



GOA UNIVERSITY

DEPARTMENT OF MANAGEMENT STUDIES (MBA)

**INTERIM REPORT OF FINAL INTERNSHIP
AT
CHANCES RESORT AND CASINO – GOA**

DONE BY

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Roll No: 1958

UNDER GUIDANCE OF

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YEAR

2020 - 2021

MBA- Part 2

ACKNOWLEDGEMENT

Project is never the work of an individual. It is moreover a combination of idea, suggestions, reviews, contribution and work involving many people. It cannot be completed without guidelines and assistance.

First of all, I would like to express my sincere gratitude to **Mrs. Manjit Padnekar (HR Manager)** and **Prof.Suraj (Mentor)**,

I wish you express my whole gratitude of staff of chances resort and casino who gives me an opportunity to do my project and to give me valuable guide's lines. I proudly express my indelible indebtedness to **my mentor prof. Suraj who** through her immense knowledge greatly helped and guide me in this project, he was very generous in suggesting improvement and supervising this work all through & her constant interest and guidance helped me to complete this project.

VIDYA VINOD

DECLARATION

I, Mr. Vidya Vinod, hereby declare that the following summer placement internship report at chances resort and casino Donapula has been prepared by me during the period from 25th January 2021 to 14th May 2021 under the guidance of Mrs. Manjit Padnekar (HR Manager) and Prof.Suraj (Mentor), Goa University Department of Management Studies (MBA), Taleigao Plateau.

I also declare that this project has not been submitted nor shall it be submitted in future to any other university or institution for the award of any other degree or diploma.

VIDYA VINOD

Place:

Date:

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COMPANY PROFILE

COMPANY PROFILE

At the Chances – Resort and Casino, every chance you take is always a big win! A unique 5-star boutique resort, it is known for its elegance and personalized service suited to your taste. Tucked into the Dona Paula valley, flanked by a scenic beach and lush hills, you are never far from Goa's sun, sand, fun and glam! And if you can manage to part from your luxurious heritage-rich room, you can step into our famed casino, Goa's oldest & largest, leaving with a big smile knowing Lady Luck is on your side!.

The Vainguinim Valley, Dona Paula a fine example of a 5-star boutique hotel experience. Located nearby a cozy beach, the solitude ill ensure you have a relaxed stay. Known for its genuine service, the resort warmly welcomes families and guests of all ages. The 53 spacious guest rooms & suites, combining both Goan & Portuguese styles enable you to experience and enjoy the rich heritage of the state. Just steps from your door are a world of cultural attractions, a rich nightlife and heritage sites to name a few. We are perfectly placed a short drive from Panjim to offer our business traveller easy access to Goa's capital. It's all fun & games at the Chances Casino, a vibrant atmosphere in which one can enjoy a range of electronic casino games at all levels for an electrifying thrill! Whether you're an expert gamer or a novice wanting to learn, there's something for everyone, everyday of the year.

After experiencing an adrenalin rush at our casino, relax your senses at our Ayurvedic spa 'Tantraah' and recharge your energy levels by indulging in Indian cuisine at our upcoming restaurant or a grab a light bite at the Chances Café.

Each of our rooms and suites are a refuge from the bustling pace of the world you want to leave behind. Our spacious rooms are packed with amenities and luxuries to give you classic home comfort.

For those seeking fun, frolic and gaming, Chances Casino is a friendly and vibrant atmosphere in which to enjoy a wide range of casino games at all levels. Whether you're an expert gamer or a novice wanting to learn, there's something for everyone, every day of the year.

Chances Casino is Goa's original and largest land based casino. We offer traditional gaming to you in a luxurious and comfortable environment. Ate of incorporation 16th January 1997 promoters and directors MR WILLIAM BRITTO

Spread over 30,000 sq ft our casino offers good honest gaming in a luxurious and adraline pumping environment. From Blackjack to Baccarat and almost everything in between, there are high stake thrills and loads of fun at every turn.

Revel in full bar service, available until the wee hours of the morning. In addition to this you could choose to enjoy our afternoon “play for fun” lessons without any obligations whatsoever. To make the most of your time with us, book our “Stay and Play” packages.

