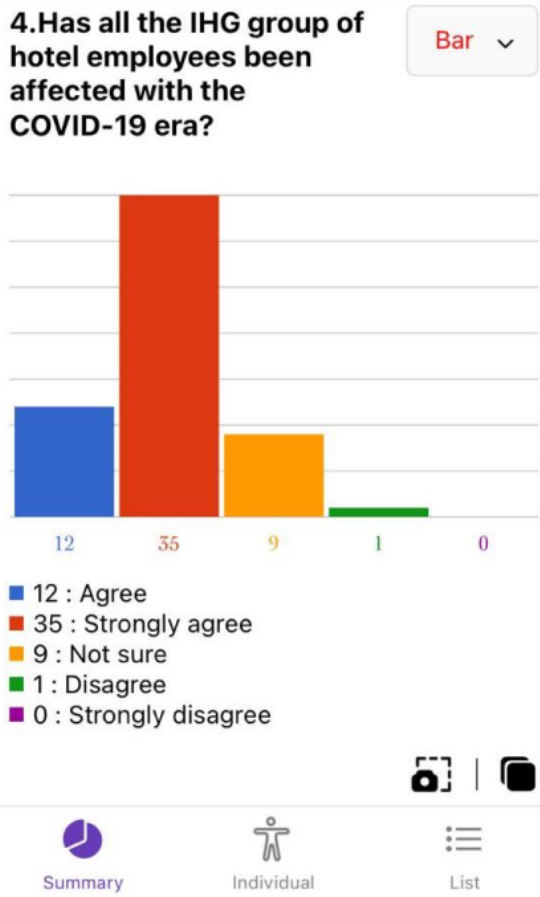
Individual

List

4. Health status of employees: -

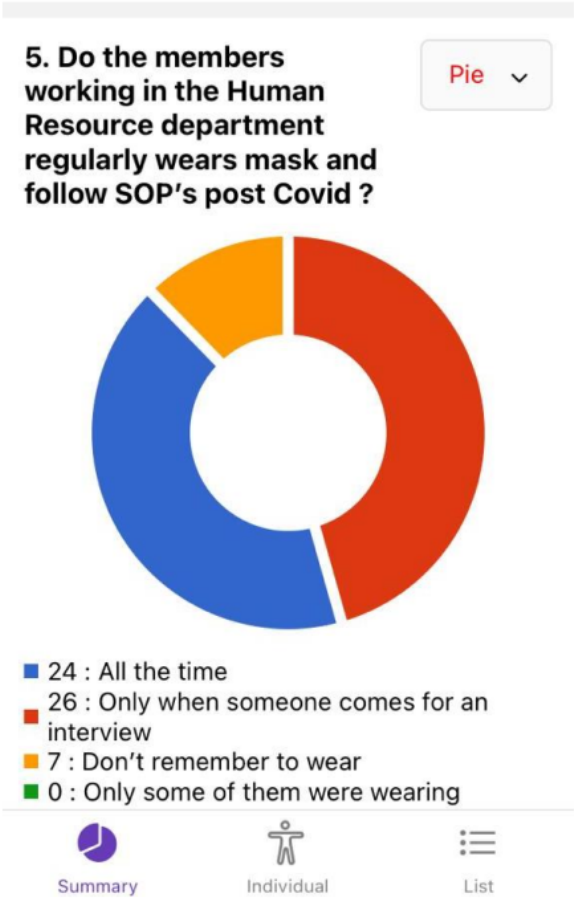
The health matters the most to everyone, so IHG keep a check on health status of employees. Crowne Plaza is very much aware about the pandemic situation and working as a team to overcome this.

The HR department maintains a Covid-19 tracker to keep a check on how many are vaccinated or not or weather they've been affected by Covid or not. The hotel also gives a cab facility to the bunch of employees to go to PHC, Bisrakh which is a government hospital, and get tested for Covid-19.



