

Employee Retention: Strategies to Improve Employee Experience

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by

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GOA UNIVERSITY

Date: May 2024

Examined by:



Seal of the School

DECLARATION BY STUDENT

I hereby declare that the data presented in this internship report entitled, "Employee Retention: Strategies to Improve Employee Experience" is based on the results of investigations carried out by me in the Management Studies at the Goa Business School, Goa University/ Goa Marriott Resort & Spa under the mentorship of Dr. Paresh Lingadkar and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will not be responsible for the correctness of observations/ experimental or other findings given the internship report/ work.

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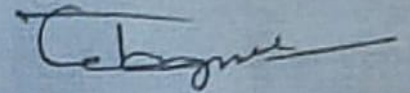
Date: 06/05/2024

Place: Goa University

COMPLETION CERTIFICATE

This is to certify that the internship report "Employee Retention: Strategies to Improve Employee Experience" is a bonafide work carried out by Ms Deborah Santana Rodrigues under my mentorship in partial fulfilment of the requirements for the award of the degree of Master of Business Administration in the Discipline of Management Studies at the Goa Business School, Goa University.

Date: 06/05/2024



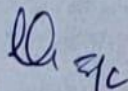
Dr. Paresh Lingadkar

Prof. Jyoti Pawar

Dean of Goa Business School

Date: 06/05/2024

Place: Goa University


6/5



School Stamp

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OFFER LETTER

From: Bishnoi, Yaman <Yaman.Bishnoi@marriotthotels.com>

Sent: Wednesday, January 3, 2024 6:22 PM

To: deborahrodrigues7400@gmail.com

Cc: Cabral, Aldrina <Aldrina.Cabral@marriotthotels.com>

Subject: Confirmation on your selection for Industrial Training in Human Resources at our hotel from 15 January 2024 April 2023 till 04 May 2024(4 months).

Dear Deborah ,

Greetings from Goa Marriott Resort & Spa!

We are happy to confirm your selection for Industrial Training in Human Resources at our hotel from 15 January 2024 April 2023 till 04 May 2024(4 months).

During the course of the Training, you will be provided with the following:

- Duty meals in the associate dining room.
- 4 offs.
- Monthly Stipend of INR 2000/-

You are requested to report duty on 15 January 2024 at 10:00am.

Documents required on joining are below:

- Vaccination Certificate – Both dose mandatory
- 4 Passport size Photographs
- Police Clearance Certificate
- Government ID Proof
- Bank Account Details (passbook photocopy)
- Medical – Fit to work
- NOC from College / University
- Education certificates

No accommodation provided. Please carry safety shoe & black formal shoes, black trousers and Plain white shirt (Without any Logos).

Kindly acknowledge this email and share a confirmation to the above mentioned.

Thanks & Regards,

YAMAN BISHNOI | VOYAGER - HUMAN RESOURCES

Goa Marriott Resort and Spa

Post Box No. 64, Miramar, Panaji, Goa 403 001

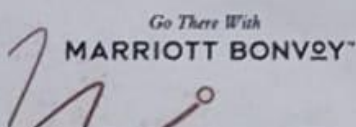
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INTERNSHIP CERTIFICATE

This is to certify that Ms. Deborah Santana Rodrigues, Student of the Goa Business School, undergoing Master of Business Administration has successfully completed internship between 15th January 2024 to 4th May 2024 at Goa Marriott Resort and Spa, Miramar. She actively participated in the activities during the period of internship and learned the skills needed for various activities such as: Initial Screening, Uploading Activities on Marriott Global Source, Daily Packet, Preparation of Experience Certificate of trainees, Handling Joining Formalities of Employees and Interns, Power Point Presentation Creation For Town Hall Meetings, Thundering Thursday Activities, Preparing Birthday Cards, Anniversary Cards and Vouchers for Employees, Preparing ID Cards for Employees, Coordination of Sanitary Cards for all Food Handlers & Designing Invitation Cards for Women's Day and Annual Day.



Aldrina Cabral
Human Resources Manager
Goa Marriott Resort & Spa

Place: Miramar

Date: 04th May, 2024

GOA MARRIOTT RESORT & SPA

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I am also deeply thankful to Ms. Aldrina Cabral for her exceptional managerial skills and unwavering support, which provided the necessary framework for conducting this research effectively.

I am also grateful to Mr. Yogesh Pote, Assistant Director of Human Resources, and Ms. Leticia Gonsalves, L&D Coordinator, for their valuable insights and assistance throughout the internship. I extend my appreciation to all my colleagues at Goa Marriott Resort & Spa for their support and cooperation.

Lastly, I appreciate all those who contributed their time, insights, and resources towards the exploration of the topic "Employee Retention: Strategies to Improve Employee Experience." Their collective efforts have greatly enriched this endeavor.

EXECUTIVE SUMMARY

The report provides an overview of my internship experience at Goa Marriott Resort and Spa, focusing on the organization, tasks handled, key learnings, and challenges faced during the internship period.

Goa Marriott Resort and Spa is a renowned hospitality establishment located in the picturesque state of Goa, India. As a part of Marriott International, the resort is committed to providing exceptional service and experiences to its guests, offering luxurious accommodations, world-class amenities, and unparalleled hospitality.

During my internship at Goa Marriott Resort and Spa, I undertook a diverse range of tasks aimed at contributing to the smooth functioning of operations within the organization. These tasks included Initial Screening of CVs, Uploading Activities on the Marriott Global Source Website, Daily Packet Preparation, Certificate Design, PowerPoint Presentation Creation for Townhall Meetings, Employee Onboarding, Thundering Thursday Activities and so on.

In my role, I was responsible for reviewing and assessing resumes to identify suitable candidates for various positions within the organization, managing the content upload process on the company's website platform, compiling the Daily Packet containing updates on upcoming events and hotel information, designing and generating certificates for employee recognition, creating engaging PowerPoint presentations for townhall meetings, facilitating the joining process for new employees, and organizing Thundering Thursday events to boost employee morale.

Throughout the internship, I gained valuable insights and experiences that contributed to my professional development. I improved my recruitment skills, learned digital content management techniques, improved communication and coordination abilities, developed creativity in designing certificates and presentations, gained expertise in employee onboarding processes, and understood the importance of employee engagement initiatives in fostering a positive work environment.

During the internship, I encountered several challenges, including managing time effectively to balance multiple tasks, adapting to the organization's processes and culture, coping with time pressure and maintaining a healthy work-life balance.

Overall, the internship at Goa Marriott Resort and Spa provided me with invaluable learning opportunities and experiences that contributed to my personal and professional growth, enhancing my skills, knowledge, and abilities in the field of hospitality and human resource management.

CHAPTER 1: ORGANISATION/ COMPANY OVERVIEW

1. PROFILE OF THE COMPANY

1.1 Bird Eye View

With a stunning view and glorious sunsets, Goa Marriott Resort & Spa is the ideal destination for a stay in the land of sun and sand. Located in easy access to bustling Panjim, the capital city of Goa, it is also a short distance away from the state's most notable monuments and tourist destinations. Goa Marriott Resort & Spa is a one-stop destination, be it for a romantic weekend, a family getaway, a corporate meeting or a dream wedding.

I. Hotel Details

The Goa Marriott Resort & Spa boasts three floors accommodating a total of 182 rooms and 8 suites, offering luxurious stays for guests. With 6 meeting rooms and a generous 14,144 sq.ft. of meeting space, the resort provides ample facilities for corporate events and gatherings. For entertainment, an on-site casino adds to the allure of the destination. It's important to note that pets are not allowed on the premises, ensuring a comfortable environment for all visitors.

II. Guest Room Amenities

Guests at the Goa Marriott Resort & Spa can expect a plethora of amenities to enhance their stay. Each room features luxurious signature bedding from Revive for a comfortable night's sleep, along with air conditioning and an alarm clock/radio for added convenience. LCD televisions with satellite connection ensure entertainment options, while high-speed internet connectivity keeps guests connected. The rooms also include tea/coffee making facilities, four-fixture bathrooms with both a bathtub and shower cubicle, electrical adapters, an iron and ironing board, and an electronic safe for valuables. For refreshments, a mini bar is provided, and guests can enjoy in-room dining options. Additionally, a DVD player with movies available for rent caters to entertainment preferences.

III. Health Club

The Fitness Center at the Goa Marriott Resort & Spa offers guests a comprehensive fitness experience. Spanning across 3000 sq.ft., the Fitness Center is equipped with state-of-the-art equipment to cater to various exercise needs. Divided into four zones, including cardio, strength training, free weights, and a stretching area, guests have access to a range of facilities to meet their fitness goals. Whether guests prefer cardiovascular workouts, strength training, or flexibility exercises, the Health Club provides a well-rounded environment for physical activity and wellness.

IV. Services & Facilities

The Goa Marriott Resort & Spa offers a plethora of services and facilities to ensure a comfortable and enjoyable stay for guests. Relaxation options include access to a steam room and jacuzzi, as well as an outdoor swimming pool for leisurely swims. Families traveling with children will appreciate the dedicated Kids Playroom, while those seeking entertainment can try their luck at the on-site casino. The resort also provides convenience with 24-hour in-room dining, concierge services, valet parking, and limousine services. For added comfort, laundry and dry-cleaning services are available, and medical assistance can be arranged upon request. Additionally, guests can unwind in the recreation room or stay connected with internet workstations provided on-site. With a range of amenities catering to various needs, the Goa Marriott Resort & Spa ensures a memorable and hassle-free experience for all guests.

V. Quan Spa

At the Goa Marriott Resort & Spa, the Quan Spa offers a sanctuary for guests seeking relaxation and rejuvenation. The name "Quan," derived from Chinese, symbolizes a source of pure water, reflecting the spa's commitment to holistic well-being and traditional healing practices. With four individual treatment rooms and one couple treatment room featuring a bath tub, guests can

indulge in a range of therapeutic treatments tailored to their needs. Additionally, the spa features amenities such as a steam room, chilled showers, and a jacuzzi, providing further opportunities for relaxation and renewal. Whether seeking to unwind after a day of exploration or simply looking to pamper oneself, the Quan Spa offers a tranquil escape amidst the vibrant energy of Goa.

VI. Quan Salon

Located on the Lower Ground Level of the resort, Quan Salon is a haven for guests seeking top-quality beauty services. Open every day from 10:00 am to 9:00 pm, the salon offers a comprehensive range of treatments to enhance guests' appearance and well-being. Services include haircuts, hair spa treatments, waxing, manicures, pedicures, nail art, and customized salon packages tailored to individual preferences. Whether guests are preparing for a special occasion or simply indulging in self-care, Quan Salon provides expert services in a serene and welcoming environment, ensuring a rejuvenating experience for all patrons.

General Information:

For general information, check-in at the Goa Marriott Resort & Spa is available from 4:00 pm, while check-out time is set for 12:00 pm. Guests can enjoy high-speed internet access in public areas, available both wired and wireless for their convenience. The resort also offers well-equipped meeting rooms, making it an ideal venue for business gatherings and conferences. Complimentary on-site parking is provided for guests arriving by car, ensuring ease of access during their stay. Additionally, the resort organizes regular sightseeing tours and offers various resort activities, providing guests with opportunities to explore the surrounding area and engage in recreational pursuits.

Restaurants & Lounges

i. AZ.U.R

The Goa Marriott Resort & Spa features a diverse array of dining options to cater to every palate. AZ.U.R is an international restaurant open for breakfast, lunch, and dinner, offering a unique transition lounge experience. Throughout the day, it adapts its ambiance, serving as a breakfast cafe in the morning, an elegant lounge during the day, and transforming into a trendy bar as the night sets in, providing guests with a versatile dining atmosphere.

ii. Waterfront Terrace & Bar

Waterfront Terrace & Bar is another international dining venue open for breakfast, lunch, and dinner. This 24-hour restaurant, located poolside and indoors, presents a delightful selection of Indian, Asian, and Mediterranean cuisine, ensuring a memorable dining experience around the clock.

iii. Wan Hao

Wan Hao offers Asian cuisine in an elegant setting, specializing in Pan-Asian dishes served amidst the traditional ambiance of an Oriental courtyard. Open for dinner, this restaurant provides guests with an immersive dining experience, showcasing the flavors and essence of Asian culinary delights.

iv. Simply Grills

Simply Grills is a seasonal restaurant open from October to April, offering an exquisite selection of barbeques and grills. Ideal for a romantic dinner or intimate family gathering, Simply Grills promises the best barbeque cuisine in Goa, providing guests with a delectable dining experience against the backdrop of scenic views.

v. Lobby Lounge

The Lobby Lounge serves as a cozy coffee house open for breakfast, lunch, and pure dinner. Boasting the most stunning view of the sunset, this lounge offers a relaxed atmosphere to enjoy cocktails, mocktails, wines, tea, coffee, and light snacks, providing guests with a serene setting to unwind and savor delicious beverages and bites.

vi. Goa Baking Company

Lastly, the Goa Baking Company offers a delightful assortment of freshly baked bread, delicate pastries, gourmet coffee, and local savories with a unique twist. This international bakery ensures guests can indulge in a variety of delectable treats, perfect for enjoying a quick bite or satisfying a sweet craving during their stay at the resort.