We have something to suit all tastes and levels of play. Enjoy our complimentary nightly buffet for players in the Chances Café restaurant and a variety of snacks. For a fine dining experience step into our Pan Asian restaurant.

We can also accommodate corporate and private parties in our spacious A/C casino. An additional advantage is the ample free parking available.

CASINO PACKAGE

49 K PACKAGE	30 K PACKAGE
49 k non negotiable chips	25k non negotiable chips
1 night free stay in Deluxe room (Double Occupancy)	Deluxe room night stay all inclusive (breakfast, lunch, dinner)
All meals(breakfast, lunch, dinner)	Free House brand alcoholic beverages and snacks while gaming

GAMES

- Baccarat
- Mini Flush
- Roulette
- Video Slots
- 5 Card Poker
- Ander Bihar
- Blackjack
- Casino war

- 3 card poker

ROOMS

Superior Room

Deluxe Room

Suites

Presidential Suite

FACILITIES

Main gaming floor (largest in Goa)

VIP gaming room

Kid's garden

Multi-Cuisine Restaurants (Gold rush)

Casino Timings: 11:00 am to 4:00 am on all days.

Dinner is served from 8:00 pm to 1:30 am

SWOT analysis

Strengths

As one of the leading companies in its industry, Host Hotels & Resorts has numerous strengths that enable it to thrive in the market place. These strengths not only help it to protect the market share in existing markets but also help in penetrating new markets.

Weakness

Weakness is the areas where Host Hotels & Resorts can improve upon. Strategy is about making choices and weakness is the areas where a company can improve using SWOT analysis and build on its competitive advantage and strategic positioning.

Opportunities

The new taxation policy can significantly impact the way of doing business and can open new opportunity for established players such as Host Hotels & Resorts to increase its profitability.

Threats

The demand of the highly profitable products is seasonal in nature and any unlikely event during the peak season may impact the profitability of the company in short to medium term.

Increasing trend toward isolationism in the American economy can lead to similar reaction from other government thus negatively impacting the international sales.

Lower inflation rate – The low inflation rate bring more stability in the market, enable credit at lower interest rate to the customers of Host Hotels & Resorts.

VRIN Analysis

VRIN analysis is used for analysing the internal capabilities of the hotel. The VRIN analysis for InterContinental Hotel Groups is as follows:

Valuable

Resources are the main means of bringing value to the firm because and help in gaining competitive advantage. It is noticed that IHG makes use of resources for increasing the value of their hotel in the eyes of customers.

Rare – "Hotel Ownership" needs to ask is whether the resources that are valuable to the Hotel Ownership are rare or costly to attain. If they are not rare than both present competitors and new entrants will easily able to get access to them and enter the competitive landscape.

Imitate – At present most industries are facing increasing threats of disruption. According to the data provided in Hotel Industry – it seems that the core differentiation of the Hotel Ownership is difficult to imitate. On a broader scale – limitation of products of Hotel Ownership can happen in two ways – Duplication of the products of the company, and competitors coming up with substitute products that disrupt the present industry structure.

Organizational Competence & Capabilities to Make Most of the Resources – It measures how much the company has able to harness the valuable, rare and difficult to imitate resource in the market place. The exploitation level analysis for Hotel Ownership products can be done from two perspectives. Is the firm able to fully exploit the potential of the resource, or it still has lots of upside.

Porter's Five Forces Analysis of resort and casino Industry

The five forces that impact on the competitiveness which are outlined in the Porter's 1980 work are: the barriers to entry, threat of substitutes, the bargaining power of the buyers and sellers, and the rivalry among existing competitors. In considering these factors in light of the Tourism, Leisure and Hospitality industry, the theory provides the best means for analysis. According to Porter each of the above factors has a difference in relevance or impacts

differently on the businesses so they are presented below in order of impact. Porter (1980) indicated that the most important determinant of a marketplace's profit potential is the intrinsic power of the buyers and the sellers.