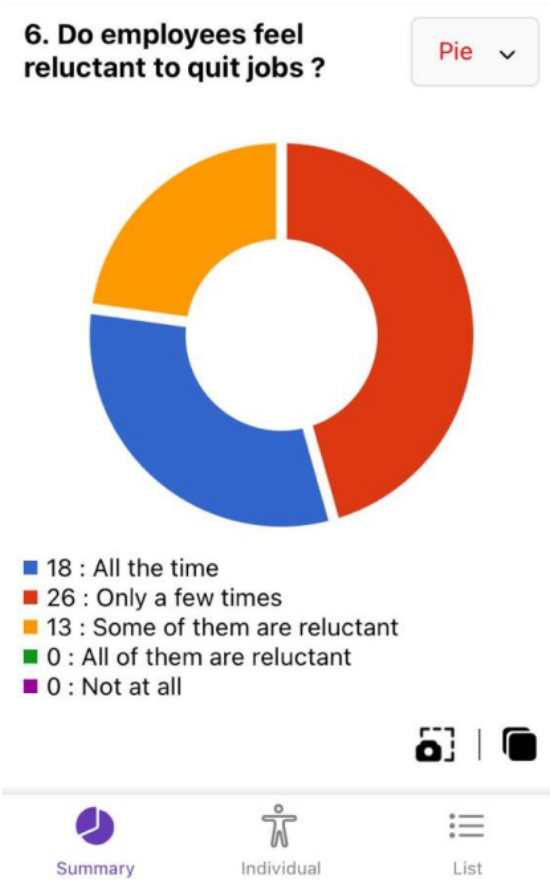
5. Safety within the Human Resource dept. office in the hotel: -

Wearing a mask is the biggest concern these days, without a mask a person should not be going out of his house and the Human Resource department is keeping a check on the same. I have researched on this and the results came to be good, rest I have presented this in the form of pie chart.



6. You want the job or not: -

Employees not only in the hospitality sector but in other sectors are not willing to work, people prefer to work from home and get safe while sitting at home and not getting infected with the corona virus. The two main factors are the low wages that are paid to them post covid and they are scared if they get infected in this time of Covid-19 era.



7. Social Distancing: -

In the Human Resource Office in Crowne Plaza, Greater Noida, the social distancing is kept in mind and the offices are sanitized thrice a day, along with this the cleaning is done twice daily which was earlier done only in the morning time when the office gets open. The social distancing is maintained as the distance between the office tables and chairs are kept at least for 2 meters.

7. Were the social distancing rules followed in the HR office ?

Pie ▾



- 16 : Agree
- 34 : Strongly agree
- 7 : Not sure
- 0 : Disagree
- 0 : Strongly disagree



Summary



Individual



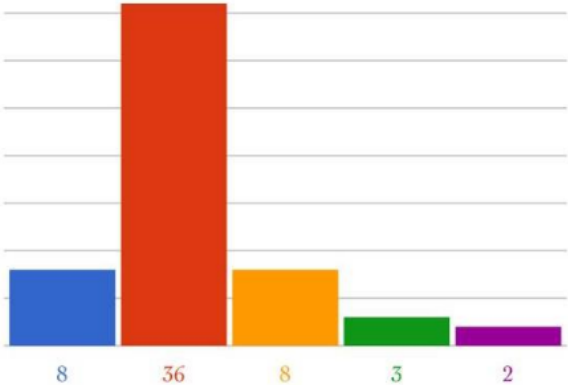
List

8. Happiness Meter Index: -

Are the employees working in the hotel happy or not? Are the employees in a bad mood? Yes, these things matter to work in a healthy and peaceful environment, I have conducted a survey and presented a pie chart for the same. The HR department sends a happiness meter index either in the form of online or offline survey. This online form takes the survey and the names of employees are also kept anonymous. The HR department keeps this in mind and tries to overcome the problems of the employees which they got to know with the help of anonymous online reviews. This form is being given to the employees, the on job trainees and the interns as well.

