

**Role of Human Resources Management on Employee's Performance in the Hospitality  
Industry (A Case Study of E-phoenix Hotels, Ilorin)**

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Faculty of Environmental Design and Management, Lead City University, Ibadan, Nigeria**

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## Certification

I certify that this project was carried out by Aminah Motunrayo Azeez with matric number LCU/PG/002833 under my supervision in the Department of Tourism and Hospitality Management Faculty of Environmental Design and Management, Lead City University Ibadan, Nigeria and that this work has not been previously submitted.

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## Abstract

This study investigated the role of Human Resources Management on Employee Performance in the Hospitality Industry, a case study of E-Phoenix Hotels Ilorin, Kwara state, Nigeria. The study adopted primary source of data through the administration of questionnaires to 25 members of staff at E-Phoenix Hotels Ilorin, Kwara state, Nigeria. The data collected were presented in frequency table as well as analyzed with the use of Pearson Chi-square. The findings revealed that at 5% (0.05) level of significance Training and development, recruitment and selection process and management supervision all had a significant and positive effect on Employee's Performance, which led to the rejection of the three null hypotheses and the acceptance of their corresponding alternate hypothesis. Therefore, it was recommended that the management of any organization including the ones in the hospitality industry, should not take their staff development and growth with levity, but should invest more in organizing workshops, seminars and other events that will improve the skills, development and add other necessary values to their staffs, which in turn would be visible in how effectively and efficiently their staffs carry out the tasks assigned to them, which will in a long run increase the goodwill of the company as well its profitability potentials.

**Keywords:** Human, Resource, Management, Development, Organization, Employee, Skills, Communication, Qualification, Attitude

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