Threat of Substitute Goods

In the Tourism, Leisure and Hospitality industry there is usually higher chances to start a new business and progress successfully. The firms appear in all price ranges, with variations in the levels of service and the amenities. The constant challenge will always be to get the customers to choose your services over the competitor. With the technological advancements the internet makes the overall market to be more efficient while expanding the size of the potential market and creating the new substitution threats. Given the potency of this industry a superb strategic plan is vital.

The threat is that another firm chain may erode the customer base with a newly formulated internet approach or the marketing campaign. According to Porter the development of a value chain process analysis, supported by the collaborative event management, the structuring and sharing of the customer focused value chain data, powerfully enhances the performance of the value chains and of the electronic commerce.

Bargaining Power of Buyers

Business persons choosing a firm for business in the Tourism, Leisure and Hospitality industry are the savvy consumers and they are at par with the changes in the ability of their consumers. It has become very simple for the consumers to go online and survey on the best firm that offers great services. They no longer need the assistance from the travel agents, the corporate travel consultants or the middle men of any kind to determine where they will get their services. Porter's model predicts the ability of the buyers bargaining power to elimination the intermediaries.

The Tourists who are the major consumers in the Tourism, Leisure and Hospitality industry are more and more capable of making use of the technological advancements in the means of communication such as the internet to increase their bargaining power thereby creating the fulfilment of Porter's model. Due to the increased bargaining power of the consumers, they are finding internet businesses websites which will negotiate or discover the bargains for them. These processes shifts the bargaining power to the end user as it had been predicted by the Porter model and these buyer freedom reduces the cost of switching so that the loyalty to

a single firm is a thing of the past unless the particular firm uses its one time opportunity when the customer sticks to the firm it deeply impress other customers with a very unique and valuable differentiator.

The Rivalry among existing competitors

The rivalry amongst the competitors in the Tourism, Leisure and Hospitality industry is fierce. When the potential customers learn about a hotel on line, the internet reduces the differences amongst the competitors. Business people tend to seek the best prices for the best experience and the tendency is to reduce the prices to a competitive level. This industry covers wide area so the market is widened which increases the number of the competitors. For example, someone who wants to spend the day in the historic site can easily choose a tourist firm in the nearby town if the amenities or the prices are low. The Variable and fixed costs can be different in the areas which are more expensive to live.

Barriers to Entry

The initial investments in the Tourism, Leisure and Hospitality industry creates quite a barrier to the entry but certain barriers to entering the tourism market are reduced by the internet. The presence on many efficient communication channels reduces the upstart marketing costs somewhat, and gives the new competitors the access to the potential suppliers and the resources. Even a starter in the industry can use the channels of large chains to understand the key marketing concepts and the lures for the customers.

A vital barrier is the differentiation. A firm that can successfully differential itself by the location, service, amenities or other quality has the greatest potential to attract and keep the clients. Another barrier to entry into business in the Tourism, Leisure and Hospitality industry would be the expertise. Unfortunately, in a mobile society employees can leave one firm chain to work in another and they take that expertise in terms of the training given or the experience with them. It is in the areas of expertise and of differentiation that a firm can make the greatest impacts on its clients and thereby on the bottom line. Many established tourism, leisure and Hospitality companies have the synergies between their established business and business channels.

Bargaining power of the suppliers

This is not a substantial threat in the Tourism, Leisure and Hospitality industry it can have the impacts especially in the area of the suppliers. The employees to the firms are the major suppliers, the bargaining power of the labour supply is higher when there are fewer people to fill service section of the industry, and the firms can attract excellent staff and create a chance for providing excellent and exceptional experiences to their clientele. As part of their strategy all the firm chains should have section employee recruitment. The other supplies that are needed by hotels are also easier to attain through internet channels whether originated by the supplier or by the hotel chain. With their products in the greater demand by greater numbers of the firms the suppliers gain more measure of power by competition for their offerings.