8.Are the employees working in Crowne Plaza happy with their jobs post Covid-19

Bar ▾



- 8 : Not at all
- 36 : Happy
- 8 : Unhappy
- 3 : Average
- 2 : Satisfied



Summary

Individual

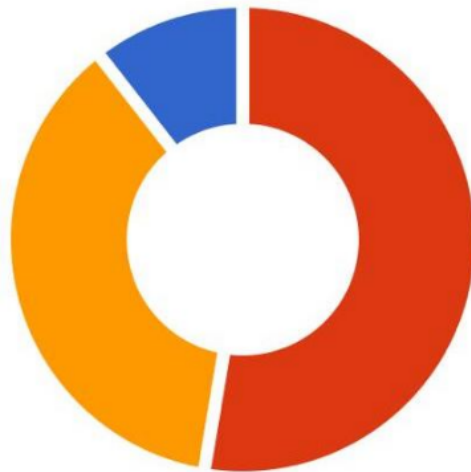
List

9. Remote working in the outlet- possible or not: -

It is a very difficult task for the employees to work remotely being in the hotel as the hotel sector requires some physical operations more than the work that can be done remotely. Some of the departments on the other hand are comfortable in working remotely, such as the Human Resource department uses internet and virtual platforms to take the interviews for the new employees.

9. Can Crown Plaza employees of Crowne Plaza work remotely?

Pie ▾



- 6 : Agree
- 30 : Strongly agree
- 21 : No because hotel needs physical staff for smooth flow of the work
- 0 : Disagree
- 0 : Strongly disagree

 Summary

 Individual

 List

10.1m distance is necessary during interactions and socializing:

Markings are made in many necessary places such as the lift areas, in the cafeterias and in many more places for people to stand at a distance of 1-2 meter, this helps in the maintenance of social distancing in between the employees of the hotel. With the help of posters and awareness programmed held by the Human Resource department, they are trying their level best that employees are maintaining a 1-meter distance even in the lift area by making yellow circles only meant for 5 people to be in the lift at a time.

10. Were the employees maintaining distance between each other during interaction?

Pie ▾



- 11 : Agree
- 32 : Strongly agree
- 14 : Not sure
- 0 : Disagree
- 0 : Strongly disagree



Summary



Individual



List

11. Sanitization Facilities are a must: -

Sanitization facilities are provided almost in every department today and so in the hotel Crowne Plaza, Greater Noida. Every lift, every entrance and each and every office has a bottle of separate sanitizers in the outlet along with the temperature checking machines. Sanitizers are a must these days in every outlet.

11. Do Crown Plaza has hand sanitizers in the outlet?

Pie ▾



- 17 : Agree
- 32 : Strongly agree
- 8 : Not sure
- 0 : Disagree
- 0 : Strongly disagree



Summary



Individual



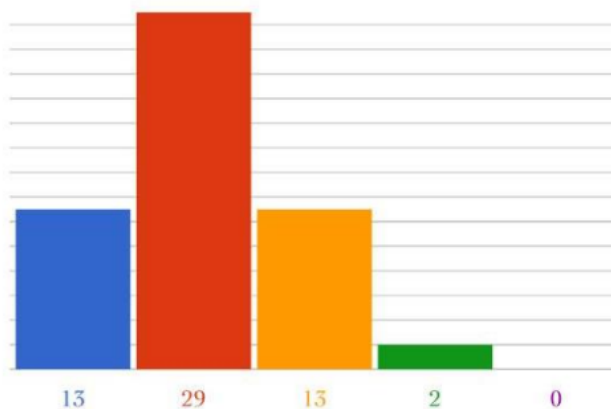
List

12. Virtual Interviews for hiring, meetings and recruitment: -

Many employees are comfortable with the use of new technology but many are not. With the use of virtual platform, it is now much safer and more convenient to get the tasks done. This not only saves the time and energy of both the HR and the new employee but it helps in maintaining a good health status too.

