

ABSTRACT

The hotel industry of the country is facing a difficult stage currently. While the sudden influx of guests to the hotels is welcome under the general conditions, due to lower tourist arrival over the past few years have resulted in low maintenance and limited staff to handle the arrivals of the guests to the hotels. While it takes time to upgrade the infrastructure, the hotels will have to ensure that they treat these guests in line with the global standards and this will ensure that the guests will be satisfied with the hotel and the destination. This will enhance the image of the country as an ultimate tourist destination in the future.

Thus, it is important that the Sri Lankan hotels would ensure that their employees remain highly motivated and committed. If the employees are motivated they will reflect that with their levels of treatment provided to the hotel guests and increase their level of satisfaction with the hotel. Human Resource Management (HRM) has a primary role to play in this regard and in general terms the HRM activities such as training, performance management and the career development act as primary motivation factors of the employees.

The study had established a strong relationship between these factors clearly. This indicates that the hotels which were considered for the study have taken HRM as a driver of the employee motivation. The other hotels also could take this leaning and strengthen their HRM functions for increased employee commitment levels.