Findings about the industry

All of the firms in the Tourism, Leisure and Hospitality industry can benefit from Porters model of analysis because of the applications that produce greater value in the value chain, the industry is dominated by a few large companies. They have the greatest market shares and in most cases they influence the structure and shaping of the industry. The firm's planning sector can benefit from analysis. They usually aim at making the profit and are usually commercial companies. When they fail to make a profit over a long period of time they are likely to cease trading. These include the parks, restaurants, tour operators and the travel agents. The Human resources can be managed by the analysis as part of the overall strategy as well as the provision for self service personnel and benefits, Value can be increased by standardizing the firms across multiple locations, forming knowledge directories, and allowing real time access to the resources by the consumers. , every firm could benefit by controlling and forecasting systems with suppliers as explained by Porter. These improvements can also lead to greater profitability (Porter, 1980)

Each type of firm needs to identify its unique strengths and the target market and align its strategy to support their identity, the firms' chains choose to be low cost, or to command the premium price. Distinguishing a firm from the competition becomes vital. This can easily be enhanced by porter's model, through the superior inputs, through better training of the staff as part of the supplier or through the better management. Differentiation adds value which makes it hard to maintain the distinctive strategic positions of a firm because it eases change to best practices and it improves the operational effectiveness. These distinctions make the business more profitable.

The firms in the Tourism, Leisure and Hospitality industry are fragmented. Therefore there is need for a strategy which makes it easier for consumers from far and wider areas to learn about the firms or to order for the services, the consumers must still access the services. It more likely for the profitability to be there for when process is easy to transact and complete. Porter points out similar examples within the industries. Dealing directly is great for the firms. Other than travel agencies who arranged hotel stays the tourism business has always been a face to face business and this normally sustains the economic value of the transactions. For all of the firms' chains the porter's model complements rather than cannibalizing the established ways of doing business. Hence it becomes a link in the value chains.

PESTLE ANALYSIS

Political factors:

The government holds extensive power over the hotel industry

Travel bans can kill the hotel and tourism industry.

The government has a stronghold over the hotel industry. For instance, if the political party in power sets a travel ban, it could hurt the tourism and hotel industry immediately. All it takes is one decision and a country loses the vast majority of its economy.

Economic factors:

Weakened currencies, economic cycles, and tailored offerings

A big investment expected to grow.

Hospitality is one of the biggest investment sectors for global investors, especially within the United States. Continued growth is expected into 2020 and beyond.

The strength of currency can bolster the industry.

The strength and weakness of currency can affect the attractiveness of a vacation spot. For example, if international currencies are stronger than the American dollar, people outside of the United States will want to visit.

The importance of economic cycling.

While all businesses are affected by economic changes, the hotel industry is one of the most susceptible to its influence. It goes through economic cycles first and comes out first. Whether it comes out successfully depends on a few primary factors, including unemployment rates, job growth, and travel spent.

Tailoring to patrons in varying locations.

Hotel chains are improving profits and revenue by acquiring worldwide resorts, like how the Marriott International acquires Starwood Hotels & Resorts Worldwide. Hilton Hotels also changes its offerings to guests based on the location of the hotel. Guests will appreciate offers tailored to them, which will encourage them to come back again in the future.

Sociocultural factors:

Customers want cheaper hotels and turn to Airbnb instead

Big trouble with Airbnb.

Airbnb is the hotel industry's biggest competition. Travellers, particularly millennials, enjoy the mass selection of rooms Airbnb offers. You can quickly and conveniently book your room through an app — and it's often less expensive than hotels in the area.

Hotels often run out of rooms during peak seasons, and when they don't, they jack up the room prices. At one time, trying to find a different hotel would be the only option, but now you can check Airbnb and likely find something suitable and cheaper. This is a huge problem for hotels that often see a hike in profit during peak seasons when rooms are scarce.

Hotels do offer more than the standard Airbnb room. Many hotels have additional facilities, like pools, a gym, and even massage parlours. You can eat at the many restaurants built within, like Starbucks and iHop, too.

Technological factors:

Social media, blogs, and scratching reviews

New technology to be wary about.

Years ago, hotels only used traditional media (print and broadcast), but now there are new media brought forth via the internet to consider. Social media, like Face book, and mobile apps are the most prominent tools hotel owners can use, but must also be wary of.

Fast sharing news thanks to the internet.

Because of social media, the news is available and updated 24/7. Any incidents close to the hotel can be reported within minutes, shared online by thousands, and have articles written up by media outlets in seconds. It's so quick that hotel owners can't do much to stop it.