1.2 Services

1. Comfort And Luxury

Experience a harmonious blend of comfort and luxury at the Goa Marriott Resort & Spa. Centrally located in Panaji, Goa, the hotel boasts a stunning waterfront location, well-appointed rooms, and superior service. Settle into spacious guest room or suite and enjoy perks like plush, luxurious bedding and sweeping views of the water. Spend days getting pampered at on-site spa, breaking a sweat in fitness center, or relaxing with a drink poolside.

Goa Marriott offer an array of dining options at the resort-from traditional Indian cuisine to eclectic international fare. The seamlessly blend business with pleasure and offers over 14,000 square feet of flexible event space and superior facilities for corporate travel. And can also enjoy the five-star experience that is the Goa Marriott Resort & Spa.

2. Meetings And Events

Over 14,000 square feet of versatile meeting room space. Scenic outdoor venues for a memorable celebration. Business center to handle any last-minute meeting tasks Catering team to enhance business conference or banquet arrangements. Prime location in the capital, allowing guests to explore the city with ease.

3. Weddings & Occasions

Multiple outdoor venues with spectacular waterfront views for dream beach weddings. Modern banquet halls with state-of-the-art technology. Innovative theme weddings replete with décor of preference. In-house events team as well as choice of event management companies. Elegant banquets with a varied cuisines carefully created by team of chefs.

1.3 Sections within the Organization

- Admin
- Culinary
- Engineering
- F & B Service
- Finance
- Front Office
- Housekeeping
- Human Resources
- Info & Telecom System
- Loss Prevention
- Sales & Marketing
- Spa

2. INTRODUCTION

Employee retention, a critical aspect of organizational success, it refers to the strategies and efforts employed by companies to retain their valuable workforce. It encompasses the practices and initiatives implemented to encourage employees to stay with the organization for an extended period. In the dynamic landscape of today's corporate world, where attracting and retaining top talent is highly competitive, organizations are increasingly recognizing the intrinsic link between employee retention and the broader concept of employee experience.

Employee experience is the holistic perception employees have of their journey within an organization, encompassing various touchpoints, interactions, and the overall work environment. The synergy between employee retention and experience is evident in the understanding that a positive, enriching employee experience is a key driver for retaining valuable talent. When employees feel satisfied, engaged, and fulfilled in their roles, they are more likely to commit to the organization for the long term.

The importance of retaining employees cannot be overstated, particularly in the context of achieving organizational goals and maintaining a competitive edge. High turnover rates can incur significant costs related to recruitment, training, and productivity loss. Beyond the financial aspects, employee retention contributes to the establishment of a stable, motivated workforce. A workforce that is committed to the organization's mission and values is more likely to foster innovation, enhance productivity, and contribute positively to the company culture.

This project delves into the realm of employee retention strategies with a specific focus on improving the overall employee experience. By exploring and implementing initiatives that contribute to a positive work environment, growth opportunities, effective communication, and recruitment practices, organizations can create an atmosphere conducive to retaining top talent.

Understanding the intricate relationship between employee retention and experience is fundamental for fostering organizational success, and this project aims to provide valuable insights and practical strategies to enhance both aspects within the contemporary workplace.

3. LITERATURE REVIEW

Effective human resource practices are essential for organizational development. These practices encompass recruiting and selecting staff, providing market-oriented training, enhancing performance, ensuring fair compensation systems, offering social security benefits, conducting appraisals, and aligning with strategic goals. Additionally, external factors like equipment, technology, and financial resources significantly impact an organization's productivity. While HR practices and external factors contribute to employee engagement, which in turn influences job satisfaction and performance, retaining engaged employees is crucial for sustained quality performance and the overall success of the business. (Sattar, 2015)

The hospitality industry plays a significant role in providing employment opportunities worldwide and contributes to economic stability through tourism. However, one of the major challenges faced by businesses in this sector is retaining employees. Employee retention is crucial for economic stability, as it ensures job security, higher personal income, and increased spending on goods and services. Retaining employees is beneficial for organizations as it allows them to focus more on production and less on training new staff. Selecting committed employees during the hiring process and prioritizing retention efforts post-training are essential practices for organizations. Employee retention leads to improved job satisfaction, better customer service, and contributes to economic growth and stability over time. High employee turnover negatively impacts both internal and external customer satisfaction within the hospitality industry, leading to decreased economic activity at national and global levels. From a financial standpoint, excessive spending on employee replacement results in loss of productivity during training. Given that the hospitality sector is a significant employer globally, employee retention is crucial for its sustained growth and success (Vasquez, 2014). In the services sector, when employees feel engaged and valued by their organization, it positively impacts customer satisfaction and loyalty. This goes beyond just salary and perks. Factors like

a supportive work environment, flexibility in schedules, strong teamwork, effective leadership and a company culture that aligns with personal values all contribute to keeping employees motivated and committed. When employees are happy and engaged, they're more likely to deliver excellent service, resulting in satisfied and loyal customers (Dr. Mehta, 2014).

Employees play a central role in the functioning and success of any organization. Therefore, it's essential to prioritize strategies for retaining employees as they are fundamental to keeping the organization on a path to success. Regardless of whether it's a multinational corporation or a small to medium-sized enterprise, implementing strategies to meet employee needs is crucial for retaining top talent. Retaining employees has significant impacts on both individual and overall organizational performance, directly influencing profitability and success (Baharin, 2018). The connection between job satisfaction and employee turnover has been extensively researched but remains complex and not fully grasped in the field of organisational behaviour (Spencer, 1986).

Employee retention refers to the efforts made by organizations to encourage their employees to stay with them for an extended period. The main goal of retention is to retain talented employees and prevent them from leaving the organization (Singh, 2019). When an employee decides to leave their job, it creates expenses for the organization. The company must find a replacement and invest time and resources into training the new hire. Moreover, the departure can disrupt the workflow, leading to further costs. Therefore, regardless of the reasons behind an employee's decision to quit, there are strong motivations for the organization to minimize turnovers or predict when they might occur (Frederiksen, 2017). Employee retention is influenced by a multitude of factors within an organization. Management must prioritize aspects such as compensation and rewards, job security, training and development opportunities, supportive supervisors, organizational culture, and the work environment. Employee satisfaction and retention are crucial for organizational success. Retention factors

can be categorized into three main dimensions: social, mental, and physical. The mental dimension includes aspects related to the nature of work, where employees prefer tasks that allow them to apply their knowledge and see the results of their efforts, thus retaining valuable talent. The social dimension involves interactions with others, both internally and externally. The physical dimension encompasses working conditions and compensation (Das, 2013).

As organizations increasingly recognize the value of their workforce's skills, knowledge, and experiences, recruitment and retention of employees have become top priorities. Securing and keeping talented individuals is crucial for sustaining organizational growth. Employee retention plays a vital role in achieving the organization's goals and objectives, particularly in gaining a competitive edge amid globalization (Arhan, 2018). Knowledge management involves the systematic process of creating, capturing, and utilizing knowledge to improve organizational performance. Losing critical employees can have a substantial economic impact on an organization, particularly because of the knowledge that is lost with the departure of employee. (Ramlall, 2004)

Organizations often strive to enhance employee satisfaction, retention, engagement, and innovation through various means, such as adjusting leadership practices or revising reward systems. However, focusing solely on tangible benefits or easily measurable incentives may not effectively engage employees or meet their true needs. Traditional human resource management tends to prioritize company goals like profit and efficiency over addressing the deeper psychological and social needs of employees. A shift towards prioritizing employee experience is essential. Employee experience encompasses the holistic perceptions an individual holds regarding their relationship with their employer, formed through various interactions and touchpoints throughout their journey within the organization. Understanding employee experience involves going beyond superficial surveys and engaging in meaningful conversations to uncover their stories, perceptions, and feelings about their work environment

and relationships within the organization. This approach considers employees from multiple dimensions—cognitive, emotional, social, political, economic, and physical. It acknowledges that the employee journey begins before they join the organization and extends beyond their departure. Critical to enhancing employee experience is gaining a thorough understanding of their journey, including their thoughts and emotions at each phase, and recognizing the factors that influence both positive and negative experiences (Plaskoff, 2017).

Engaged employees are those who are dedicated to their organization's objectives and are driven to contribute towards achieving them. It's believed that a positive employee experience can lead to higher levels of engagement. Creating such positive experiences involves deeply understanding employee needs, brainstorming solutions, and swiftly testing ideas (Tucker, 2020).

Employee experience refers to the overall experience an individual has while working in a specific organization. It holds significant importance in today's corporate landscape as it influences word-of-mouth within the workforce. Negative feedback about employee experiences can deter both current and potential employees from engaging with a company.

An employee's experience encompasses various aspects encountered in the workplace, such as the physical environment, interactions with colleagues and superiors, job responsibilities, and the overall work atmosphere. Every aspect contributes to shaping the employee's perception of the organization (Soni, 2017). Employee Experience encompasses the sense of connection, significance, influence, and recognition that employees seek in their job, shaped by their daily interactions with the company's values, colleagues, leadership, customers, tasks, technology, and work environment. These elements should be consistently present and mutually reinforcing across all levels of the organization, fostering motivation and alignment through a culture that prioritizes and adapts to employees' needs (Purbasari, 2022).

Employee experience is increasingly becoming a top priority for businesses. Companies are realizing the importance of properly addressing the needs of their staff to achieve overarching objectives like employee engagement. This is where the concept of employee experience becomes crucial. To ensure a positive employee experience, organizations need to focus on three main areas: technological, physical, and cultural aspects. Managing these areas effectively entails strategies in human resource management that not only aim at retaining employees but also keeping them motivated and committed. This approach is essential for achieving long-term organizational goals and objectives (Dr. Goswamia, 2021). Employee experiences refer to the thoughts, feelings, and overall impressions that employees develop during their time with a company, shaped by their interactions and engagement with the organization. Positive employee experiences contribute to enhanced job performance, increased employee retention and greater willingness to go above and beyond in their roles (Paderna, 2020).

Employee turnover often correlates with low levels of organizational commitment among employees. Organizational commitment is seen as instrumental in fostering a stable workforce, boosting staff motivation, and encouraging behaviours that benefit the organization beyond what's required. Beyond just reducing turnover rates, organizational commitment also instils a sense of dedication in employees, leading them to be more willing to make sacrifices for the betterment of the organization (Kazlauskaite, 2006).

Previous research on employee turnover has emphasized the need to look at the bigger picture rather than focusing solely on individual factors influencing job terminations. Instead of trying to influence each employee's decision to leave, human resource managers should focus on controlling the overall termination rate at the organizational level (Sheridan, 1992).

The hospitality industry faces challenges in retaining talented employees, yet there's been insufficient focus on developing effective retention strategies. This oversight has led to organizational performance and hindered sustainable growth. This study endeavours to address this gap by reviewing and discussing employee retention strategies within the hospitality sector, aimed at prolonging the tenure of skilled employees. The research findings indicate that successful employee retention hinges on their satisfaction, which is influenced by four key factors: maintaining a sustainable positive work environment, providing sustainable growth opportunities, fostering sustainable and effective communication, and implementing sustainable and effective recruitment and selection practices. These elements collectively contribute to enhancing employee satisfaction and, consequently, improving retention rates in the hospitality industry (Ghani, 2022).

4. RESEARCH GAP

Despite the growing recognition of the importance of employee retention and the significant impact of employee experience on retention rates, there remains a notable research gap in understanding the specific strategies that effectively improve employee experience to enhance retention within organizations. While there is a wealth of literature exploring employee retention strategies and the elements contributing to a positive employee experience individually, there is limited comprehensive research that explicitly examines the intersectionality between these two concepts. Existing studies often focus on either retention strategies or aspects of employee experience in isolation, without adequately exploring how they interrelate and influence each other.

