

Development of human resources in tourism

Desarrollo de recursos humanos en turismo

MORALES, Betzabeth Dafne*†

Departamento de Gestión y Dirección de Empresas, División de Ciencias Económico Administrativas, Universidad de Guanajuato

ID 1st Author: *Betzabeth Dafne, Morales* / **ORC ID:** 0000-0003-3893-256X, **Researcher ID Thomson:** S-7808-2018 and **CVU CONACYT ID:** 748748

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Abstract

It is very common to hear that people are the engine of Organizations, That without them companies would not Have Successes or failures. The way in Which human talent is managed is the key to Achieving one or the other. The role of the human resources area've evolved over the years, beginning with changing the name, first to Human Capital and now to human talent, with Which it is Sought to give staff more, warmer sense, than Emphasize the needs of workers and Those not only of Employers. The overall objective is to Identify the Importance, the current conditions and functions of Human Resources in the companies of the tourist area of the capital city of Guanajuato, using a qualitative methodology, on the one hand documentary and on the other an interview to the sector.

Human Resources, Hotels, Tourism, Evolution

Resumen

Es muy común escuchar que las personas son el motor de las organizaciones, que sin ellas las empresas no tendrían éxitos ni fracasos. La forma en la que se gestione el talento humano es la clave para lograr uno u otro. El rol que ejerce el área de recursos humanos ha evolucionado a lo largo de los años, empezando por cambiar el nombre, primero a capital humano y ahora a talento humano, con el que se le busca dar un sentido más personal, más cálido, que ponga énfasis en las necesidades de los trabajadores y no únicamente en las de los empresarios. El objetivo general es identificar la importancia, las condiciones y funciones actuales de Recursos Humanos en las empresas del sector turístico de la capital de Guanajuato, utilizando una metodología cualitativa, por una parte documental y por otra una entrevista al sector.

Recursos Humanos, Hoteles, Turismo, Evolución

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* Correspondence to Author (email: dafne@ugto.mx)

† Researcher contributing first author.

Introduction

Over the years human resources have evolved significantly in organizations. In ancient times, humans work was not valued, enslaving people and were paid in kind. After it arises when scientific management began to raise awareness that human is the most valuable thing that a company and not the material or technological resources as believed. As it passed over time they began to emerge own human resources such as training, control inputs and outputs, payroll, etc. IMSS membership activities Human capital management became paramount to all organizations, as it was defined people as beings full intelligence capabilities, unique abilities and thoughts that were needed to meet organizational objectives. Today most companies have an HR professional who keep track of workers and to keep them feeling part of the organization to give the best of themselves and feel committed to their work.

Many organizations are concerned about the welfare of their workers by giving them innovative features that makes them feel good about their work and do not feel like a burden. The quality and preparation of human capital in the tourism sector is crucial, since being a sector that provides services need quality employees where they have the best customer service and selling them the best memories. The retaining staff in tourism companies is not easy because as it is an activity of seasons, the majority of people who enter alone or do to take advantage of economic activity by the high demand we have of tourists in high season. Despite this, the staff of these organizations must have the skills and abilities required to provide the best customer care and a pleasant experience takes place.

Contextual framework

Throughout the thinking of mankind, it defined the term work "as an institution as old as humanity itself" (Blanch, Social Work Psychology, 1996).

Prehistory to work was an activity that gave recognition to those who practiced, workers were slaves who worked long hours in an attempt to earn enough for their freedom.

Later in the colonial era in 1593 Felipe I provide that "wages must be fair and voluntary and protection for indigenous labor" in addition to establishing the working day of 8 hours per day, because the Indians were slaves treated like animals. After the industrial revolution, the work of scientist and engineer became very important and science and technology advancing by leaps and bounds to begin opening field what would be for many historians the most impulsive tool that revolution, the computer.

Later in the independence of Mexico, where Miguel Hidalgo promulgating the abolition of slavery and established the death penalty to retain slaves ending a crucial time for the country's course was not until eleven years later, in 1821, where the commander the colonial army of New Spain Don Agustin de Iturbide and Vicente Guerrero insurgent army chief southern gave an end to the war and gave rise to the constitution of Apatzingan where it is decreed that everyone is free to choose the job to which you want to pursue. After taking the reins independent country and giving the increasing industrialization and trade, are beginning to have a major boom also work in the fields of study in universities arises the need for management professions human factor.