Reviews on blogs can make or break a hotel's reputation.

Anyone can write a review and post it on a blog or share it on social media. People who stay at hotels will take photos and write up an honest post about their experience. This is a good and bad thing for the hotel industry. Hotel owners who are confident that their hotels are

worthy will pay social media influencers to write about it. Hopefully, this will grab attention and the hotel chain will gain new customers. However, it only takes one scathing review to destroy a reputation.

Travelling websites forces hotels to remain competitive.

Travel websites have made it easier for people to price shop hotels. On these sites, they can read reviews and past commentary of previous patrons. As such, hotels must remain competitive; otherwise, patrons will book a different chain.

Legal factors: Two major laws nearly all hotels must follow

Crime rates ruin hotel profit. Everyone wants to stay somewhere safe. If a hotel is near an area with high crime rates, it'll struggle to survive. Choosing a spot with low crime is crucial for all hotel owners, otherwise, customers won't stay at their locations.

Innkeeper laws.

Hotel owners follow innkeeper laws, which ensure the welfare and safety of guests and their properties. In some locations, the innkeeper law must be posted inside the door of every guest room of the hotel. In most cases, the innkeeper law will state how much compensation the innkeeper will pay guests if their property is stolen or damaged.

Truth-in-menu laws.

Any hotel with food or beverage establishments within must follow truth-in-menu laws, which means the food establishment must be truthful about the food and beverages served to guests. The establishment needs to be honest about the calories in the food and nutritional ingredients of the dishes.

Environmental factors: The importance of the local climate

Hotel guests stay in hotels for a variety of reasons, such as when visiting family, friends, on business, or vacationing. When vacationing, customers want to stay somewhere warm and relaxing. The weather in the local area is the deciding factor for whether someone chooses to stay at a certain hotel. This isn't something hotel owners can control, but they must understand the seasonal differences before pricing their rooms — and adjust accordingly.

Political Factors that Impact Century Casinos, Inc.

Political factors play a significant role in determining the factors that can impact Century Casinos, Inc.'s long term profitability in a certain country or market. Century Casinos, Inc. is operating in Resorts & Casinos in more than dozen countries and exposes itself to different types of political environment and political system risks. The achieve success in such a dynamic Resorts & Casinos industry across various countries is to diversify the systematic risks of political environment. Century Casinos, Inc. can closely analyze the following factors before entering or investing in a certain market-

Political stability and importance of Resorts & Casinos sector in the country's economy.

- Risk of military invasion Level of corruption - especially levels of regulation in Services sector.
- Bureaucracy and interference in Resorts & Casinos industry by government.
- Legal framework for contract enforcement
- Intellectual property protection
- Trade regulations & tariffs related to Services
- Favoured trading partners
- Anti-trust laws related to Resorts & Casinos
- Pricing regulations – Are there any pricing regulatory mechanism for Services
- Taxation - tax rates and incentives
- Wage legislation - minimum wage and overtime
- Work week regulations in Resorts & Casinos
- Mandatory employee benefits
- Industrial safety regulations in the Services sector.
- Product labelling and other requirements in Resorts & Casinos

Economic Factors that Impact Century Casinos, Inc.

The Macro environment factors such as – inflation rate, savings rate, interest rate, foreign exchange rate and economic cycle determine the aggregate demand and aggregate investment in an economy. While micro environment factors such as competition norms impact the competitive advantage of the firm. Century Casinos, Inc. can use country's economic factor such as growth rate, inflation & industry's economic indicators such as Resorts & Casinos industry growth rate, consumer spending etc to forecast the growth trajectory of not only --

sector name-- sector but also that of the organization. Economic factors that Century Casinos, Inc. should consider while conducting PESTEL analysis are -

Type of economic system in countries of operation – what type of economic system there is and how stable it is.

Government intervention in the free market and related Services

Exchange rates & stability of host country currency.

Efficiency of financial markets – Does Century Casinos, Inc. needs to raise capital in local market?