Furthermore, while some research has touched upon the link between employee experience and retention, there is a lack of comprehensive analysis that delves into the specific strategies organizations can implement to enhance employee experience with the primary goal of improving retention rates. Many studies provide general recommendations without providing actionable insights or empirical evidence of the effectiveness of these strategies in real-world organizational contexts.

5. RESEARCH QUESTIONS

1. What are the specific expectations and needs of employees regarding their job?
2. Are employees leaving primarily due to unmet expectations, dissatisfaction with their experience, or is turnover driven by external factors such as career advancement opportunities elsewhere?
3. What are the targeted strategies that can be implemented to enhance employee experience, address any underlying dissatisfaction, and foster a culture of retention within Goa Marriott?

By addressing these questions, the project aims to uncover actionable insights into employee perceptions, motivations, and experiences at Marriott, facilitating the development of effective retention strategies tailored to the specific needs and expectations of the workforce.

6. PRACTICAL / MANAGERIAL PROBLEMS

Despite the overabundance of research on employee retention and experience, there is limited exploration into the effectiveness of personalized retention strategies tailored to diverse employee demographics and job roles. Marginalizing this aspect may lead to overlooking differences in needs and preferences among employees, potentially hindering the efficiency of retention initiatives and preserving disparities in retention rates across demographic groups.

This problem highlights the importance of considering individual differences among employees when designing and implementing retention strategies aimed at improving employee experience. It suggests that a one-size-fits-all approach may not be sufficient and emphasizes the need for further research into developing personalized retention interventions to address the diverse needs of employees within organizations.

7. RESEARCH OBJECTIVE

The primary objective of this research is to comprehensively investigate the employee turnover rate at Goa Marriott in the context of employee experience, with a focus on understanding the factors influencing turnover and employee perceptions of their experience within the company. Specifically, the research aims to achieve the following objectives:

1. To understand the reasons for turnover at Goa Marriott.
2. To evaluate the current employee experience, specifically focusing on work environment, workload and work-life balance.

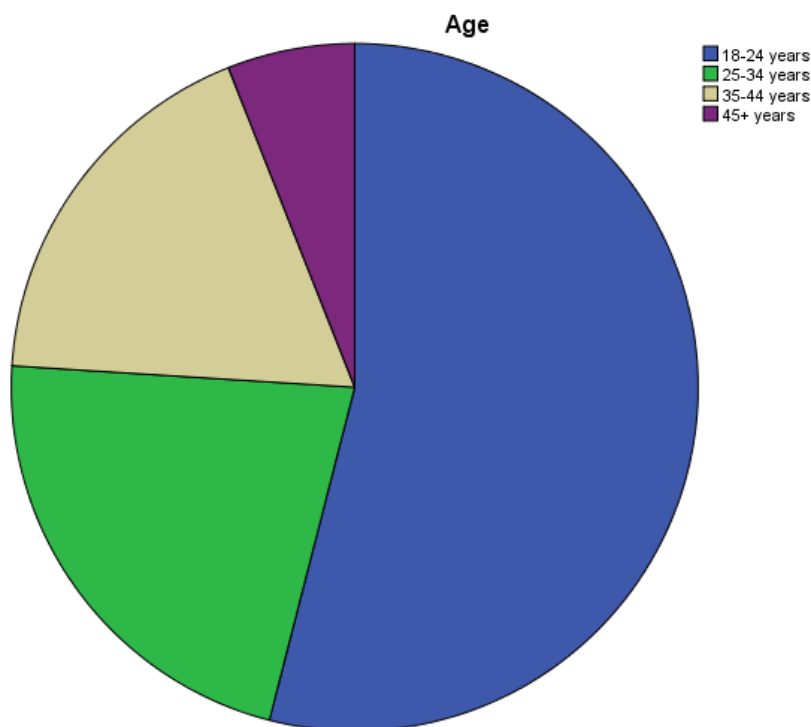
By achieving these research objectives, this study aims to provide Goa Marriott with valuable insights into employee retention and experiences, enabling the development of targeted strategies to improve retention and foster a more engaged and satisfied workforce.

8. RESEARCH METHODOLOGY

This research can help to investigate employees experience and expectation at Goa Marriott Resort and Spa which can be used further for employee retention. The sample size was 100 employees. A survey was conducted in the month of April at Goa Marriott Resort and Spa. To conduct the research, a questionnaire was circulated online in the form of a Google form and the link was sent through Whatsapp and E-mail. The survey collected quantitative data which was collected through closed-ended questions to employees. The data collected was analysed using SPSS software and interpretation was done using the analysis.

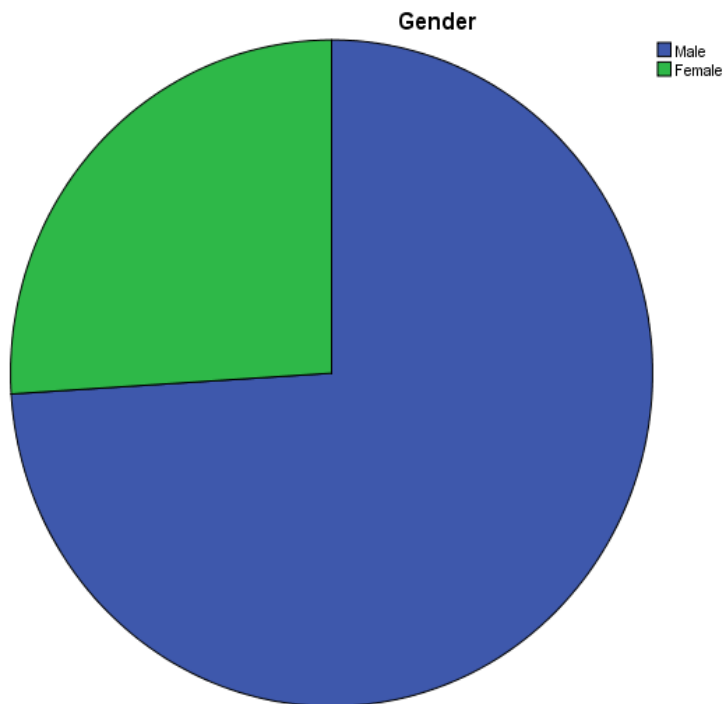
9. DATA ANALYSIS AND RESULT

Age				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-24 years	54	54.0	54.0	54.0
25-34 years	22	22.0	22.0	76.0
35-44 years	18	18.0	18.0	94.0
45+ years	6	6.0	6.0	100.0
Total	100	100.0	100.0	



Based on the data provided, it seems that a significant portion of the surveyed employees falls within the 18 to 24 age range, comprising 54% of the sample. This suggests that strategies aimed at improving employee experience should consider the preferences and needs of younger employees. Additionally, while the percentage decreases with increasing age ranges, there is still a notable presence of employees in the 25 to 44 age range, indicating the importance of tailoring retention strategies to accommodate a diverse workforce. Furthermore, the lower percentage of employees aged 45 and above highlights the need to ensure that retention efforts are inclusive and address the needs of employees at all stages of their careers.

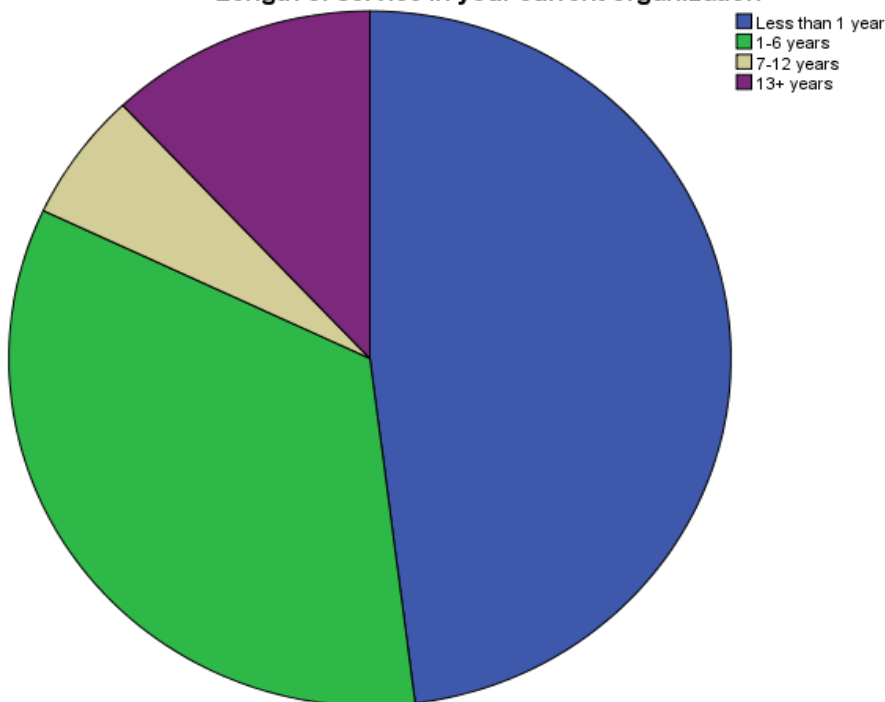
Gender				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	74	74.0	74.0	74.0
Female	26	26.0	26.0	100.0
Total	100	100.0	100.0	



The data indicates a significant gender disparity within the surveyed employee population, with males comprising 74% and females 26%. This suggests a potential imbalance in the workplace that may warrant attention in terms of equity and diversity initiatives. Understanding and addressing the factors contributing to this gender gap could be crucial for creating a more inclusive and supportive work environment. Additionally, it underscores the importance of implementing targeted retention strategies that cater to the specific needs and challenges faced by both male and female employees to promote a more balanced and equitable workforce.

Length of service in your current organization

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 1 year	48	48.0	48.0	48.0
1-6 years	34	34.0	34.0	82.0
Valid 7-12 years	6	6.0	6.0	88.0
13+ years	12	12.0	12.0	100.0
Total	100	100.0	100.0	

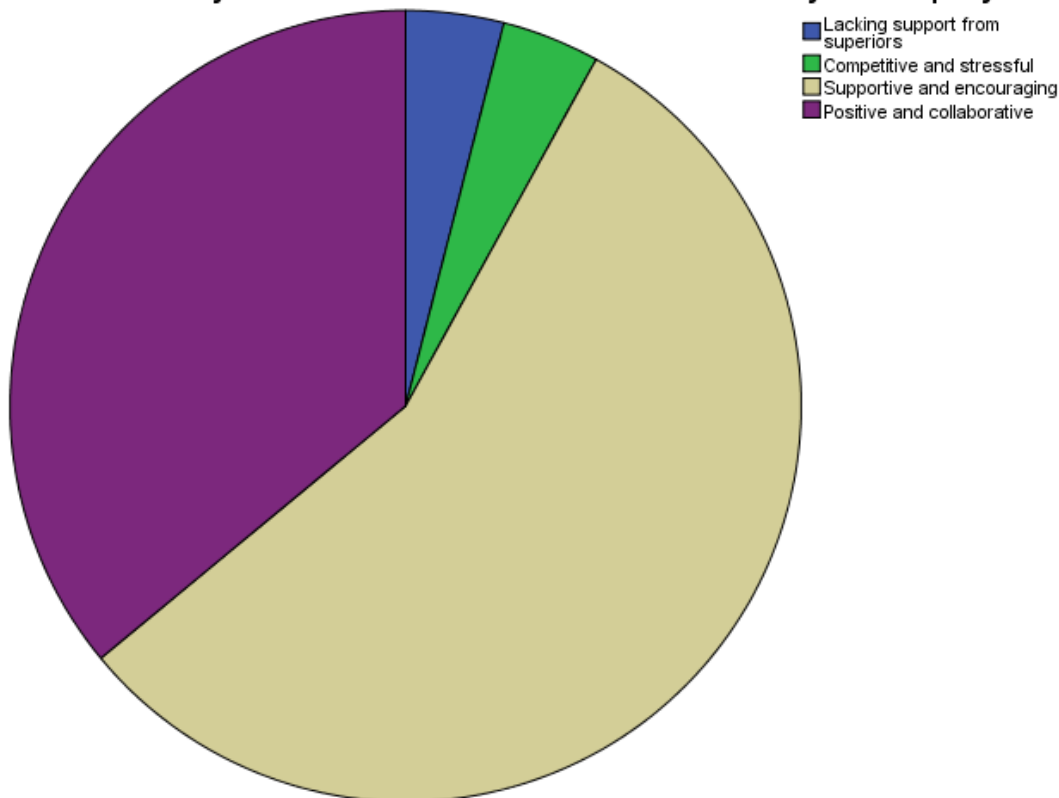
Length of service in your current organization

The data on length of service at the Goa Marriott Resort & Spa reveals several insights. Firstly, a significant portion (48%) of employees have been with the resort for less than a year. This could indicate challenges with employee retention or turnover, suggesting a potential need for improved onboarding processes or retention strategies to increase employee tenure. The second category, comprising 34% of employees with a service length between 1 to 6 years, suggests a considerable number of employees who have stayed with the company for a moderate duration. This group may represent a mix of experienced staff and those who are still relatively new but have chosen to stay with the company. The smaller percentages in the categories of 7 to 12 years (6%) and 13 years and above (12%) indicate a decreasing trend in tenure as the length of service increases. This might suggest challenges in retaining employees over the long term.