12. Is everyone comfortable with virtual face to face interview technology held for hiring of new employees?

Bar ▾



- 13 : Agree
- 29 : Strongly agree
- 13 : Not sure
- 2 : Disagree
- 0 : Strongly disagree



Summary



Individual

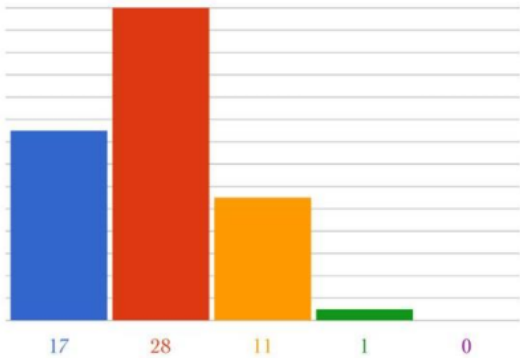


List

13. Special 3-layer masks: -

Special 3 layered masks and temperature checkups along with the Covid test reports are mandatory for the employees who come for the new joining in the hotel to maintain the health status of the existing employees and the new employee as well.

13.Do new employees enter the hotel by wearing PPE kits ? Bar ▾



- 17 : Agree
- 28 : Strongly agree
- 11 : Not sure
- 1 : Disagree
- 0 : Strip disagree



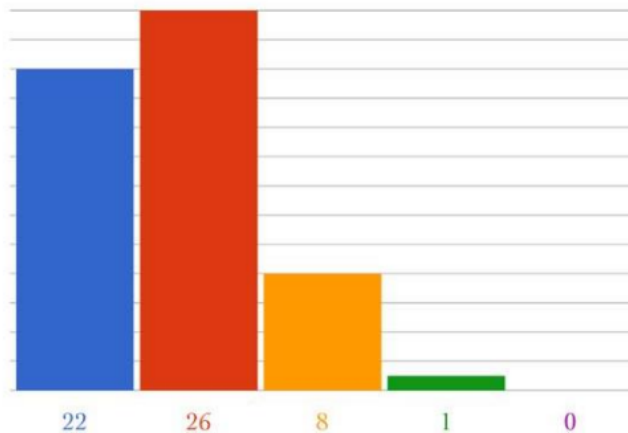
Summary Individual List

14. Temperature check: -

Temperature checking is very necessary these days. The hotel has kept temperature checking machines on every entrance to check the temperature of each and every employee who enters the hotel. If the temperature of the employee is higher than usual then that particular employee is not allowed to continue with his shift until he gets his covid test done.

14. Is the temperature checked and sanitization done for employees before going for their shifts?

Bar ▾



- 22 : Strongly agree
- 26 : Agree
- 8 : Not sure
- 1 : Disagree
- 0 : Strongly disagree



Summary



Individual



List

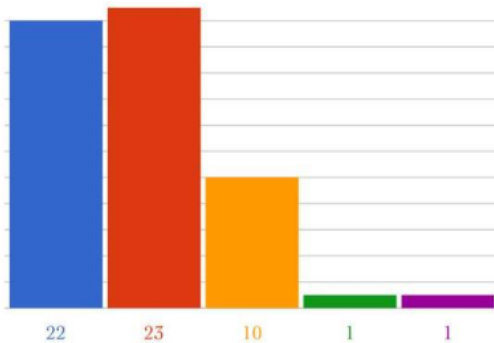
15. Changes in the leave and weekly off schedule of employees pre and post Covid-19:

-

Employees sometimes have to work for 15 days straight and then they get 15 days off. It is not a fixed schedule but this has absolutely made a change in the weekly off schedule of employees. This step is taken keeping in mind the covid situation and to maintain a healthy environment within the hotel.

15.Are there any changes regarding leaves of employees pre and post Covid-19?

Bar ▾



■ 22 : Strongly agree
■ 23 : Agree
■ 10 : Not sure
■ 1 : Disagree
■ 1 : Strongly disagree



Summary

Individual

List

16. Regular sanitization of HR office in the hotel: -

Being the backbone of every industry, the Human Resource plays a major role in the hotel sector also.

Every new joining or important documented work is done in the HR office, many employees have to regularly visit the HR office and therefore the HR office is sanitized and cleaned on regular basis in Crowne Plaza, Greater Noida.