Having identified the growing need for these professions the Industrial Revolution appears in the late eighteenth century that marked the arrival of machinery steam to come by replacing much of the manual labor, from here a disturbance arises in the work of workers resulting in a new labor office, the employer or boss, therefore began to manifest a distance between workers and owners, making way too scientific management. In the ninth edition of the Human Resources Administration tells us that:

Scientific management represented an effort to resolve the inefficiencies of both labor and management through working methods, time and motion studies and specialization. Industrial psychology focused psychological principles applied to enhance the ability of workers to perform effectively and efficiently. (Ivancevich, 2005, p. 7)

While scientific management was increasing, it was focused on this work and make it efficient, psychology focused on the worker and the differences between individuals, their goal was the greatest welfare of the worker. (Ivancevich 2005)

And to the early twentieth century the growing technological changes, expansion of new organizations, increasing labor and various factors influencing the industrialization of many countries, business owners began to express interest in attracting the best workers. the first department staff although no precise date of when it arose, circa 1920 secretaries welfare who were responsible for talking to both workers and employers to reach working agreements and reconcile the parties so arise both leave most benefit possible.

So, the study are not only factor working environment, but also is, on many occasions, the need to feel part of the organization concluded. As a result of this experiment, they obtained different behavioral bases such as companionship, participation in work teams, cohesion and loyalty were much more important than applying engineering alternatives. (Sikula, 1979)

In addition, Sikula F., (1979), highlights in his work something very important: "While scientific management matured, raising awareness that human resources were the most valuable thing a company has [...] may have machinery, money, methods and equipment, but lacks competent human resources, the rest is useless. "

For these investigations, scientific management reached its highest stage of growth (1930) since there is no date of when and where to start scientific management many historians prefer better mark their influence on the organizational field and in human relations since in this time is that engineers begin to have a stake in some administrative tasks, but over the decades the balance and brightness due to poor engineering possibility is lost to perform such administrative functions so they realized that these dysfunctions administration - engineering were unfounded character of human factor and not mechanical as thought. This discovery gave impetus for the emergence of the era of public welfare and also

For the year 1945 given the need to manage staff, arise the first activities related to the rights and obligations of workers, such as the monitoring and recording of inputs and outputs, payroll and paid the Mexican Social Security Institute (IMSS).

L. Fernando Arias for Galicia and Victor Espinosa Heredita in the early 50's:

Arises the race of Industrial Relations at the Universidad Iberoamericana, a name that gradually starts to spread those companies to distinguish themselves in routine and bureaucratic personnel function. However, often the category and level increases, often reporting to the finance area [...] However, the area of industrial relations continues to manage records and controls, payroll, payments to the IMSS; but new features are added: analysis and job evaluation, selection and training. (Arias & Heredia, 2006, pp. 150-151)

In the year 1960 some organizations already incorporated into its organizational manager of industrial relations where in addition to the above activities, the review of employment contracts assigned, link with the union and began to address legal issues and laws on workers.

For the 1970s you could say, it is the decade of human resources. In these years they began to emerge new own human resources activities. Training becomes essential activity within organizations as staff had to be prepared to use new technologies emerging and to do their job properly.

Organizational communication became very important as well as employees and managers are informed, heard and valued to express their views. This entails management by objectives where work teams are created to complement skills, aptitudes and thus work for the same purpose having a fixed term to fulfill it. Because the workers had targets to meet, results emerge bonuses as an incentive for them to feel motivated and deeply feel that their work is as important as any other organization. As a tool to determine whether workers really met properly with their tasks and objectives set,

A little later comes into force the new federal labor law which stipulated the main rights and obligations of both the employer and the employee, also they initiated salary increases by presidential orders. Similarly, administration of wages and salaries was going to be the responsibility of managing human resources and finance department not as was done in previous years.

