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A CONCEPTUAL FRAMEWORK FOR MEASURING INNOVATIVE HUMAN RESOURCES PRACTICES IN LUXURY AND UPSCALE HOTELS IN SINGAPORE

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Abstract

Many hotels have adapted new innovative processes in order to differentiate themselves from their competitors and to increase their value to both their guest and staff. One of the departments within the hotels that is vital to the success of the organisation and have done so is that of the human resources department. They have centred their innovative methodologies on refining practices such as recruitment, training, welfare, performance appraisal, staff development, organisational culture, job design and structure, and leadership. The objective of these innovative practices are not only to develop staff and corporate citizenship, but also to retain talent, develop new skills and abilities, and to attract more workers to join their organisations in order to ensure organisational success. This paper highlights the different classifications of innovative measures taken by the human resources departments, and looks the different perspectives, objectives and measurements from both the human resources management and the staff. Essentially, it seeks to establish whether the agenda of both parties are in-sync and are contributing to the success and performance of the organisation.

Keywords: Innovation, Human Resource, Performance, Hotels.