How would you describe the overall work environment at your company?

	Frequency	Percent	Valid Percent	Cumulative Percent
Lacking support from superiors	4	4.0	4.0	4.0
Competitive and stressful	4	4.0	4.0	8.0
Supportive and encouraging	56	56.0	56.0	64.0
Positive and collaborative	36	36.0	36.0	100.0
Total	100	100.0	100.0	

How would you describe the overall work environment at your company?

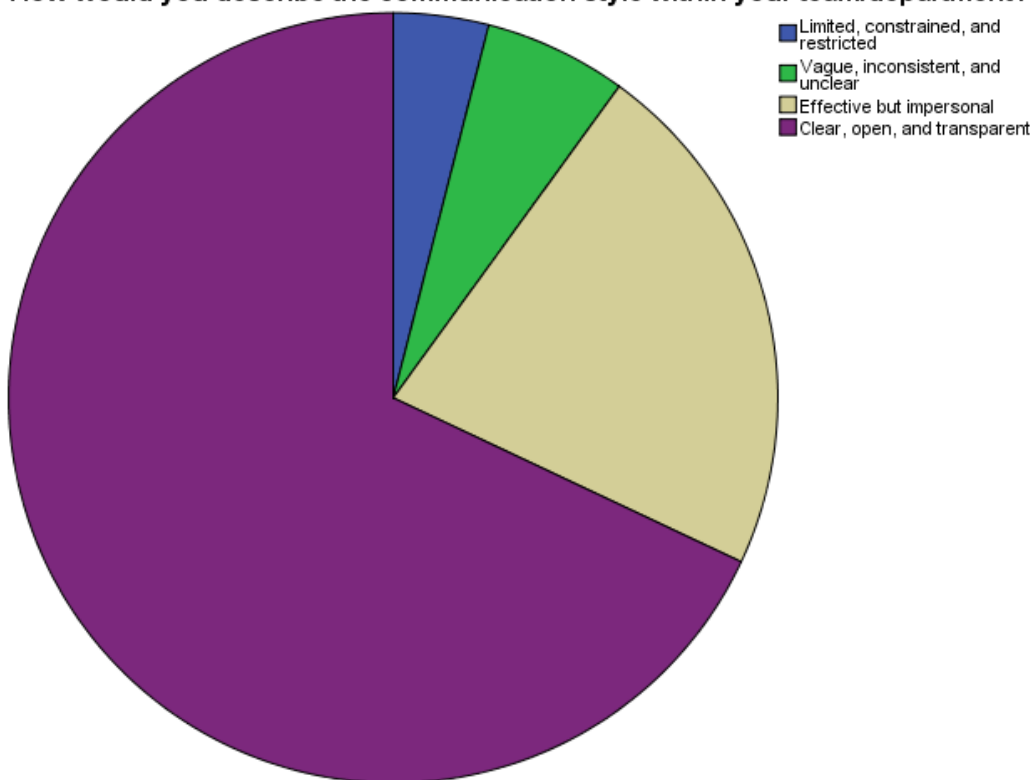


The majority of employees, 56% find the work environment supportive and encouraging, while 36% describe it as positive and collaborative. However, 4% feel a lack of support from superiors, and another 4% find it competitive and stressful. Overall, there's a positive atmosphere, while the majority of employees perceive the work environment positively, there is still room for improvement in certain areas to ensure that all employees feel supported, valued, and able to thrive within the organization.

How would you describe the communication style within your team/department?

	Frequency	Percent	Valid Percent	Cumulative Percent
Limited, constrained, and restricted	4	4.0	4.0	4.0
Vague, inconsistent, and unclear	6	6.0	6.0	10.0
Effective but impersonal	22	22.0	22.0	32.0
Clear, open, and transparent	68	68.0	68.0	100.0
Total	100	100.0	100.0	

How would you describe the communication style within your team/department?

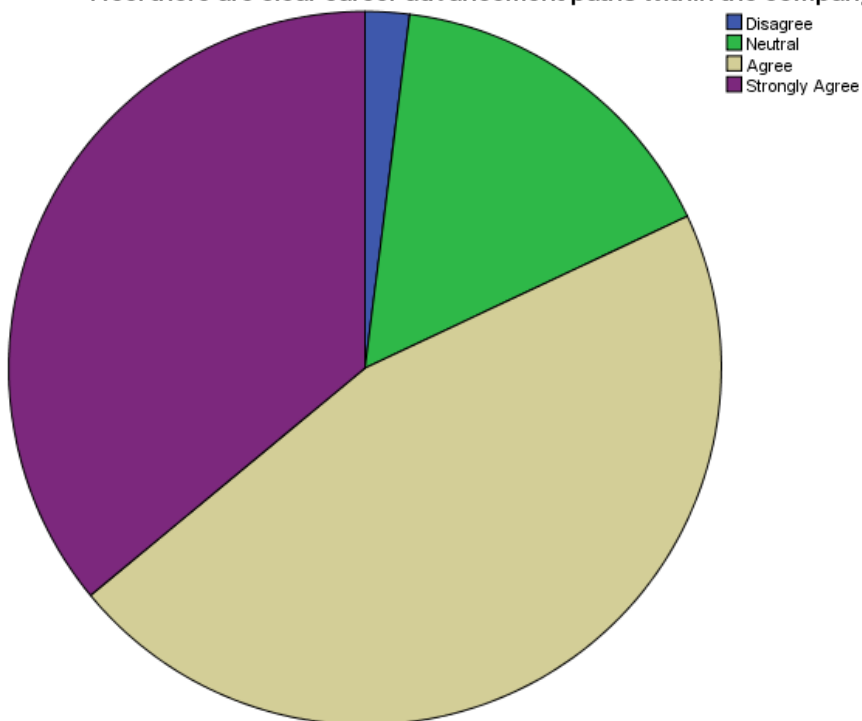


Firstly, the majority of respondents 68% perceive the communication style as clear, open, and transparent. This suggests that the department has established effective communication practices that foster clarity and openness, which can contribute to a positive work environment and better collaboration among team members. However, 22% view the communication as effective but impersonal. Additionally, smaller percentages of respondents perceive the communication style negatively. 6% find it vague, inconsistent, and unclear, while 4% describe it as limited, constrained, and restricted.

I feel there are clear career advancement paths within the company

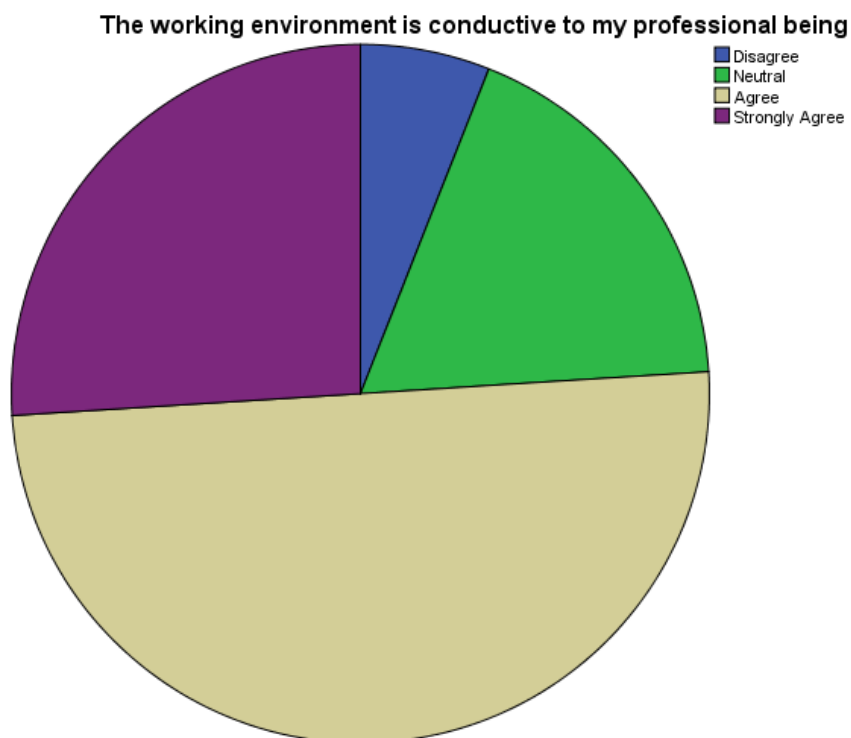
	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	2	2.0	2.0	2.0
Neutral	16	16.0	16.0	18.0
Valid Agree	46	46.0	46.0	64.0
Strongly Agree	36	36.0	36.0	100.0
Total	100	100.0	100.0	

I feel there are clear career advancement paths within the company



Most employees feel there are clear career advancement paths within the company, with 46% agreeing and 36% strongly agreeing. However, 2% disagree, indicating some employees don't see clear paths. Another 16% are neutral, suggesting they may need more clarity or information about career opportunities. Overall, the company has positive perceptions about career advancement, but there's room to address concerns and provide more guidance to employees.

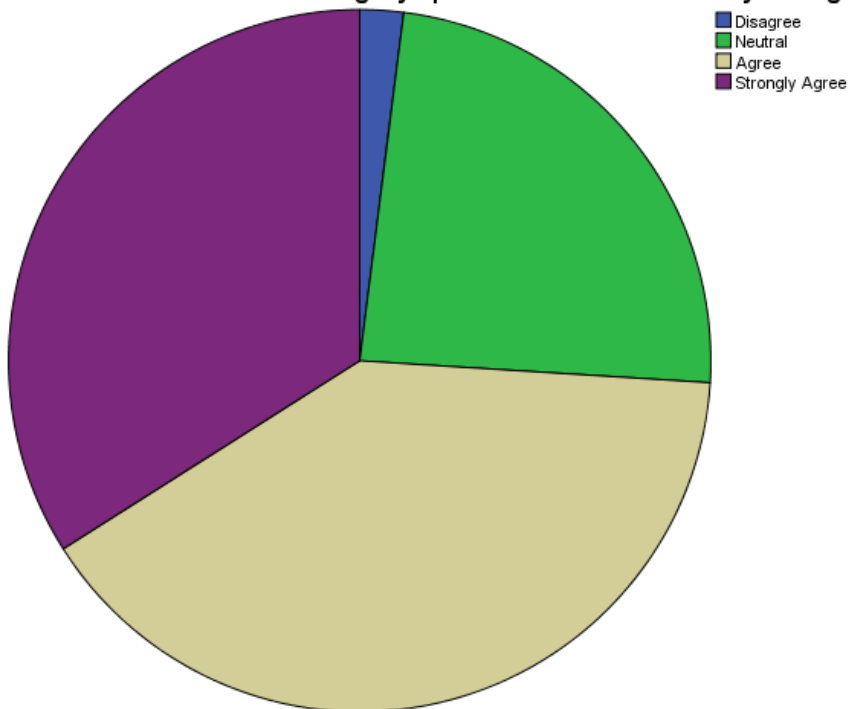
The working environment is conducive to my professional being				
	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	6	6.0	6.0	6.0
Neutral	18	18.0	18.0	24.0
Valid Agree	50	50.0	50.0	74.0
Strongly Agree	26	26.0	26.0	100.0
Total	100	100.0	100.0	



Most employees feel the working environment supports their professional well-being, with 50% agreeing and 26% strongly agreeing. However, 6% disagree, showing some dissatisfaction. Another 18% are neutral, indicating they may have mixed feelings. Overall, the majority of employees find the environment conducive to their growth.