In the 1990s the Human Resources Administration, changed his approach "management of human talent" with this being defined people as intelligent beings, with abilities and skills, unique and unrepeatable personalities where each person could contribute according their ability, and not just be numbers more for organizations as they are worth above. As mentioned Margaret Butteriss:

It is no longer about managing people, but people manage. This is the new spirit and the new concept. The currency of the future will no longer be financial, it is intellectual capital. The most important resource of the organization was in the heads of people. (Butteriss, 2001)

Human Resources activities are different according to the needs of each organization and can be called the personnel department, human resources, industrial relations, labor relations etc.

The main activities of the Human Resources area are as follows:

- Recruitment of personnel
- Staff pick
- Recruitment
- Induction
- Training
- Salary's administration
- Labor Relations
- Security and health at work
- Application performance evaluations
- Organizational development

- Databases and information systems
- Ups and downs in the IMSS and INFONAVIT
- Organizational climate

In labor relations, there are the rights and obligations of the worker. The rights of an employee under the Federal Labor Law is to receive benefits that mark in the Act, such as the following.

Holidays: Workers with more than one year of service will enjoy an annual period of paid leave, in no case be less than six working days and will increase in two working days, up to twelve, for each subsequent year of service. After the fourth year, the holiday period increased by two days for every five of services. (Federal Labor Law, 2015, art. 76)

Prima holiday: Workers are entitled to no less than twenty five percent premium on wages allocated to them during the holiday period. (Federal Labor Law, 2015, art. 80)

Bonus: Workers are entitled to an annual bonus to be paid before the day on December 20, equivalent to fifteen days' wages, at least.

Those who have not completed year of service, regardless of whether they are toiling or not the settlement date of the bonus shall be entitled to be paid the proportional part thereof, according to the time which they have worked, whatever it. (Federal Labor Law, 2015, art. 87).

Sunday bonus: The regulations of this Act shall ensure that the weekly rest day is Sunday.

Workers who serve on Sunday shall be entitled to an additional premium of twenty-five percent, at least, on wages of ordinary working days. . (Federal Labor Law, 2015, art. 71).

Seniority premiums: Plant workers are entitled to a seniority premium in accordance with the following rules:

I. Seniority premiums consist of the amount of twelve days of salary for each year of service;

II. To determine the amount of wages, it will be subject to the provisions of Articles 485 and 486;

III. Seniority bonus to workers who voluntarily separate from employment, provided they are fifteen years of service, at least be paid. Also, it is paid to those who are separated for cause and those who are separated from their employment, regardless of the justification or justification for dismissal. (Federal Labor Law, 2015, art. 162).

Compulsory rest days: They are those set out in the schedule established by the Law throughout the year. Should work in these days, they will be paid twice, in addition to your salary. (Federal Labor Law, 2015, art. 74).

Social Security: Workers have rights to be affiliated to the Mexican Social Security Institute (IMSS) and receive medical care.

As well as many organizations manage services not by law and which are for the benefit of workers. For example, the following:

Saving Fund: consists of monetary contributions by the employee and the organization to create a savings and at the end of the year receive the money raised.

Productivity bonus: This bonus consists of giving an economic compensation to the worker for their performance and for exceeding the objectives.

Punctuality bonus: It is economically the worker bonificar not incur assistance according to established schedules.

Food Stamps: It is vouchers to exchange for products in supermarkets.

Some organizations tend to support workers with other services, just to name a few are room service and transportation.

Companies today are more concerned about the welfare of their employees, example is incurring emotional stability, also caring for his family having close contact with the worker and thus determine the HR professional what your family's needs.

Transnational organizations are primarily interested in managing new ways to encourage and support their workers in a line that makes them feel good about their work and only a few manage to have an impact on your family.

Such is the case of Google, this organization uses very original ways to encourage their workers, as an example, employees have a chance to eat in the office for free, there are rooms to reflect, where Friday afternoon employees together to share information, discuss their personal lives and share funny videos. We also have a rule called 80/20 is that every worker can spend 20% of their working time own personal projects, through this project you have arisen Google News or improvements to Gmail. Javier Rodriguez Zapatero President of Google Spain is important that people are happy and feel comfortable in your even better than at home, because a motivated person will produce much more work.