- Infrastructure quality in Resorts & Casinos industry
- Comparative advantages of host country and Services sector in the particular country.
- Skill level of workforce in Resorts & Casinos industry.
- Education level in the economy
- Labour costs and productivity in the economy
- Business cycle stage (e.g. prosperity, recession, recovery)
- Economic growth rate
- Discretionary income
- Unemployment rate
- Inflation rate
- Interest rates

Social Factors that Impact Century Casinos, Inc.

Society's culture and way of doing things impact the culture of an organization in an environment. Shared beliefs and attitudes of the population play a great role in how marketers at Century Casinos, Inc. will understand the customers of a given market and how they design the marketing message for Resorts & Casinos industry consumers. Social factors that leadership of Century Casinos, Inc. should analyze for PESTEL analysis are -

- Demographics and skill level of the population
- Class structure, hierarchy and power structure in the society.
- Education level as well as education standard in the Century Casinos, Inc.'s industry
- Culture (gender roles, social conventions etc.)

- Entrepreneurial spirit and broader nature of the society. Some societies encourage entrepreneurship while some don't.
- Attitudes (health, environmental consciousness, etc.)
- Leisure interests

Technological Factors that Impact Century Casinos, Inc.

Technology is fast disrupting various industries across the board. Transportation industry is a good case to illustrate this point. Over the last 5 years the industry has been transforming really fast, not even giving chance to the established players to cope with the changes. Taxi industry is now dominated by players like Uber and Lyft. Car industry is fast moving toward automation led by technology firm such as Google & manufacturing is disrupted by Tesla, which has stated an electronic car revolution.

A firm should not only do technological analysis of the industry but also the speed at which technology disrupts that industry. Slow speed will give more time while fast speed of technological disruption may give a firm little time to cope and be profitable. Technology analysis involves understanding the following impacts -

- Recent technological developments by Century Casinos, Inc. competitors
- Technology's impact on product offering
- Impact on cost structure in Resorts & Casinos industry
- Impact on value chain structure in Services sector
- Rate of technological diffusion
- Article continues after ad

Environmental Factors that Impact Century Casinos, Inc.

Different markets have different norms or environmental standards which can impact the profitability of an organization in those markets. Even within a country often states can have different environmental laws and liability laws. For example in United States – Texas and Florida have different liability clauses in case of mishaps or environmental disaster. Similarly a lot of European countries give healthy tax breaks to companies that operate in the renewable sector.

Before entering new markets or starting a new business in existing market the firm should carefully evaluate the environmental standards that are required to operate in those markets. Some of the environmental factors that a firm should consider beforehand are -

- Weather
- Climate change
- Laws regulating environment pollution
- Air and water pollution regulations in Resorts & Casinos industry
- Recycling
- Waste management in Services sector
- Attitudes toward “green” or ecological products
- Endangered species
- Attitudes toward and support for renewable energy

Legal Factors that Impact Century Casinos, Inc.

In number of countries, the legal framework and institutions are not robust enough to protect the intellectual property rights of an organization. A firm should carefully evaluate before entering such markets as it can lead to theft of organization’s secret sauce thus the overall competitive edge. Some of the legal factors that Century Casinos, Inc. leadership should consider while entering a new market are -

- Anti-trust law in Resorts & Casinos industry and overall in the country.
- Discrimination law
- Copyright, patents / Intellectual property law
- Consumer protection and e-commerce
- Employment law
- Health and safety law
- Data Protection
- Project topic

TOPIC;

A study on employee welfare facilities and its impact on employee satisfaction

Employee welfare is defined as “efforts to make life worth living for workmen”. “Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the employers”.