I feel comfortable voicing my opinions and concerns to my manager.

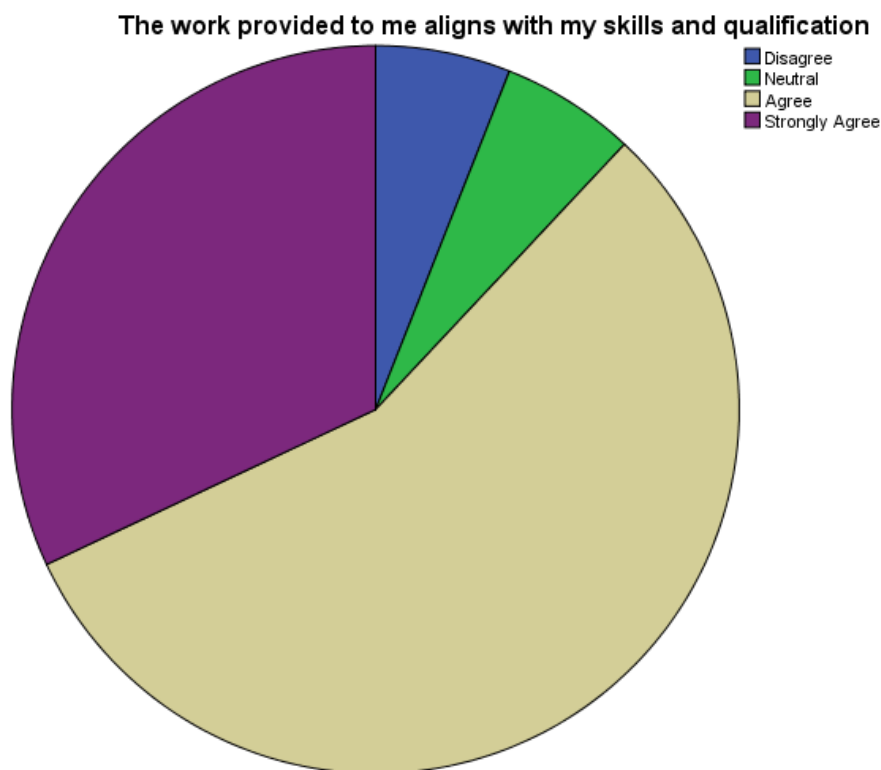
	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	2	2.0	2.0	2.0
Neutral	24	24.0	24.0	26.0
Valid Agree	40	40.0	40.0	66.0
Strongly Agree	34	34.0	34.0	100.0
Total	100	100.0	100.0	

I feel comfortable voicing my opinions and concerns to my manager.

The majority of respondents 40% agree and 34% strongly agree express positive sentiments, indicating that they feel comfortable speaking up to their manager. This suggests that a significant portion of employees feel empowered to share their thoughts and concerns, which is essential for fostering open communication and a supportive work environment. 24% of respondents remain neutral on the statement, suggesting they may have mixed feelings or are undecided about their comfort level in expressing themselves to their manager. However, it's notable that a small percentage of respondents 2% disagree with the statement, indicating that there are employees who do not feel comfortable voicing their opinions or concerns to their manager.

The work provided to me aligns with my skills and qualification

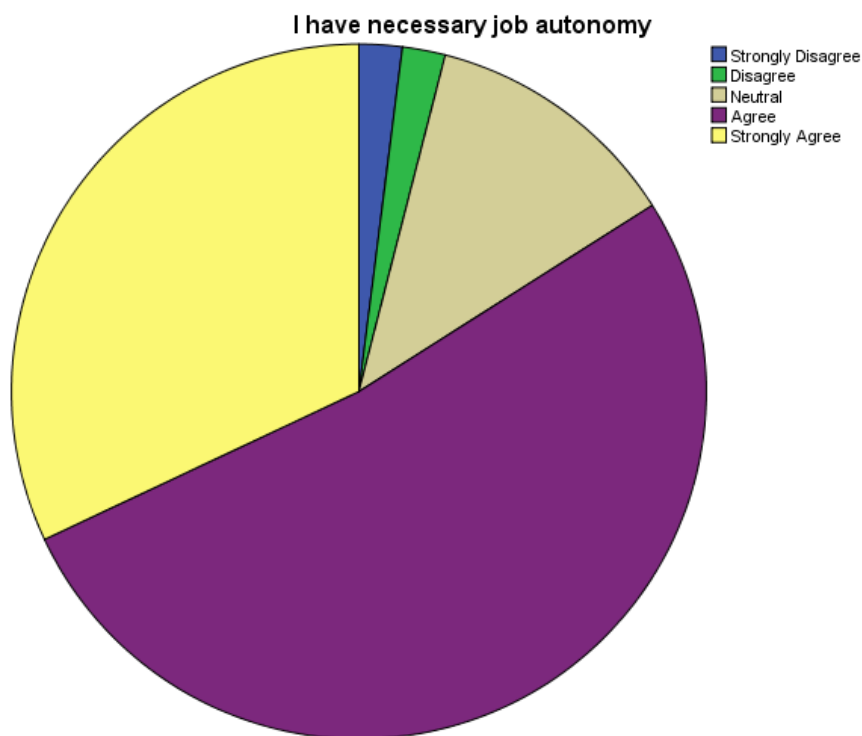
	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	6	6.0	6.0	6.0
Neutral	6	6.0	6.0	12.0
Valid Agree	56	56.0	56.0	68.0
Strongly Agree	32	32.0	32.0	100.0
Total	100	100.0	100.0	



The majority of respondents, 56% agree and 32% strongly agree express positive sentiments, indicating that they feel the work assigned to them matches their skills and qualifications. This suggests that a significant portion of employees feel appropriately challenged and valued for their expertise, which is essential for job satisfaction and retention. A small percentage of respondents 6% disagree with the statement, indicating that there are employees who do not feel that the work provided aligns with their skills and qualifications. 6% of respondents remain neutral on the statement, suggesting they may have mixed feelings or are undecided about the alignment between their skills and the work they are assigned.

I have necessary job autonomy

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	2.0	2.0	2.0
Disagree	2	2.0	2.0	4.0
Neutral	12	12.0	12.0	16.0
Agree	52	52.0	52.0	68.0
Strongly Agree	32	32.0	32.0	100.0
Total	100	100.0	100.0	

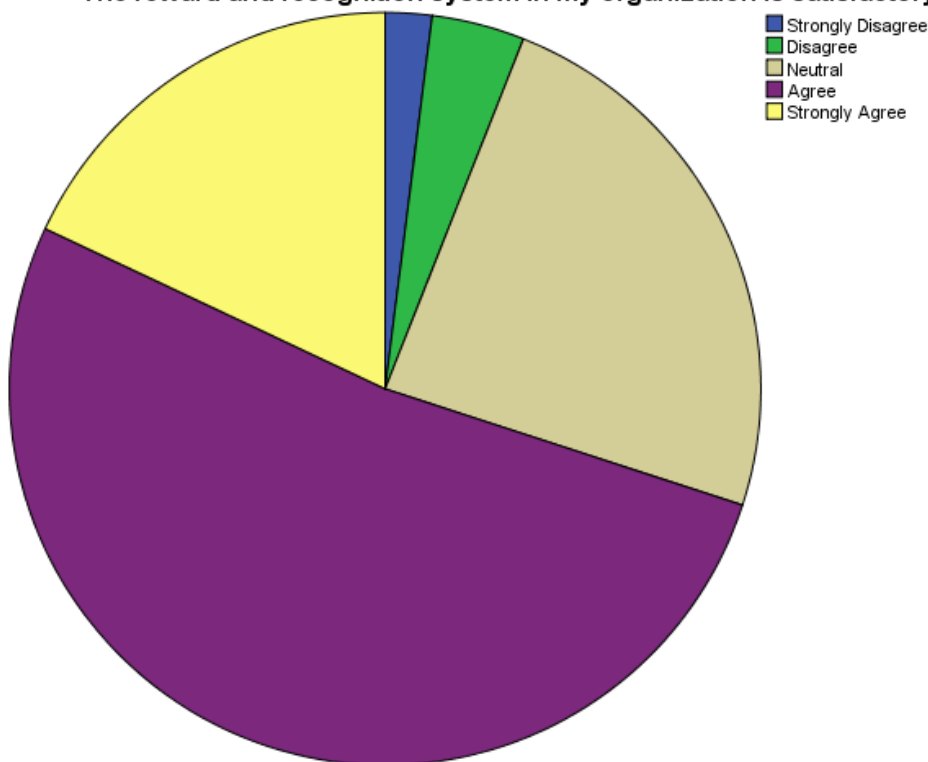


The majority of respondents, 52% agree and 32% strongly agree express positive sentiments, indicating that they feel they have the necessary job autonomy. This suggests that a significant portion of employees feel empowered to make decisions and take ownership of their work, which is important for job satisfaction and productivity. However, a small percentage of respondents 2% strongly disagree and 2% disagree express dissatisfaction with the level of job autonomy. This indicates that there are employees who feel constrained or micromanaged in their roles, which could potentially lead to feelings of frustration or disengagement. Additionally, 12% of respondents remain neutral on the statement, suggesting they may have mixed feelings or are undecided about the level of job autonomy they have.

The reward and recognition system in my organization is satisfactory

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	2.0	2.0	2.0
Disagree	4	4.0	4.0	6.0
Neutral	24	24.0	24.0	30.0
Agree	52	52.0	52.0	82.0
Strongly Agree	18	18.0	18.0	100.0
Total	100	100.0	100.0	

The reward and recognition system in my organization is satisfactory

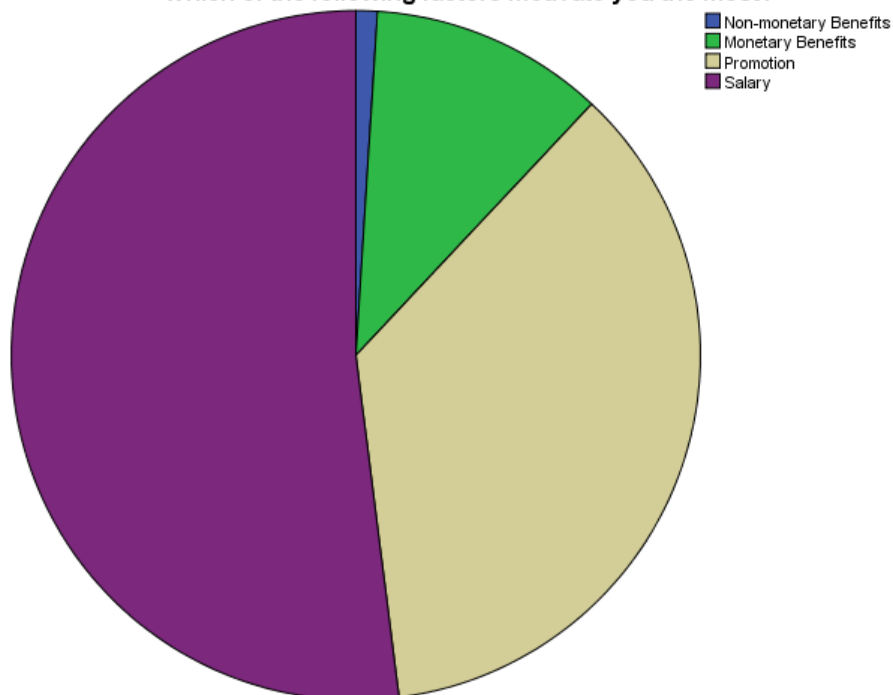


The majority of respondents, 52% agree and 18% strongly agree express positive sentiments, indicating that they find the reward and recognition system satisfactory. This suggests that a significant portion of employees feel valued and appreciated for their contributions, which is essential for motivation and retention. 24% of respondents remain neutral on the statement, suggesting they may have mixed feelings about the satisfaction with the reward and recognition system. However, a small percentage of respondents, 2% strongly disagree and 4% disagree express dissatisfaction with the reward and recognition system. This indicates that there are employees who feel that the current system is not meeting their expectations or adequately recognizing their efforts.

Which of the following factors motivate you the most?

