

Job description form as an approach to work quality: specifying problems and strategic planning tool: the case study of Mercure hotel chain

Abstract

One of the important reasons for delays and errors in an activity is not having clarity on the tasks to be achieved with clear authorities and responsibilities. In order to do the jobs effectively the tasks are to be specified for each one in the organization and without overlapping of authorities and responsibilities. Job description form plays an integral role to do that. An accurate form can play a strategic role in the workplace big activities; planning, organizing, controlling and training of people as well. The purpose of this study was to describe and analyze the role of job description form as a strategic tool sharing effectively in planning process and to investigate how far job description form (JDF) can effect on work of human resources and solve problems which may occur. The approach of the study was the case study of Mercure five-star hotels in Egypt. 86 structured questionnaires were done with entitled persons and executives in Mercure five-star hotel chain as a case study. Statistical analyses and content analysis were used to primary data. Specific hypotheses were tested and different recommendations were presented.

Keywords: Mercure chain, Human resources, strategic planning, training