On the other hand Coca-Cola has a program called time bank which consists of a service provider that can take care of anything from making a copy of a key, buy a book you need a worker for their children or other type of personal activity, so employees have someone who helps conduct their activities to save the time you would spend doing it. They also have the so-called "school of happiness" where do actions toward employees, from talks on aspects of welfare, health, happiness, to do studies on the correlation between happiness and performance at work.

LinkedIn, meanwhile, refused to be outdone, the company focused workplace offers food workers and free medical care, safe for your pets and also offer a gym within the same workplace, gives an annual bonus of 2,000 dollars to use them in healthy activities like a spa or playing sports, according to the online newspaper "El Economista" (the Economist, 2016). Over the years Human Resources has taken great influence on managerial positions in organizations like it in new economic sectors that spur the growth and development of the country, as in the case of tourism has become very important since the 1960s where Mexico began to enter the economy boosting tourism plans.

A difficult but very important in the tourism-industry role because, being a sector that provides services need to find quality employees and not only that, but also boost growth in quality, care and customer service.

While one of the most difficult tasks of the HR department is to attract the best people, it is even more difficult to keep him because now day people entering the tourism sector do with expectations not to remain within him as a leverage economic activity in terms of remuneration, this is strong demand for public holidays. Because of this the directors of tourist organizations do not see the need to train staff, training and induce, but rather adapt to their workers at the time to be in need, for proper training plan takes time and money which not many would be willing to bet. In the case of tourism being a service activity and economic main source,

In all the businesses dedicated to tourism, it is very important the attention that is given to the customer because it is not just the attraction if not the experience of visiting the tourist takes. For example, after sleeping in a hotel what the experience has had a visitor, whether positive, negative, if the room was comfortable, if they had hygiene, etc. These aspects lead tourists to decide whether to return to the place or not. These companies are required to orientate on what the needs of its customers, always trying to exceed the expectations of them.

There are elements necessary that every employee of any tourism business should have to generate a positive service to the customer, among them being positive, where the worker has the desire to serve, which will maintain a positive work environment, for example by giving a complaint or suggestion to a waiter, look for positive solutions where the customer feels taken into account.

On the other hand we cannot ignore that courtesy is a determining factor in providing customer service should always be time to start a friendship with tourists when it comes in contact with service personnel, for example, a receptionist You should give a welcome, greet with a smile, addressing customer questions to let them know the interest you have for them with personalized attention.

Something very important is that the staff should be knowledgeable about the products or services that can offer the organization, example is if a tourist comes to a travel agency and is an executive who does not know the good or service provided, because of this we assume that tourists a bad impression will be, and ultimately prefer not to buy the product.

Theoretical framework

"Human capital is a strategic factor in the tourism sector to achieve the objectives of competitiveness and to be different to companies in the same turn." Adelaida Lillo Bañuls as mentioned in his 2009 study conducted at the University of Alicante, Spain, the human resource is the main factor to allow development of a strong industry, able to compete, and to changing situations. Such research was just doing scales that determine the lines of action in education policies, with the aim of increasing the level of education and preparation of workers in the sector. In tourism compared to other sectors of the services sector, staff is characterized by low level of formal education where the cheapening of recruitment is customary, and little concern for the quality and preparation having the person, hence arises the need to consider education tourism human capital. The percentage of workers with basic education levels is higher in workers related to tourism, where 54.04% of respondents working in the tourism sector have hardly primary and 34.10% equally with primary, do not work for this sector. Human capital in tourism should be analyzed from three basic aspects that can properly serve the training needs of the sector are: subsector (restaurants, hotels, agencies, etc.), firm size (SMEs, large companies) scale (local, regional, national) scope.

For the years 2011 to 2015 at the National University of Quilmes, Buenos Aires, Argentina, Stella Maris Pereyra, Marian Lizurek and Cristian Uriel conducted a research entitled "practices and trends in technical recruitment and selection of personnel in the My Small Business tourist accommodation ", this study focuses primarily on managing human capital My SMEs tourist city of Buenos Aires and on the other hand the progress of the project" comparative study of practices and trends in human capital management "applied directly My people of tourism SMEs in the city of Santa Teresita.