	Frequency	Percent	Valid Percent	Cumulative Percent
Non-monetary Benefits	1	1.0	1.0	1.0
Monetary Benefits	11	11.0	11.0	12.0
Valid Promotion	36	36.0	36.0	48.0
Salary	52	52.0	52.0	100.0
Total	100	100.0	100.0	

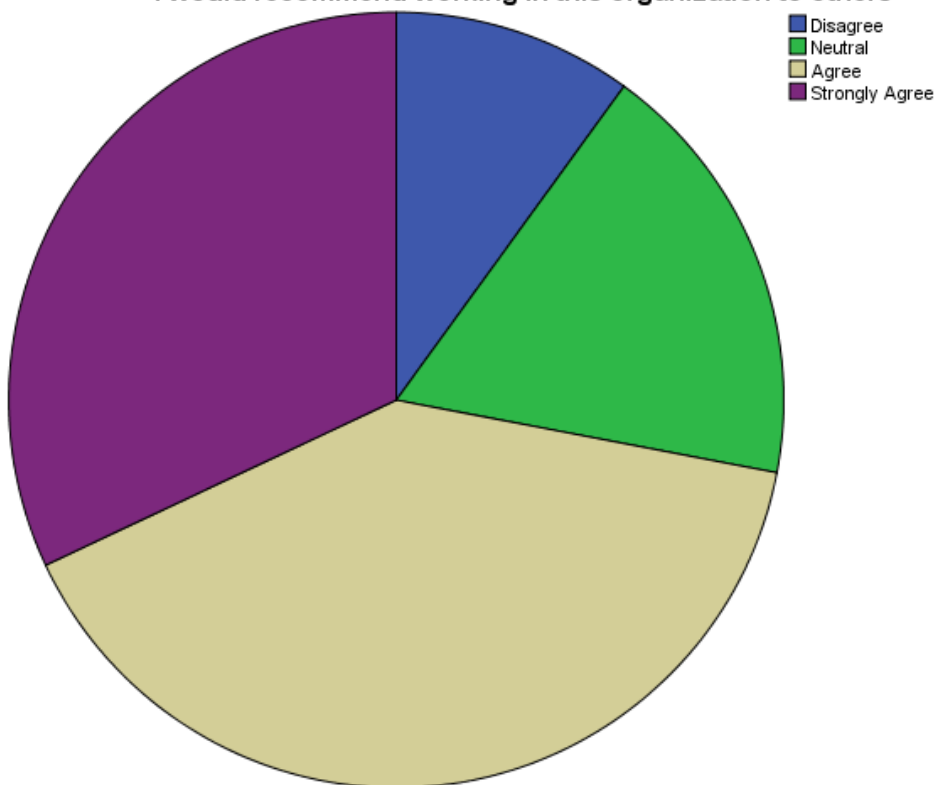
Which of the following factors motivate you the most?



The majority of respondents 52% indicate that salary is their primary motivation. This suggests that employees place significant importance on their monetary compensation as a key driver of their engagement and satisfaction in the workplace. Following closely, 36% of respondents cite promotion opportunities as a motivating factor. This underscores the importance of career advancement and growth opportunities in keeping employees motivated and committed to their work. However, a small percentage of respondents 1% for non-monetary benefits and 11% for monetary benefits mention as a motivating factor. While these benefits are valued by some, they are not as significant as salary or promotion opportunities for the majority of employees.

I would recommend working in this organization to others

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	10	10.0	10.0	10.0
Neutral	18	18.0	18.0	28.0
Valid Agree	40	40.0	40.0	68.0
Strongly Agree	32	32.0	32.0	100.0
Total	100	100.0	100.0	

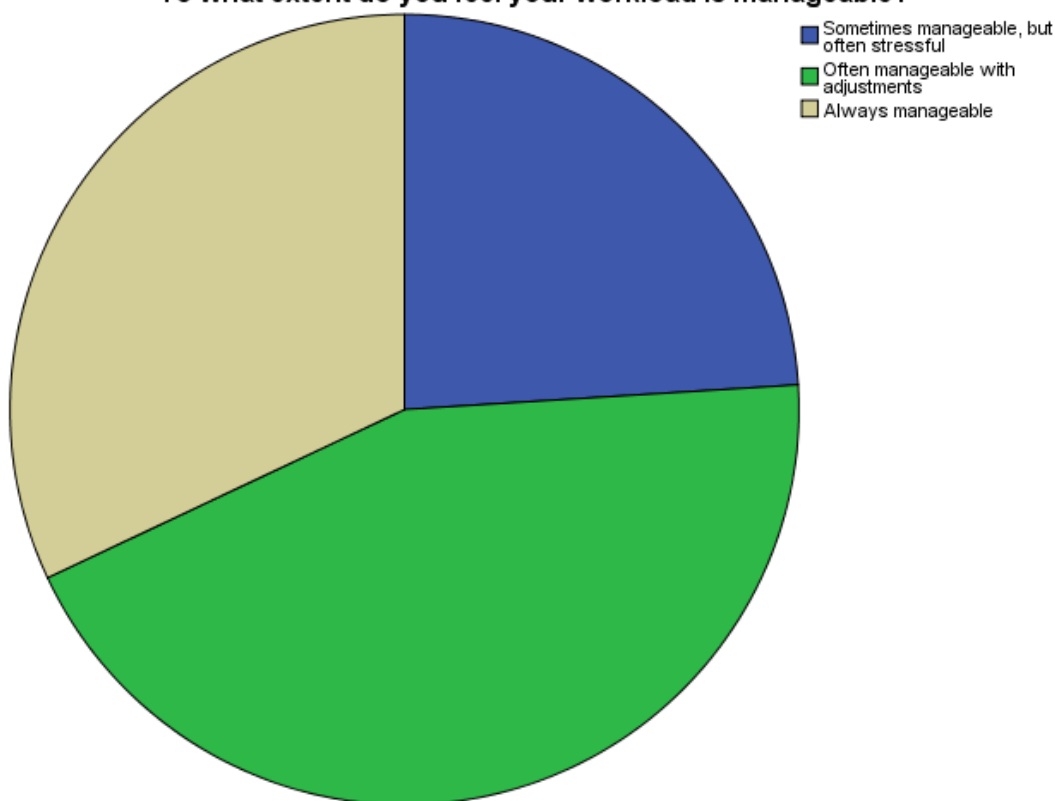
I would recommend working in this organization to others

The majority of respondents 40% agree and 32% strongly agree express positive sentiments, indicating that they would recommend working in the organization to others. This suggests that a significant portion of employees are satisfied with their experience and view the organization favorably, which can contribute to positive employer branding and recruitment efforts. However, it's notable that a portion of respondents 10% disagree with the statement, indicating that there are employees who would not recommend the organization to others. Additionally, 18% of respondents remain neutral on the statement, suggesting they may have mixed feelings.

To what extent do you feel your workload is manageable?

	Frequency	Percent	Valid Percent	Cumulative Percent
Sometimes manageable, but often stressful	24	24.0	24.0	24.0
Often manageable with adjustments	44	44.0	44.0	68.0
Always manageable	32	32.0	32.0	100.0
Total	100	100.0	100.0	

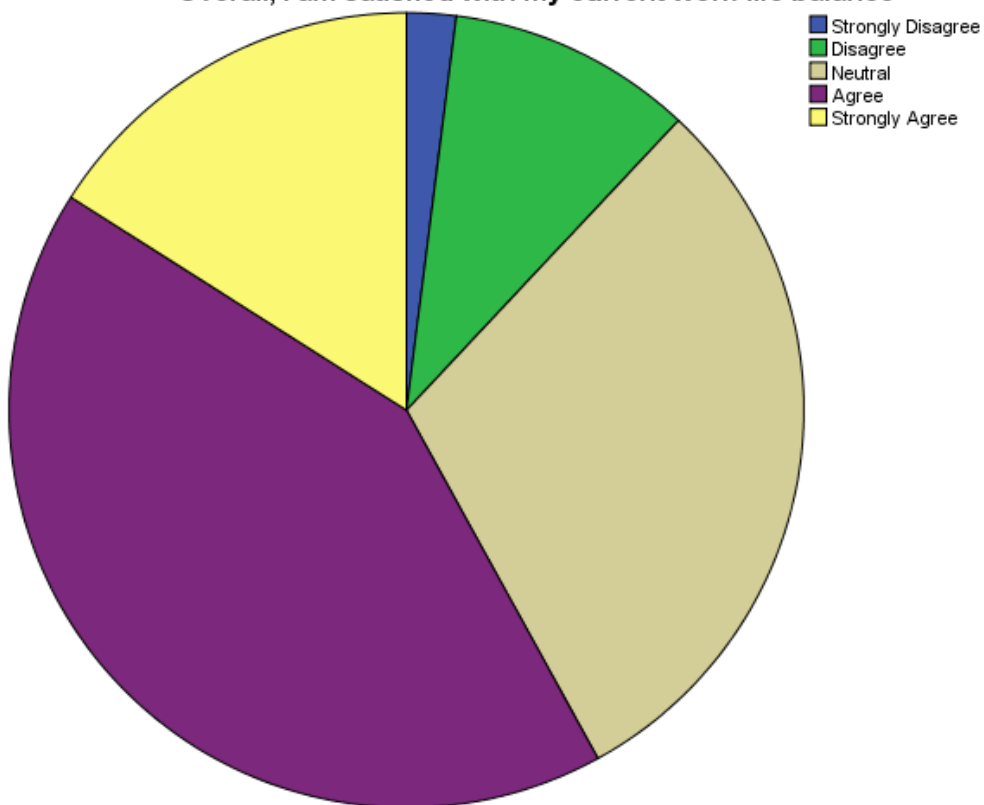
To what extent do you feel your workload is manageable?



The majority of respondents, 44% often manageable with adjustments and 32% always manageable express positive sentiments, indicating that they generally find their workload manageable. This suggests that a significant portion of employees feel capable of handling their tasks effectively, which is crucial for job satisfaction and well-being. However, it's important to note that a portion of respondents 24% indicate that their workload is sometimes manageable but often stressful. This suggests that there are challenges or stressors within the work environment that can impact employees' ability to manage their workload effectively.

Overall, I am satisfied with my current work-life balance

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	2.0	2.0	2.0
Disagree	10	10.0	10.0	12.0
Neutral	30	30.0	30.0	42.0
Agree	42	42.0	42.0	84.0
Strongly Agree	16	16.0	16.0	100.0
Total	100	100.0	100.0	

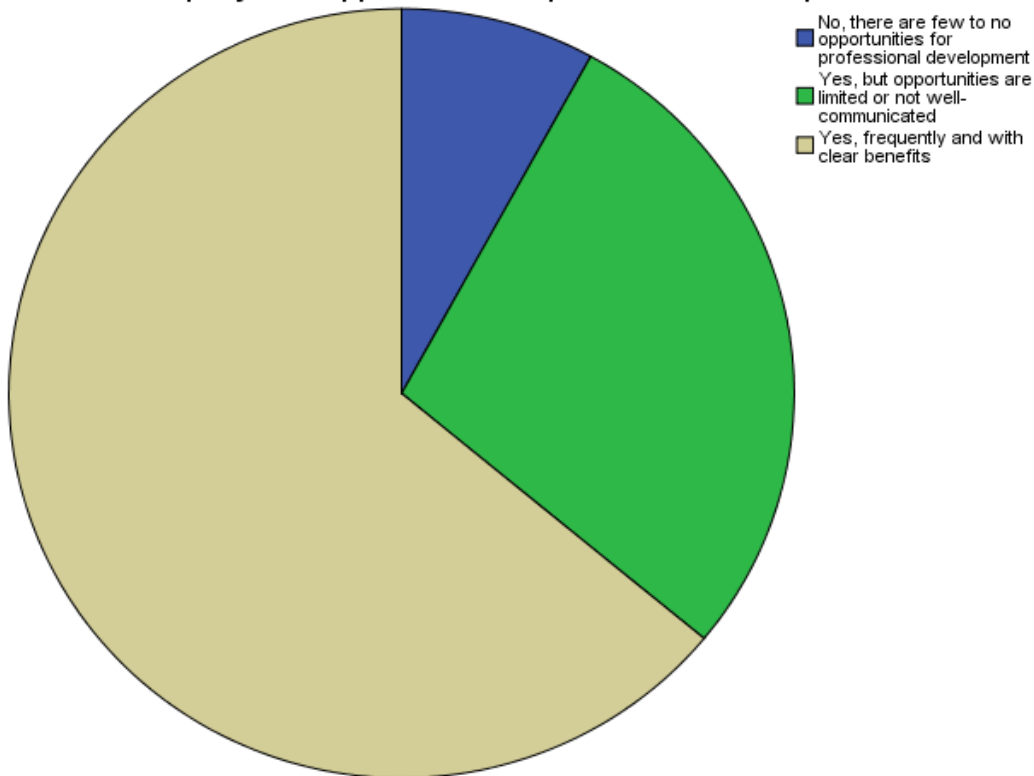
Overall, I am satisfied with my current work-life balance

The majority of respondents, 42% agree and 16% strongly agree express positive sentiments, indicating that they are satisfied with their current work-life balance. This suggests that a significant portion of employees feel that they are able to effectively balance their work responsibilities with their personal lives, which is essential for overall job satisfaction and mental well-being. 30% of respondents remain neutral on the statement, suggesting they may have mixed feelings about their work-life balance. However, 2% strongly disagree and 10% disagree express dissatisfaction with their work-life balance. This suggests that there are employees who feel that their work demands are encroaching on their personal time or negatively impacting their quality of life.