Of all the factors of production – capital, land, labour: Labour or Man is undoubtedly the crucial factor that makes an organization. Employees are now- a –days seen as business partners of the organization. They empower the organization to succeed. At the threshold of this transformation, human assets need to be chosen carefully, developed, nurtured, utilized and their competencies multiplied. After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organisation better. Welfare activities are designed to take care of the well-being of the employees they do not generally result in any monetary benefit to the employees. Providing the proper employee welfare facilities together contribute to better work the satisfied employees are the assets to the organization. The labour welfare measures arrange into two classes they are constitutional and non-constitutional welfare measures .the constitutional measures are the measures that has to be provided by the organization as consistence to the laws such as: canteen, drinking water, sufficient lighting, rest rooms etc. Non constitutional welfare measures could include medicinal services; flexi-time etc. it differs from business to business. Employee satisfaction involves taking measures to encourage staff to stay within the organization for the most amount of time

Some of the employee welfare facilities provided by the organization are,

1. Rest room
2. Every year picnic
3. Month end bash programmes
4. Smoking area/ recreational area
5. TV room
6. Food and Accommodations
7. Employee birthday celebration
8. Employee of the month

9. Hotel tips
10. Competition
11. Departmental training
12. ESIC and PF
13. Bonus
14. Gratuity
15. Locker room

REVIEW OF LITERATURE

REVIEW OF LITERATURE

Nishad Nawaz (2019) examine the employee welfare facilities in Adugodi based manufacture Industry to know the effectiveness of employee welfare facilities. To achieve the above aim, the study developed objectives and hypothesis to meet the requirements. They used data period March 2019 to August 2019. The researcher's test hypothesis based on a survey-based questionnaire. The study concluded that the employees are very happy and satisfied by the facilities provided by the employer. The correlations are presenting very significant values. Therefore, employees are opined as effectiveness in welfare facilities in an overall.

Olufunmilayo F. Odeku and Kola O. Odeku (2015) the importance of welfare facilities and services to the workforce and the need for an organisation to ensure they provide statutory welfare schemes and non-statutory welfare schemes for their employees. The article accentuates the importance of implementation of welfare schemes and the consequences for failure of implementation. They used data period 21.04.2015. to 10.06.2015. The employers will however benefit more because efficiency and effective production will lead to huge output which would invariable impact on the profit and margins of the organisation and make it a perpetually sustainable venture.

Neeraj Kumari(2020) examine to find out how job satisfaction depends on employee welfare at Hema Engineering Limited. The descriptive research design has been used to find out whether the employees are aware about the welfare policies of the organization and their opinion on various welfare policies, they used data period August 10, 2020 to October 29, 2020. A survey was conducted with the help of a structured questionnaire at HEL. Data analysis has been done on SPSS. Non-Probability Sampling technique has been used. HEL

Durga Prasad Repakula and Mr Tewelde the study was conducted to know the impact of employee welfare facilities on employee work satisfaction at Addis Pharmaceutical Factory PLC in Adigrat in the Eastern zone of Tigray, Ethiopia. A descriptive case study was employed to achieve the objective of this research. In the selection of the sample population random sampling technique was used because around 1200 employees are working in different disciplines like HR, Accounting, Production & operations, R&D and Logistics.

PROJECT QUESTIONS

PROJECT QUESTIONS

- Impact of employee welfare facilities on job satisfaction?
- Relationship with the supervisor and employee satisfaction

PROJECT OBJECTIVE

PROJECT OBJECTIVE

- To identify the various employee welfare facilities forward by hotel.
- To study the impact of welfare facilities one employee satisfaction.
- To examine the relationship among employee welfare facilities and job satisfaction

PROJECT METHODOLOGY

PROJECT METHODOLOGY

➤ Sample size

A sample size of 30 employees was considered which included Employees working for more than 1 year and more.

➤ Source data

The source of data were mainly divided into two,

- Primary data
- Secondary data

Primary data

The actual information received from the respondents indirectly through mail, the information from the respondents was collected by the researcher through structured questionnaire.

Secondary data

Information which was obtained directly known as secondary data. The secondary data source includes official record of the company and external source include official record of the company and external source include books magazine and websites.

➤ Study period

Time for doing this research is from January 25 to May 14, 2021.

➤ Tool Techniques

I have chosen graphical representation as a tool to analyze the data obtained through conducting a survey. Graphic representation is a way of analysing numerical data

ANNEXURE

QUESTIONNAIRE

Dear sir/madam,

I am VidyaVinod, MBA student in GOA UNIVERSITY, conducting a study on employee welfare facilities and its impact on employee satisfaction as part of my project work. The information given by you will be kept confidential. I would be grateful if you spend some time to answer.