It was performed by descriptive exploratory development of qualitative-quantitative, using techniques that allow comparison of the data obtained. For this to managers or owners of organizations they interviewed delineating populations studied. Human capital management aims to see the real needs of the company. Whereas selection and recruitment is the technique of managing human capital most commonly used in the tourism industry is a priority for analysis. The recruitment and selection process vary according to the profiles of required position and the size of the company. The organizational climate is used in order to determine the internal labor relationship where workers of the organization feel and collaborate to achieve the objectives and goals of it. As they mentioned Blanca Paola García, Leticia Rodríguez Ocaña, Herminia Izeta Band, Luis Manuel Hernández Govea, Juan Carlos Mandujano Contreras in his 2017 work called: organizational climate. Case Study: Hacienda La chonita in Cunduacán, Tabasco, Mexico, where the organizational structure of the place and relations of the workplace is discussed, that in order to understand if a positive organizational climate that may lead prevails greater commitment organizational. Hacienda La chonita now part of a tourist attraction considered a historical heritage that provides environmental education to young students and the general public. This research was quantitatively where data were collected for analysis and comparison with measured variables, for this a questionnaire of 24 items was conducted, focusing on six dimensions.

The organizational climate prevailing in the hacienda the chonita is poor and inefficient because of the employment relationship between the staff with the company and vice versa. Analyzing the questionnaires applied in the dimensions assessed, the following results were obtained: in the dimension of structure it is concluded that most workers disagree on being well organized and have a clear definition of their roles and responsibilities. The second aspect deals with the standards of this it follows that most workers agree with the interest on performance and pride that have employees to do a good job. For the third criterion is responsibility, where workers are totally disagreeing and lack this value that is precisely the feeling that employees have to be their own bosses and make their own decisions.

The following dimension is recognized, it is concluded that the majority of workers are in disagreement regarding the feeling of workers to be rewarded for doing their job well. Support is another aspect to be considered, where most of the employees agree with the feeling of trust and cooperation that exists within work teams. Finally, for the dimension of commitment it indicates that workers have a low sense of belonging to their organization and little commitment to meet the goals of it.

The tourism industry constantly require attention needs to analyze according to customer requests, the success and competitiveness of an organization is largely due to the training of human capital. Organizations that have an induction and training program developed well they are more competitive, the demand of tourists, improves the image etc. Competitiveness is a determining factor in the tourism sector, according to Arias (2012) cited in (Quiñones & Vega, SF), "competitiveness is understood as the ability to compare and outdo other people and businesses regarding certain indicators chosen such as knowledge, skills, experience, price, quality, timeliness, and so on ". In research "programs induction and training as tools of competitiveness: the case of a company, Baja California tourism sector in the city of Tecate, Mexico" by Brenda Melissa Quiñonez Martínez and Alfonso Vega Lopez impact explained induction programs, training, organizational climate, and customer service in a company that is dedicated to providing a hosting service in hotels and restaurants, where the main objective is to know how these programs benefit this company. Hotels is essential to develop staff at each of the stages of its formation.

The method used was the causal-correlational-transactional. Since relationships between variables are described at a given time either correlational terms or in terms of cause and effect. (Hernandez Sampieri, Collado, & Baptista, 2010) Quoted from (Quiñones & Vega, SF). induction, training, organizational climate and customer service: through a questionnaire applied to 100% of the workforce four aspects were evaluated. As a result, for the first variable is induction, 48% of respondents know the history of the company, the departments that integrate and functional areas during induction, also 43.2% believe that induction of office clearly describes the activities to be performed.