Does the company offer opportunities for professional development and learning

	Frequency	Percent	Valid Percent	Cumulative Percent
No, there are few to no opportunities for professional development	8	8.0	8.0	8.0
Yes, but opportunities are limited or not well-communicated	28	28.0	28.0	36.0
Yes, frequently and with clear benefits	64	64.0	64.0	100.0
Total	100	100.0	100.0	

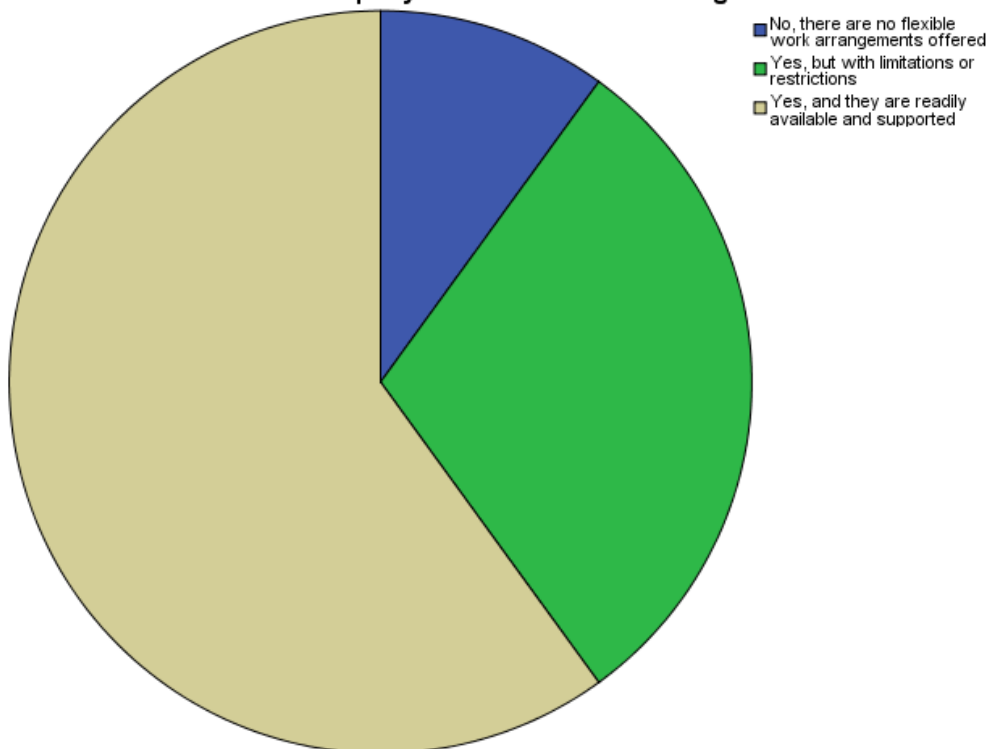
Does the company offer opportunities for professional development and learning



The majority of respondents 64% express positive sentiments, indicating that they believe the company offers professional development opportunities frequently and with clear benefits. This suggests that a significant portion of employees feel that they have access to valuable learning experiences that contribute to their growth and advancement within the organization. It's important to note that a portion of respondents, 8% feel that there are no opportunities and 28% feel that the opportunities are limited or not well-communicated. Expressing dissatisfaction or concerns regarding professional development within the company.

Does the company offer flexible work arrangements

	Frequency	Percent	Valid Percent	Cumulative Percent
No, there are no flexible work arrangements offered	10	10.0	10.0	10.0
Yes, but with limitations or restrictions	30	30.0	30.0	40.0
Yes, and they are readily available and supported	60	60.0	60.0	100.0
Total	100	100.0	100.0	

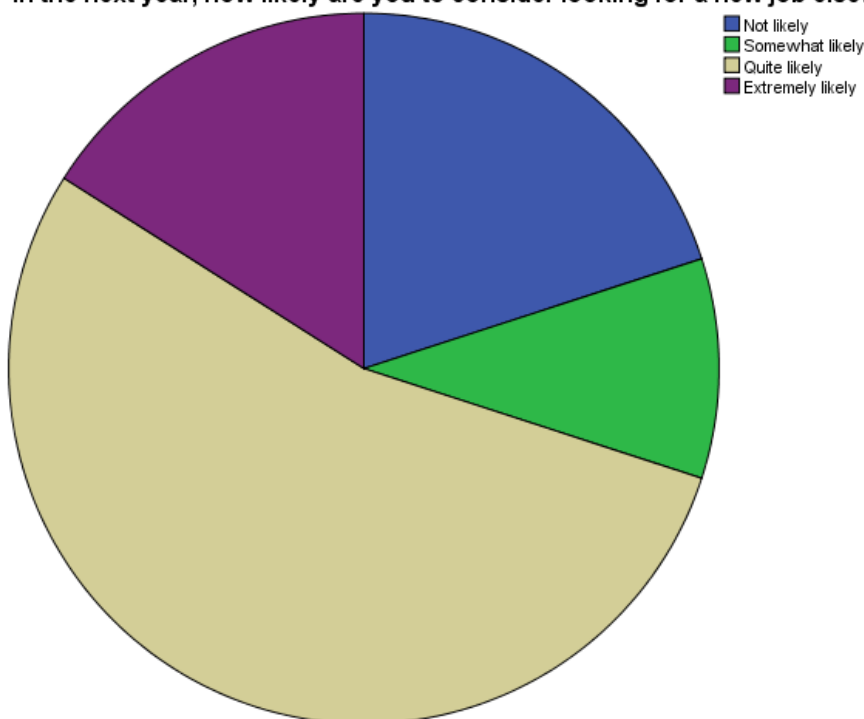
Does the company offer flexible work arrangements

The majority of respondents 60% express positive sentiments, indicating that they believe flexible work arrangements are readily available and supported by the company. This suggests that a significant portion of employees feel that they have the flexibility they need to balance work and personal responsibilities effectively, which is important for job satisfaction and work-life balance. However, it's important to note that a portion of respondents, 10% no flexible work arrangement offered and 30% yes, but with limitations or restrictions, express dissatisfaction or concerns regarding flexible work arrangements. This suggests that there are employees who either do not have access to flexible work options or feel that existing arrangements come with limitations or restrictions.

In the next year, how likely are you to consider looking for a new job elsewhere?

	Frequency	Percent	Valid Percent	Cumulative Percent
Not likely	20	20.0	20.0	20.0
Somewhat likely	10	10.0	10.0	30.0
Valid Quite likely	54	54.0	54.0	84.0
Extremely likely	16	16.0	16.0	100.0
Total	100	100.0	100.0	

In the next year, how likely are you to consider looking for a new job elsewhere?



The majority of respondents, 54% quite likely and 16% extremely likely express a significant likelihood of considering looking for a new job elsewhere within the next year. This suggests that a considerable portion of employees are contemplating leaving their current position, which could indicate dissatisfaction or a desire for change in their professional lives. Additionally, 10% of respondents indicate that they are somewhat likely to consider looking for a new job, while 20% express that they are not likely to do so. While these percentages are lower than those indicating a strong likelihood, they still represent a noteworthy portion of the workforce considering potential job changes.

10. RESEARCH FINDINGS AND DISCUSSION

Objective	Statement	Mean
1. To understand the reasons for turnover at Goa Marriott	<ul style="list-style-type: none"> • The reward and recognition system in my organization is satisfactory. 	3.8
	<ul style="list-style-type: none"> • I feel I have been provided with a proper career growth path. 	4.16
	<ul style="list-style-type: none"> • The working environment is conducive to my professional being. 	3.96
	<ul style="list-style-type: none"> • The work provided to me aligns with my skills and qualification. 	4.14
2.To evaluate the current employee experience, specifically focusing on work environment, workload and work-life balance.	<ul style="list-style-type: none"> • I feel comfortable voicing my opinions and concerns to my manager 	4.06
	<ul style="list-style-type: none"> • I have the necessary job autonomy 	4.1
	<ul style="list-style-type: none"> • I would recommend working in this organization to others 	3.94
	<ul style="list-style-type: none"> • Overall, I am satisfied with my current work-life balance 	3.6

Based on the survey conducted, here are the key findings regarding the reasons for turnover at Goa Marriott. The mean score of 3.8 suggests that the reward and recognition system are somewhat satisfied in the organization.

Career Growth Path, with a mean score of 4.16, employees generally feel that they have been provided with a proper career growth path. This indicates a high level of satisfaction and suggests that the organization is effectively communicating and supporting career advancement opportunities for its employees.

Working Environment, the mean score of 3.96 suggests that employees generally perceive the working environment as conducive to their professional well-being. While it indicates a positive perception overall, there may be areas where the organization can further enhance the work environment to better support employee satisfaction and retention.

Alignment of work with skills and qualifications, with a mean score of 4.14. Employees feel that the work provided to them aligns well with their skills and qualifications. This indicates that employees generally feel engaged and appropriately challenged in their roles, which is important for job satisfaction and retention.

For evaluating the current employee experience focusing on work environment, workload, and work-life balance. Comfort in voicing opinions and concerns, with a mean score of 4.06, employees generally feel comfortable voicing their opinions and concerns to their manager. This suggests that there is open communication between employees and management, which is important for fostering a supportive work environment.

The mean score of 4.1 indicates that employees feel they have the necessary job autonomy. This suggests that employees feel empowered to make decisions and take ownership of their work, which can contribute to job satisfaction and motivation.

Likelihood to recommend the organization to others, with a mean score of 3.94. Employees are generally positive about recommending the organization to others. While it indicates a relatively high level of satisfaction, there may be areas where the organization can further improve to increase encouragement among employees.

Satisfaction with work-life balance, the mean score of 3.6 suggests that employees are somewhat satisfied with their current work-life balance. However, there may be room for improvement to support employees in achieving a healthy balance between work and personal life, which is crucial for overall well-being and job satisfaction.

Overall, the findings suggest that while employees generally feel satisfied with aspects such as career growth opportunities and alignment of work with their skills, there may be areas for improvement in the reward and recognition system and the working environment to further enhance employee satisfaction and reduce turnover. The findings also indicate positive aspects such as comfort in communication with management and perceived job autonomy. However, there are areas for improvement, particularly in enhancing work-life balance and possibly strengthening employee advocacy for the organization. Addressing these areas can contribute to a more positive employee experience and higher levels of engagement and retention.

11. CONCLUSION

In conclusion, the findings from the survey on employee retention and strategies to improve employee experience provide valuable insights into the current state of the organization and highlight areas for focus and improvement.

While the majority of employees perceive the work environment as supportive and encouraging, and communication within the team as effective and transparent, there are still challenges and opportunities to be addressed.

Key areas identified for improvement include ensuring clear advancement paths within the company, enhancing the award and recognition system, and addressing any limitations or restrictions in flexible work arrangements.

Additionally, while salary remains a primary motivator for employees, providing opportunities for professional development and learning, as well as promoting work-life balance and offering flexible work arrangements, are crucial factors in retaining talent and improving the overall employee experience.

By implementing targeted strategies to address these areas and aligning organizational practices with employee needs and preferences, the organization can enhance employee satisfaction, engagement, and retention, ultimately driving organizational success and fostering a positive and supportive work culture.

