



An Exploratory Investigation of the HRM Practices in Restaurant Sector: The Case of Famagusta

*Raheleh HASSANNIA^a, Hamed REZAPOURAGHDAM^a, Mahlagha DARVISHMOTEBALI^a

^a Eastern Mediterranean University, Faculty of Tourism, Gazimagusa/Kuzey Kıbrıs Türk Cumhuriyeti

Article History

Received: 06.02.2016

Accepted: 10.08.2016

Keywords

Human resource

Hospitality

Restaurants

Famagusta

Abstract

Efficacious human resource management (HRM) practices are thought to be a vital factor for the overall achievements of any organization. In this research the authors have examined the generic HRM practices in one of the most important hospitality sectors of Famagusta, a popular touristic city in Northern Cyprus, which is restaurant. The information was collected through semi-structured meetings with the owners of restaurants who are at the same time the managers of the restaurants running in this destination. Findings demonstrate that legitimate HRM practices are not received, particularly even no consideration is given to instructing and nurture of the restaurants' workers especially for the front-line employees who are continuously in direct contact with the customers and their performances are determining in visitors' perceived satisfaction. The findings also illuminated on the fact that although the managers confronting variety of problems due to the lack of training practices related to the employees they prefer to substitute the failed employees with the new job demanders instead of accepting the minor costs of their education. Practical implications for the sector in addition to the limitations of the study as well as future research hints have been provided at the end of the paper for the practitioners and academia.

* Corresponding Author.

E-mail: Raheleh.Hassannia@emu.edu.tr (R. HASSANNIA),