For training the variable 56.8% of workers concludes that the training they have been given are useful to develop their work although these trainings have no great relationship with customer service, also they consider that training increases the competitiveness and the best way to learn is by practical exercises. Meanwhile organizational climate for workers infer that the direct boss present improvement in the area of motivation for them. Finally, there is a greater competitiveness that offer customer service and organizational climate that is seen in the company. In conclusion it is necessary to create a teacher training and induction according to the DNC that applies and make the changes needed basis plan. Meanwhile organizational climate for workers infer that the direct boss present improvement in the area of motivation for them. Finally, there is a greater competitiveness that offer customer service and organizational climate that is seen in the company. In conclusion it is necessary to create a teacher training and induction according to the DNC that applies and make the changes needed basis plan. Meanwhile organizational climate for workers infer that the direct boss present improvement in the area of motivation for them. Finally, there is a greater competitiveness that offer customer service and organizational climate that is seen in the company. In conclusion it is necessary to create a teacher training and induction according to the DNC that applies and make the changes needed basis plan.

Human resource becomes a human without recourse, according to research. The figures show results from the perspective of a human recourse should empower the person with knowledge regarding a specific work area in this way is a boost for workers and perform their skills to the maximum, resulting in a possible entrepreneurship and thus boost is generated on jobs, fostering partnerships, key chains factor of socio proposed for the territory of the present study. (Pacheco & Henríquez, 2011) The figures show results from the perspective of a human recourse should empower the person with knowledge regarding a specific work area in this way is a boost for workers and perform their skills to the maximum, resulting in a possible entrepreneurship and thus boost is generated on jobs, fostering partnerships, key chains factor of socio proposed for the territory of the present study. (Pacheco & Henríquez, 2011)

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Competitiveness, changes, challenges and opportunities in the tourism sector have happened much in recent years, therefore, the study on the Alicante University of Adelaide Lillo Bañuls, Ana Belén Ramón Rodríguez and Martín Sevilla Jimenez, show us the big picture and the scope of the sector as a partner activity - economic but especially highlights us human capital as strategic for the competitiveness of the tourism sector can be increased if special emphasis is placed on the importance of education and tourism training of workers factor. Therefore, we are talking about a purely documentary and qualitative research as highlights different perspectives of different authors that show the positive and negative side of the current situation in tourism, despite this, research in Spain, encouraged us a lot, revealing that training and investing in staff grown significantly to any organization, however, tourism plays a much more important role because it is serving the customer and not to offer a product for this, the authors emphasize that obtaining a good staff is essential, but once attracting these, priority education becomes the same as a competitive advantage. Something that stands out a lot of Alicante University is the Human Resources indicator attempts to measure the quality of the labor force in tourism, through an educational index without distinguishing between studies (reading and writing), primary, secondary and tertiary education.

We also noted a unique feature mentioning that despite the human resource possesses qualities and abilities, there must be a commitment by tourist agencies to encourage their workers, through proper training, motivation and job even an environment which allows them to develop in the best way. Another thing that stands out much is about restructuring work plans to be in a constant change of staff activities, as because of this raises many disagreements or falls into a routine that many times employees are not ready to go.

The quality of human resources within organizations represents a decrease in turnover, proper selection and adaptation of jobs and salary increase productivity and compliance within their work activities, on the other hand, a lack of education, training and guidance on jobs, bring therefore a mismatch in the tourism work activities. (Lillo, Ramon, & Seville, Redalyc.org, 2006)

In 2010 by Thomas J. Lopez-Guzman Guzman, Sandra Maria Sanchez Canizares at the University of Cordoba (Spain) and Maria Margarida Nascimento Jesus at the University of Algarve (Portugal) a study called job satisfaction was applied as tangible value of resources humans in cases of hotels where we revealed in its main objective, job satisfaction as intangible work of human resources, for this they used a qualitative and quantitative methodology, unisectorial empirical study was made in the geographical area of Algarve, is he used a stratified sampling based on the number of hotels in each category and in the streets where they are located. Various techniques were applied to obtain information, revolving around job satisfaction, just to name a few, They were discussed issues of promotion, giving priority to male, with significant differences, concluding that men are very satisfied in this issue. Another topic, makes inference to the hotel category, so that workers are better paid and receive a higher salary, professional and personal, as well as better opportunities for advancement, resulting, workers prefer this type of five-star hotels to develop their work activities and in terms of the educational level show that despite not being significant dissimilarities, referring to the job satisfaction of their employees, If an impact on wages and promotion opportunities giving as a consequence that workers who have a higher educational level receive a better salary as very encouraging sign is that people who receive higher pay, are more consistent with the other study variables mentioned above and as a last thing we talk about marital status, type of contract and shifts, which does significant difference in the factors analyzed.