16. Is the Human Resource office regularly being sanitized?

Pie ▾



- 12 : Agree
- 34 : Strongly agree
- 11 : Not sure
- 0 : Disagree
- 0 : Strongly disagree



Summary

Individual

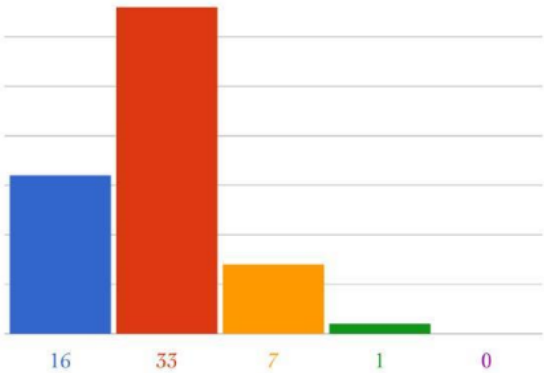
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17. Surveys on safety and sanitization pre and post Covid era in the hotel: -

Workshops are taken by the HR's and surveys are done for the same. These workshops and surveys basically include the measures and precautions everyone needs to follow while working in the property. In these workshops the employees are guided about how to stay safe and maintain a healthy environment while working for 12 hours straight post Covid in the hotel.

17. Are there any surveys conducted by the HR department pre and post Covid regarding the sanitization and safety of employees?

Bar ▾



- 16 : Agree
- 33 : Strongly agree
- 7 : Not sure
- 1 : Disagree
- 0 : Strongly disagree

Summary

Individual

List

18. Job security in the Covid times: -

Every company these days are either paying less amount or the companies are firing the existing employees keeping in mind the cost cutting point of view. This is an important step for every company to follow these days. Some employees are therefore not feeling very secured bearing all the risks and getting paid on low wages while working in the organization.

18.Are the employees feeling secure in their existing job?

Pie ▾



- 16 : Highly secured
- 28 : Secured
- 11 : Not sure
- 2 : Insecure
- 0 : Not at all secure

Summary

Individual

List

19. Comfort zone of employees and the cost cutting criteria: -

Low pay wages are a matter of concern for the employees who are working for 10 hours to at least 12 hours and getting half the pay. Many employees find this not so comfortable but from the company’s point of view it is a cost cutting method which will help the company grow in near future post the pandemic situation.

19. People are not comfortable in working on less salary pay post Covid-19?

Pie ▾



- 20 : Comfortable
- 28 : Not comfortable
- 9 : Not sure
- 0 : Average
- 0 : Totally uncomfortable

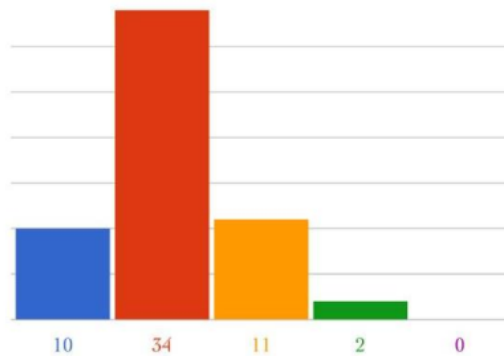
Summary Individual List

20. Hygiene factors: -

Hygiene factors are the main concern these days. Hygiene factors are now being improved in the hotel's laundry area, the public areas, lobby and the back-office department as well. The cleaning schedules has changed in such a way that cleaning is done twice daily along with the spray and gas sanitizers which are sprayed after every meal time in the Café Gup-Shup in the hotel.

20. Proper hygiene factor is being followed in every department and sanitization is being majorly taken care of?

Bar ▾



■ 10 : Not at all
■ 34 : Average
■ 11 : Not sure
■ 2 : Satisfied
■ 0 : Very much satisfied



Summary



Individual



List

21. Cleanliness better than before: -

Cleanliness and hygiene factors post covid have been improved. The cleaning which was earlier done once was right has now been changed to 3 times a day.

Sanitizers are kept on every entrance in the outlet to help the employees in sanitizing their hands and not spreading the diseases.

21. Is there any difference that you may have noticed in the cleanliness of the hotel between the pre and post covid-19 situation?