PERSONAL DETAILS

Gender: Male ☐ Female ☐

Age: Below 30 ☐ 31-40 ☐ 41-50 ☐ Above 50 ☐

Experience in CHANCES RESORT AND CASINO: Below 5 years ☐ 5-10 ☐

10-15 ☐ 15- 20 ☐ Above 20 ☐

1. Do you think about upgrading the locker room by giving more security?

Agreed ☐ highly agreed ☐ disagreed ☐ no opinion ☐

2. What is the opinion about taking picnic for you families?

Agreed ☐ highly agreed ☐ disagreed ☐ no opinion ☐

3. What is the opinion about departmental training?

Highly Satisfied ☐ Satisfied ☐ dissatisfied ☐ highly dissatisfied ☐

4. Do you want any improvement in your smoking area?

Yes ☐ No ☐

5. How do you rate the hotel tips offered by the hotel?

Very satisfied ☐ highly Satisfied ☐ dissatisfied ☐ highly dissatisfied ☐

6. Rate the rest room and locker room?

Very good ☐ good ☐ normal ☐ bad ☐

7. Do you think to increase the quality of your food and as well as facilities of accommodation?

Yes ☐ No ☐

8. In the case of any problem you approach to higher management do you get good response?

Yes ☐ No ☐

9. Are you satisfied with me transportation facilities?

Satisfied ☐ highly Satisfied ☐ dissatisfied ☐ highly dissatisfied ☐

10. How do you rate the working environment of the organization?

Excellent ☐ good ☐ poor ☐ very poor ☐

Learning's

- Maintaining employee files.
- Issuing of locker keys
- Learnt how to make name tag and issue them.
- Updating employee's personal details in the System.
- Police Verification of employees.
- Taking property rounds in resort and checking grooming standards of the employees.
- Organising of monthly awards function Employee of the month.
- Verifying Employee Document and maintaining their personal files.
- Preparing of ID cards for the employees.
- Prepare Birthday list for the month and put the birthday greeting or any upcoming events on the notice board.
- Handling clearance procedure for employees and interns.
- Making a bunch police clearance forms filled by the employees and send to the concerned authority to the police station.
- Handling phone calls – regarding employment and candidate inquiry for employment.
- Assigned the duty of filling up sanitary cards and liaising with the same with health centre.

DETAIL PROBLEM

Facilities help motivate and retain employees. Most welfare facilities are hygiene factors, which according to Herzberg, create dissatisfaction if not provided. Employee welfare facilities in the organization affect the behaviour of the employees as well as on the productivity of the organization. Higher Productivity – Irrespective of job title and pay grade, employees who report high job satisfaction tend to achieve higher productivity. Increased Profits – Keeping employees safe and satisfied can lead to higher sales, lower costs and a stronger bottom line.

The hotel facing some problems like such as economy labour shortage & retaining quality personnel, rising technological demand, providing & maintaining absolute cleanliness & hygiene, providing & maintaining excellent & exceptional guest service standards, sustainability, increasing competition difficulties in managing energy & resources, providing impeccable safety & security & lack coordination with one department to other department.

SUGGESTION

Suggestions

- Regarding canteen facility better quality of food, and adequate space, should be provided by the management. The canteen cleanliness must be maintained properly
- Making the employees files up to date in the system.
- Keeping the offer letter and appointment letter ready to be given to the employees on the day of joining.
- ID cards should be given on time.
- Counselling sessions should be conducted which will help employees to share their problems freely and management can work on the issue depending on seriousness of the issue.
- Organization should introduce new welfare facilities which will help in retention of the employees.

CONCLUSION

CONCLUSION

Human resource plays an important role in any organization, employee's welfare facilities are concerns to this department, if the employee happy with welfare measures then only the productivity of that organization can be increased

My topic name is "A study on employee welfare facilities and its impact on employee satisfaction" basically Employee welfare is defined as "efforts to make life worth living for workmen". Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the employers". In this report mentioned detail problem of the study, project questions, project research, project objective, and tools which i used to analysis project objective and also survey question for employees.

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