The main result of the research paper is that hotel companies have realized that workers are not only retained based on a good salary but have also had to use other strategies to convince workers of working with them and much It has to do with job satisfaction, in turn creating a work environment more enjoyable for all members of the organization, as here, managers together with representatives of the Human Resources department who have to assess the situation and give advice on strategies utilization human capital to lead to the fulfillment of the objectives of the organization. (Guzman Sanchez & Nascimento, nd)

Justification

The study of human capital as tangible value within the tourism industry in Guanajuato Capital has shown in recent decades an imminent need, therefore an analysis that lead us to a scenario that yields enough information about what happens today feasible . This study focuses on the characteristics of HR functions in hotels and restaurants, because it is an economic activity that provides services, staff must be trained and have the skills to provide the best customer service. When the customer is satisfied with the attention it has given is likely to return to that establishment, also can recommend people to visit it, otherwise when the customer is dissatisfied will stay that bad memory of his visit to the place and chances are that disparages with others. Hence the need for human capital familiar with the objectives of the organization, where there an atmosphere of service attitude to welfare and user comfort arises. In a context where the worker becomes paramount to the success of the organization is important to note that there are people with an attitude of service and special charisma that generate an environment attractive confidence to visitors, also there are employees who have to develop these skills because the relationships with people who have different interests is complicated.

Methodology

This research was conducted by a party with a qualitative approach being open, flexible, built through the study of people and their context of tourist organizations Guanajuato capital with the aim of discovering the phenomena so many qualities as possible (Hernández Fernandez, & Baptista, 2010).

Also made documentary way, where they were collected and selected facts and documents to rediscover the purpose of expanding knowledge. a field study, was conducting interviews, which were applied to the management of the human resources department of certain tourist companies Guanajuato, Guanajuato. Such interviews are based on 8 questions work environment issues, training, safety, health (IMSS Affiliation), selection,

Overall objective

Identify the importance, current conditions and HR functions in enterprises in the tourism sector of the capital of Guanajuato.

Results

The small sample taken in the tourism industry in the state capital of Guanajuato, allows highlighting various aspects that work in the field of research of human capital with regard to the selection, retention, training, job security, among others, the sample corresponds mostly to the hospitality industry, being an activity of great demand in this area. Although some companies were given the refusal to cooperate with the investigation and could even be felt in more than a certain meticulous caution in providing relevant data, which, in a scenario where quality as a strategy, quality and warmth of the staff in activities economic service, are key success factors. But nevertheless, after analyzing the field of human resources and their importance today in the tourism sector, it highlights the interest of organizations in attracting and keeping staff well in every way, because without it would not step in the same direction the organization.

On the other hand, you get that hotels in the capital city (being major field of study and activity serving) right shows functions and deal with its staff being within the legal framework and even exceeding mostly with benefits outside the law companies demonstrating commitment and honesty in fulfilling its obligations and also with clear ideas. for without it would not step in the same direction the organization.

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Conclusions

In this research the evolution, development and importance of human resources in relation to tourism was presented. According to the previous study and interviews conducted in various tourism businesses in the capital of Guanajuato, it is concluded that it is essential to have a professional exclusively human resource management within these companies, because human capital is the main factor to meet the objectives that are planned and achieve stand out from the competition. Most companies engaged in tourism as such do not have a HR professional to be responsible for personnel administration, usually is the manager himself or accountant who carries HR functions.

Among the most important functions they include training and retention, first training is essential because the employee has to provide the best service to customers for good memories of the place and for possibly recommend are carried, and secondly retention, most workers coming to work in a firm this rotation, it does not stay, because the work is temporary and not have the best conditions.

A company that maintains trained, motivated, happy, valued and encouraged their employees is a company that will undoubtedly be successful, and if we talk about hotels and restaurants where service offering employees is essential for the visit of tourists.

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