



Name of Candidate: Azza Abd Elmoneim Abd Elatti Ali

Degree: Doctor of Philosophy

Title of Thesis: Evaluation of Policies and Procedures of Recruitment and Selection: Applied Study on Three and Four- Star Hotels in Cairo

Supervisors: 1- Prof. Dr. Nashat Mortada Dom 2- Prof. Dr. Mohammed Abd Elwahab Morsy
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Department: Hotel Studies

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ABSTRACT

This study has four objectives as follows: (1) Determine the current situation of three and four-star hotels in Cairo in terms of the extent to which Human Resource Departments exist, (2) Assess recruitment and selection procedures of the investigated hotels, (3) Explore the benefits of applying human resource management policies and procedures as expressed by the HR manager or General Manager view, and (4) Determine the practices in terms of recruitment and selection in investigated hotels that need to be improved through provide recommendations in order to hire the right employees in right place and in turn, to reduce employee turnover and create a loyal workforce. To achieve the objectives of the study, the researcher has tested three hypotheses that three and four-star hotels in Cairo don't follow 'best practice' of recruitment and selection procedures, procedures of recruitment and selection in four-star hotels will be more effective than three-star hotels, and there is a strong relationship between the existence of Human Resource Departments and the implementation of recruitment and selection procedures.

The methodology of the study consists of the descriptive approach, the survey method, and the SPSS program for analyzing data. The structure of study includes: the first chapter "Introduction", the second chapter "Review of Literature ", the third chapter "Materials and Methods ", the fourth chapter "Results and Discussion ", and the fifth chapter "Summary and Conclusion ".

The thesis recommends that some of three and four-star hotels in Cairo should have human resources departments and it is important that these hotels should adopt human resource management practices that make best use of its employees, cooperation and good communication between human resource personnel and each department in these hotels are essential to success in selection the right employee, and Cooperation



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between academic sector and operational one should be emphasized. This cooperation which is responsible for providing guidance and staffing to operational sector. The institutes should arrange field visits and training in three and four star hotels for their final year students. The management of institutes must arrange guest lectures/visiting faculty from the industry to give complete industry information to the students about the industry and its developments. Operational sector will also ask for help and training by professors in academic sector.