Pie ▾



■ 9 : Agree
■ 36 : Strongly agree
■ 11 : Not sure
■ 0 : Disagree
■ 1 : Strongly disagree



Summary



Individual



List

22. Following the new norms and SOPs imposed by the HR dept. post Covid-19: -

The new joiners are guided with the new company norms post covid and the Human Resource dept. is taking care of the new sanitization and health practices, every new employee is asked to submit their fitness certificate and their covid reports before entering and working in the organization.

22. New employees are guided sanitization practices along with the company norms?

Pie ▾



■ 9 : Agree
■ 38 : Strongly agree
■ 10 : Not sure
■ 0 : Disagree
■ 0 : Strongly disagree



Summary



Individual



List

23. Quitting jobs because of health risks and low pay wages: -

During this Covid era people are scared to work and adjust in the environment. This leads to quitting of the jobs, and the other reason to quit jobs these days is due to low pay wages post Covid-19. The HR department is working s a team to solve this out and come with better outcomes in near future.

23. Are the existing employees willing to quit jobs?

Pie



- 9 : Agree
- 32 : Strongly agree
- 15 : Not sure
- 1 : Disagree
- 0 : Strongly disagree

Summary

Individual

List

24. Virtual platforms and energy saving: -

By the use of new technology, it is now much easier and time saving for the HR to hire and fire people. By the use of video calls on computer's employees can now chat and get hired online itself. This is very much effective in saving the time and energy of the employee as well.

24. .Has the virtual platforms used for virtual meetings of new employees helped in saving time and energy of both HR dept. and the new employee?

Pie ▾



■ 21 : Strongly agree
■ 25 : Agree
■ 11 : Not sure


Summary


Individual

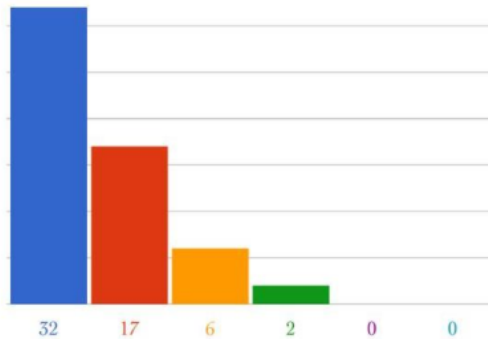

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25. Changes in the selection factors post Covid-19: -

As we all understand that many people have lost their jobs in this Covid times, this has also affected the selection and the recruitment factors in the hospitality industry. Many hotels have adopted new ways of hiring but some are still struggling to manage the tasks.

25. Is there any change in selection factor in Hr dept. in crown plaza?

Bar ▾



32 : Yes, employees can now give virtual interviews through their phones and computers and they can also get their offer letters online which they can print by themselves.

17 : Agree

6 : Not sure

2 : No, there are no changes regarding this pre and post covid in Hr dept. in Crown Plaza.



Summary



Individual



List

Conclusion: -

With the help and observations of the above survey we can conclude many things that I came across post Covid-19 in the Human Resource department in the hotel Crowne Plaza, Greater Noida.

The pandemic has not only affected the Human Resource department but the other departments functioning in the hotel as well. It has become difficult for the new employees to join the organization on the low wages and more working hours, at the same time it has been a challenge for the Human Resource department in the recruitment and selection factors which are mostly taken online post Covid era.

HRs are taking a step forward by conducting online as well as offline surveys, by conducting health and safety workshops and many other things are taken care. Temperature checkup machines and the hand sanitization facilities are being given on every entrance in the hotel Crowne Plaza, Greater Noida. The Human Resource department also maintains a Covid-19 tracker which keeps a record of each and every employee that he has undergone through the covid test or not. At certain interval Covid test camps are also set up within the hotel which not only checks for the Covid but they also guide the employees regarding the sanitization and safety practices that are to be followed post Covid within the hotel.

With all this we can conclude that it is the Human Resource department which acts as the backbone for the organization and no matter what the situation is the HR department is there to handle the problems of their employees and take good care of their employees all the time maintaining each and every possible outcome to fight with the corona virus pre and post Covid-19.

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Final Submission - Review 3

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