

Principles of Personnel Management in Improving the Efficiency of Service Enterprises

Rakhimov Hasan Abdusaitovich, Ph.D

Samarkand Institute of Economics and Service teacher

Annotation: The management of any firm is decided by the staff of the entity. In order to organize this process highly efficiently, it also requires the management of the staff itself. This process is also based on a number of principles, but is done by many methods.

Keywords: tourism, hotel industry, employment, GDP, industry, entrepreneurship, services, economic growth, efficiency, economic efficiency.

Pricewaterhouse Coopers and Oxford University forecast that by 2030, robots will occupy 30% of jobs. This means that the already high unemployment rate will rise further ¹.

We think that before enumerating the names of these principles, it is necessary to consider their theoretical issues, in particular their definitions.

The principle of governance refers to the purposeful activity of individuals aimed at ensuring the observance of sustainable procedures and rules applied in the management of processes based on objective laws. This is a general definition of management. From this it is possible to develop a definition of the principle of personnel management.

purposeful activities of those who follow the established procedures and rules used in the process of managing the activities of personnel, based on objective laws. Now it is possible to develop a definition of the principle of management of hotel management.

The principle of hotel management is the purposeful and effective activity of employees working in the hotel business, who follow the established procedures and rules used in the management of hotel management. These measures are based on the application of economic and social relations and objective laws between business entities at the micro level of the economy.

The principles of personnel management in the hotel industry are: scientific, systematic, continuous, economical, interested, responsible (accountable). These are inextricably linked (Figure 5.2).

These principles are consistent with all general principles of governance. Because of this, we look at them from the perspective of hotel management personnel management.

¹Nematovich, K. A. (2020). Directions for improving the methodology for analyzing the efficiency of service enterprises. *European Journal of Molecular & Clinical Medicine*, 7(3), 3228-3234.

Science should be considered as the main principle of hotel management. In the current competitive environment, if the management of the hotel industry is not organized on a scientific basis, its competitiveness, financial stability and

It is difficult to ensure economic stability. Therefore, one of the basic principles of its management should be scientific and be guided by this principle.

Systematicity is one of the basic principles of both hotel management personnel management. This is because it can ruin a job if the staff is not placed in the right place, taking into account their qualifications, experience and knowledge, and if each of them is not clearly assigned their role. Therefore, it is advisable to systematically place staff, systematically monitor their activities and provide timely incentives to improve their professional skills. Because in this way the efficiency of the work can be achieved.

Continuity is one of the important principles of hotel management personnel management. Because the presence of guests in the hotel business is constant. But they are updated and exchanged over certain days. It requires each of them to be approached based on their own needs and wants. This requires a continuous and systematic approach to service quality and its other aspects. One day you pay too much attention and the next day you can't weaken it. Or taking a good look at one group of guests and looking down on another will also lead to a decline in the quality of hotel service and, accordingly, guest dissatisfaction. This, in turn, may be the main reason for the decline in work efficiency in this entity. Therefore, in the current competitive environment, sufficient attention should be paid to ensuring the continuity of the process of personnel management in the hotel industry.

Another principle of hotel management is economy. Because in the conditions of market relations, the specificity of the property, its use with extreme risk, requires saving every penny. Where there is no austerity, there will be no efficiency and, accordingly, no economic growth. As a result, the issue of austerity should become a major task and duty for each of the hotel management staff.

References:

1. Nematovich, K. A. (2020). Directions for improving the methodology for analyzing the efficiency of service enterprises. *European Journal of Molecular & Clinical Medicine*, 7(3), 3228-3234.