12. MANAGERIAL IMPLICATIONS

The managerial implications stemming from the demographic insights of a predominantly young workforce, particularly in the age group of 18-24 years, suggest several strategies to enhance the initial experience of employees, starting from onboarding:

- **Improved Onboarding Experience:** Implementing an engaging and informative onboarding process is essential to set a positive tone for new employees. Introducing a video orientation session providing an overview of the organization's history, branches, leadership, and values can help new hires better understand the company culture and their place within it.
- **Efficient Uniform Distribution:** Streamlining the process of uniform distribution can significantly improve the initial experience of new employees. Preparing sets of commonly used sizes and having them readily available for immediate issue, with alterations as needed, can reduce the waiting time for receiving uniforms.
- **Accessible Grievance Mechanisms:** Providing a confidential and accessible channel for employees to voice their concerns and grievances is crucial for maintaining a positive work environment. Introducing a grievance box where employees can anonymously submit queries and complaints can encourage open communication and address issues promptly.
- **Inclusive Welcome Practices:** Ensuring that all employees, regardless of their position, receive a warm welcome and acknowledgment is important for fostering a sense of belonging. Implementing a small welcome gift, such as a diary and pen, for non-management employees can show appreciation and help them feel valued from their first day.

By implementing these managerial implications, the organization can enhance the initial experience of new employees, foster a positive work environment, and improve overall employee satisfaction and retention. These strategies demonstrate a commitment to employee well-being and lay the foundation for long-term success and engagement within the organization.

CHAPTER 2: TASK HANDLED

During my internship, I handled a diverse range of tasks that contributed to the smooth functioning of operations within the organization. These tasks included:

- **Initial Screening of CVs:** Responsible for reviewing and assessing resumes to identify suitable candidates for various positions within the organization, ensuring alignment with job requirements and qualifications.
- **Uploading Activities on the Website (Marriott Global Source):** Managed the content upload process on the company's website platform, ensuring accurate and timely dissemination of information of the events and activities held.
- **Daily Packet of upcoming events, birthdays, anniversaries, hotel occupancy, and departure information,** facilitating effective communication among employees.
- **Certificate Generation:** Designed and generated certificates for employees and trainees to recognize their achievements, milestones, and who participated in training programs.
- **PowerPoint Presentation Creation for Townhall Meetings:** Developed engaging and informative PowerPoint presentations for townhall meetings, incorporating relevant data, visuals, and key messages to effectively communicate with employees.
- **Employee Onboarding:** Facilitated the joining process for new employees and trainees, guiding them through the necessary paperwork and familiarization.
- **Thundering Thursday Activities:** Organized and conducted Thundering Thursday events aimed at boosting employee morale and engagement through interactive games and activities. Additionally, created engaging content such as reels for posting on the associate Instagram handle to showcase the fun within the organization.
- **Preparing Birthday and Anniversary Cards and Vouchers** for employees.
- **Preparing ID cards** for employees.
- **Making and designing invitation cards** for Women's Day and Annual Day.

CHAPTER 3: LEARNINGS

Throughout my internship, I undertook a diverse array of responsibilities that significantly contributed to the operational efficiency of the organization. These tasks involved various sides of human resource management and communication, offering valuable learning experiences. Conducting the initial screening of CVs equipped me with the skills to evaluate resumes effectively, ensuring a match between candidates' qualifications and organizational requirements. Managing the uploading process on the company's website platform enhanced my proficiency in digital content management, emphasizing the importance of accurate and timely distribution of information. Organizing Thundering Thursday activities demonstrated the value of employee engagement initiatives in fostering a sense of companionship, boosting morale, and promoting employee retention within the organization.

Overall, these tasks collectively contributed to my professional development, providing invaluable insights into various aspects of human resource management, communication, teamwork, and employee engagement. They underscored the importance of fostering a positive work environment and prioritizing employee experience to drive organizational success.

CHAPTER 4: CHALLENGES

- Time Management: Balancing multiple tasks and deadlines had been challenging, especially when tasked with handling various responsibilities simultaneously.
- Communicating effectively with colleagues and supervisors, particularly in a diverse and dynamic work environment, had posed challenges.
- Mastering new technical skills or software platforms required for specific tasks or projects presented challenges, especially with limited prior experience.
- Meeting tight deadlines and managing workload demands caused pressure.
- Maintaining a healthy work-life balance during the internship, especially when the workload was demanding and challenging.

While these challenges are common in internships, they also present valuable learning opportunities for personal and professional growth, flexibility, and development. Overcoming these challenges demonstrates adaptability, perseverance, and the ability to thrive in diverse work environments.

Annexure (Questionnaire)

Thank you for taking the time to complete this survey. Your honest feedback is crucial in helping us understand your experience at Goa Marriott Resort & Spa and identify areas for improvement.

1. Age:

- 18-24 years
- 25-34 years
- 35-44 years
- 45+ years

2. Gender:

- Male
- Female

3. How long have you been working in your current organization?

- Less than 1 year
- 1-6 years
- 7-12 years
- 13+ years

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I feel there are clear career advancement paths within the company					
The working environment is conducive to my professional being					
I feel comfortable voicing my opinions and concerns to my manager					
The work provided to me aligns with my skills and qualification					
I have the necessary job					

autonomy ((having control over, how, where and what work I do)					
The reward and recognition system in my organization is satisfactory					
Salary motivates me the most					
I would recommend working in this organization to others					
Overall, I am satisfied with my current work-life balance					

4. How would you describe the overall work environment at your company?

- Positive and collaborative
- Supportive and encouraging
- Competitive and stressful
- Lacking support from superiors

5. How would you describe the communication style within your team/department?

- Clear, open, and transparent
- Effective but impersonal
- Vague, inconsistent, and unclear
- Limited, constrained, and restricted

6. To what extent do you feel your workload is manageable?

- Always manageable
- Often manageable with adjustments
- Sometimes manageable, but often stressful
- Frequently unmanageable and overwhelming

7. Does the company offer opportunities for professional development and learning (e.g., training, conferences)?

- Yes, frequently and with clear benefits
- Yes, but opportunities are limited or not well-communicated
- No, there are few to no opportunities for professional development

8. Which of the following factors motivate you the most?

- Salary
- Promotion
- Monetary Benefits
- Non-monetary benefits

9. In the next year, how likely are you to consider looking for a new job elsewhere?

- Extremely likely
- Quite likely
- Somewhat likely
- Not likely

(Soni, 2017)

**Please note that all responses will be kept confidential.
Thank you for your participation!**

Appendix I: Sample of the work done



Placard for Annual Day



Invitation for the Annual Day for Excom & LST



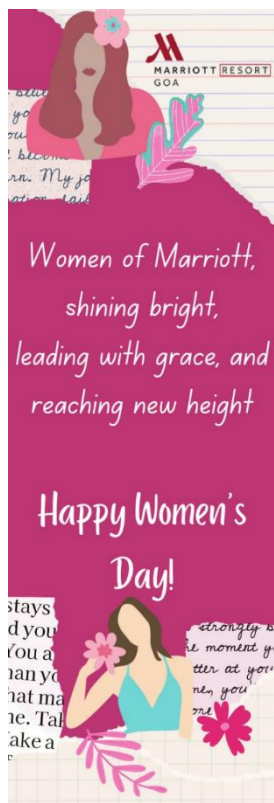
Backdrop image for Stage



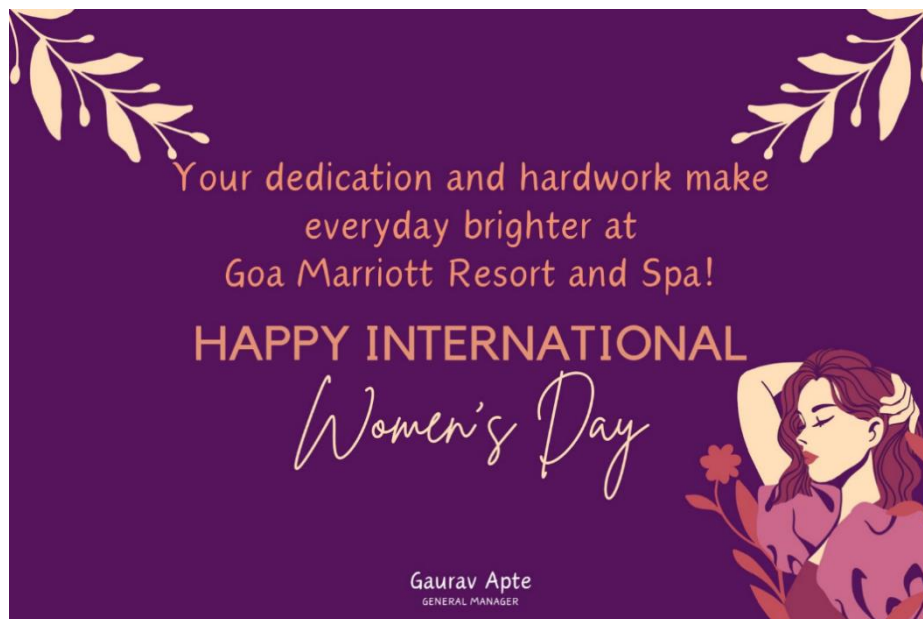
Invitation Card for Annual Day



Dance Off flyer for annual day



Bookmark made for Women's Day



Appreciation Card for Women's Day



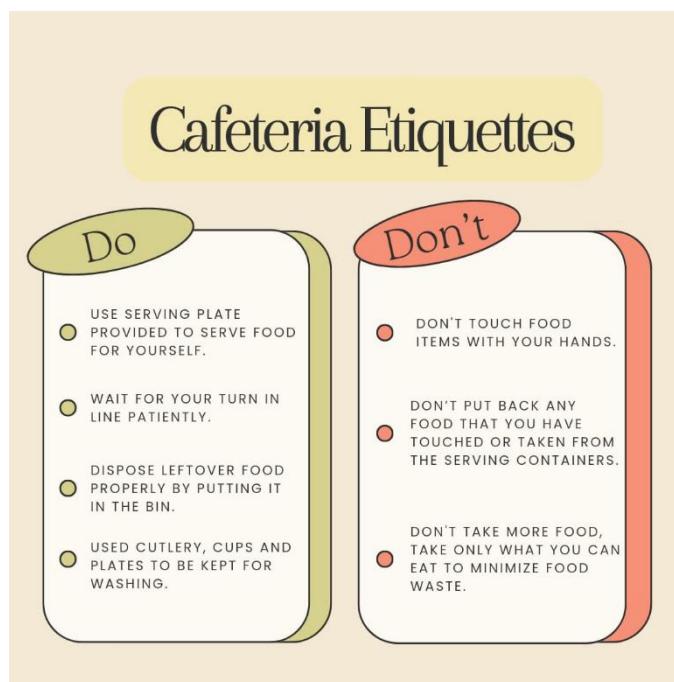
Women's Day Program



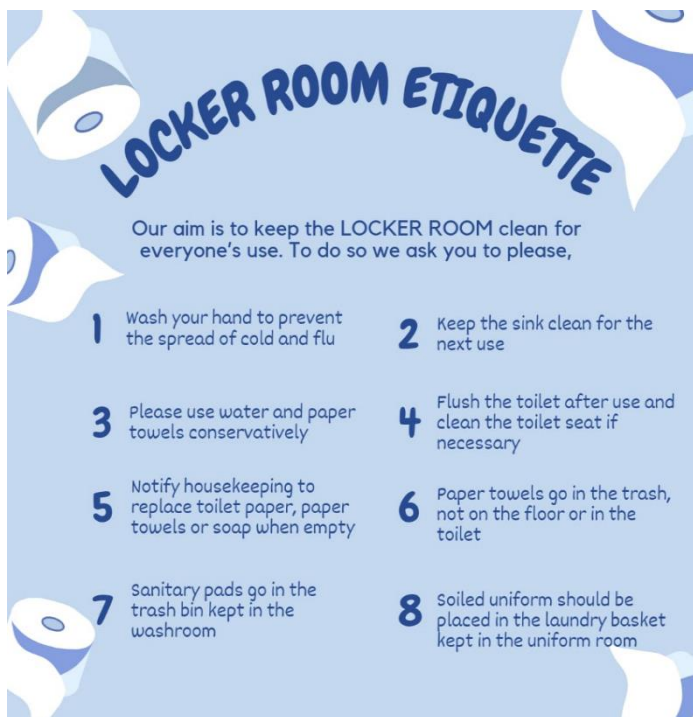
Women's Day party Invitation



Training Certificate



Cafeteria Etiquettes



Locker Room Etiquette

Appendix II: Photos while at work



Meeting



Thundering Thursday



Annual Day



Women's Day

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