

A Study on Employee Readiness on Inventory Control Practices in Hotel Industry in Sri Lanka; with Reference to Five Star Hotels in Southern Coastal Belt

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The hospitality industry plays a vital role in economic development in any country. Accordingly, to maximize the return hoteliers execute cost controlling strategies that specifically covers the inventory cost. Notably, inventory cost also reflects the significant amount of the total cost of hotel operation. But, paying less attention to inventory control practices by hotels and lack of actual employee readiness in inventory control are major concerns which should be considered by hoteliers. Because, a substantial space is available for theft, pilferages, shortages, wastages, inappropriate accounting, inadequate record-keeping, and other losses. Hence, the present study attempts to identify the inventory control practices in hotels in the southern coastal belt followed by another two objectives; to identify employee readiness for inventory control practices and identify the consequences of employee readiness on inventory control practices towards hotels. Primary data collected from 10 department heads of five-star hotels in the research area and structured interviews were used with the purposive sampling techniques. Data were transcribed and analyzed by using content analysis which is one of the qualitative data analysis techniques. The findings revealed the existing unique inventory controlling practices in each department and issues among those departments related to inventory control. And Also, the study shows that there is a 100 percent influence of employee readiness on inventory control practices in hotels like effective and efficient controlling procedure, time saves, income earning, minimize wastages and accuracy of the procedures. Further, this study recommends addressing the issues affecting the readiness of employees involved in inventory control and achieving an effective control process. This study provides an overview of the importance of increasing employee readiness for inventory control in the hotel industry in Sri Lanka.

Keywords: Inventory control practices; Employee Readiness; Hotel industry; Southern Coastal Belt