

FEATURES OF HUMAN RESOURCES MANAGEMENT IN THE WORLD (ON THE EXAMPLE OF THE USA, GERMANY AND JAPAN)

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Introduction. The development of Human resource management is an indispensable condition for the effective development of business, especially for business in the service sector, where staff-represent is the most significant component in the process of making a profit. As a result, today the Human resource management in the Hospitality and Food&Beverage has become an important factor in the formation of profit, the sustainability of the enterprise and the effectiveness of its entire business. The human resource management has been developing by cultural, scientific, historical, social economic, political, ethnic and other adjustments in the state. At the same time, while different historical period and in different country, their combination generates its own peculiar properties. Foreign experience in HR-management is huge and has already given great input into global HR industry, while Ukrainian HR-management recently started to develop. We would like to analyze the features of American, European and Asian Human Resource managements.

The research aim is to analyze the features of Human resource management in different countries of the world and select the best strategy for Ukrainian development.

Methods of research: literature analysis, comparative method and method of structural analysis.

Results and discussion. The conducted research showed that in the current conditions foreign experience of HR-management in the hospitality could be extremely useful for Ukrainian managers and organizers of tourism and hotel businesses at the state and municipal levels. The hotel business is one of the oldest industries in the world, however, nowadays it is one of the most dynamic ones. Its progression is underpinned by the interconnected relationships between industry leaders, the competitive landscape and human resource management. The greatest examples of it might be shown at American, German and Japanese structures of HR management.

In America HR managers used to pay important attention to the following basic criteria: education, practical experience, personal characteristics, compatibility with the team.

While in Japan, whole HR concept is built on the principle «none staff was born for a vacancy, but a position was created for a staff». In Japanese companies, as a rule on the first stage recruiter hires staff, only then he decides what position particular staff can get and how he can be successfully used at company.

Staff developing is one of the main functions of management in the hospitality in Germany. Staff service organizes professional internal and external trainings, cares about career development of all employees of the company and arranges additional courses for self-improving.

None of enterprises will exist without proper HR-management. None of companies will be able to achieve its goals without qualified employees. It is obvious that the profits of any company primarily depend on how professionally employees work at it. Human Recourse management is aimed at achieving effective organization and fairness of relationships between employees. The flexible organization of staff, the self-organization of workers, their conscious participation not only in the production process, but also in the management of production becomes the great point for the creation proper human resource management systems.

The growth of competition, the improvement of technology, the struggle for the customer and the quality of products make the enterprise think twice about the entire complex of management issues. The requirements to the workers also have been changed. Nowadays the main thing is the recognition of high social responsibility, which is holding primarily by the managers. Modern organization is an adequate response to rapid changes, continuously changing technologies, balanced combination of human values, organizational changes and continuous adaptations to changes in the internal and external environment. All of those above mentioned require significant changes in the principles, methods and forms of work with a staff in the organization.

Human resource management is a complex and multistage process. If the manager at the enterprise succeeds in creating a healthy, efficient team oriented to teamwork, this will incur material prosperity, as well as an increase in the image and demand for the services of this enterprise.

Conclusions. Ukraine needs to accumulate and analyze its own work experience, take notes of the standards of other countries in the Human resource management system. At the same time, it would be great to improve the efficien-

cy of work, using the abilities of employees together with the objectives of the enterprise, guarantee safe employment, training new employees and promote development of current staff.

The effective human resource management in the hotel complex is the key to the success, popularity and profitability of this enterprise. Also, the higher culture and quality of services for guests, the more attractive it is for customers.

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