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**A STUDY ON IMPACT OF HUMAN RESOURCE MANAGEMENT PRACTICES ON
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(WITH REFERENCE TO SOFTWARE EMPLOYEES OF HYDERABAD CITY,
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ABSTRACT

Jim Collin in his book "Good to Great" has explained the significance of human resource management practices in an organization. According to Jim Collin, right kind of employees can make the organization from good to great by engaging in the organization and voluntarily doing the job roles beyond their job description (organizational citizenship behaviour). Hence, an attempt is made in this article to explore the impact of human resource management practices especially recruitment & selection and training & development on employee engagement and organizational citizenship behaviour regarding software employees.

A COMPLETE STUDY OF CAREER CHOICES AND EMPLOYMENT INTRICACIES**SHREYA M****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****NIMAL YUGHAN V****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****JYOTIKA KATYAL****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****JERRY MATHEW PJ****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****NANDITA R****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****NIRANJAN H****B. TECH. STUDENT****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****J BHAVANI****ASST. PROFESSOR****BUSINESS SCHOOL****VELLORE INSTITUTE OF TECHNOLOGY, CHENNAI****ABSTRACT**

Career decisions are considered the most important and are taken with utmost care and thought as they shape the lifestyle of the concerned person. Decades back, such decisions were taken by the head of the family and the child was not given the freedom to choose, as factors like family background, financial status, social status played a major role and upholding the family's values was the priority at that time. In the recent few years, parents have themselves started exploring new interests and have realised the importance of understanding one's interests and thoughts while choosing a career path. With new jobs coming up almost every day, the students are put in more confusion as to what to choose as their career path and are seeking the required guidance and information from a lot of sources. Although the interests of the child matter more now, there are still some factors that come into play when it comes down to finalizing a career choice. Through this paper, we attempted to touch upon the factors that we felt were most in play and conducted a detailed research on what the respondents feel about these factors and to what extent these factors affected them while making a career choice. A self-administered questionnaire with a total of 188 respondents helped us get the primary data, on which statistical analysis was done to get a deeper understanding on which factor played the most important role in the career decisions.

A STUDY ON SERVICE QUALITY IN HOSPITALITY SECTOR IN DELHI REGION

PUJA DIXIT
RESEARCH SCHOLAR
RANI DURGAWATI UNIVERSITY
JABALPUR

ABSTRACT

Service sector is most growing sector in the world and services in hotel industry are evaluated by its quality. Service quality in hospitality sector is prominent part of hotel industry. It is more important when tourists from worldwide visits to Indian hotels as tourist destination or stays in Indian Hotels for business purpose. The main purpose of this paper is to attempt service quality and customer satisfaction in hotels of India. Customer satisfaction influenced by Service quality. Service Quality involves prompt and consistent delivery of products and guest services according to expected standards. Delivering quality service is one of the major challenges the hospitality managers will be facing in the following years as it is an essential condition for success in the emerging, keenly competitive, global hospitality markets. This study assesses customer expectation and perception level towards service quality with in Indian context i.e. what is expected by the customer and what is perceived by hotels as the need of the customers. Customer satisfaction has a significantly direct impact on customer loyalty and customer retention.

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