



Managing People in International Hospitality & Tourism Industries: Approaches to managing, motivating and rewarding employees

Claudia Endter

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Essay from the year 2010 in the subject Business economics - Personnel and Organisation, grade: 1,0, Oxford Brookes University (Business School), course: Managing People in international Hospitality & Tourism Industries, language: English, abstract: How to motivate staff? What is the best way to get out the most out of staff? What encourages putting effort into work? And what is the link between motivation and good job performance? The question of what people expect or want from work is one of the most discussed topics in human resource management and a wide range of authors have tried to find the best fitting solution, which combines extrinsic and intrinsic methods. While content theories engage with the question of people's needs, process theories deal with human behaviour such as work performance, effort and satisfaction. But what is motivation all about? When it comes to analyse approaches to managing, motivating and rewarding employees in the international hospitality and tourism industry, the term motivation needs to be defined as: '...the direction and persistence of action. It is concerned with why people choose a particular course of action in preference to others, and why they continue with a chosen action, ...' (Krech et al., 1962, in Mullins, 2009, p. 250) So the core question is, do people work at their best if they are motivated? Or what is the connection between motivation and performance?

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