



**Analysis the level of competency of hospitality employees  
from industry perspective: Gap analysis reference to  
graduates and non- graduates**

*This dissertation is submitted as a partial fulfillment of the degree of Bachelor of  
Business Management in Hospitality Tourism and Event Management*

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## ABSTRACT

**Title of dissertation:** Analysis the level of competency of hospitality employees from industry perspective: Gap analysis reference to graduates and non-graduates (With special reference to SLTDA registered star categorized hotel in Colombo district)

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People are one of the most important resources for businesses throughout the world. This is particularly true with respect to a service-intensive sector such as hospitality. It is only through focused developmental support of all staff with an emphasis on high-quality and high-competencies that the hotel industry can reach its full business potential. Therefore competencies and quality of staff are among the most important factors in sustaining the competitive success of the hotel.

The main aim of this study is to reveal the extent to which programs and education system meet the prerequisites of the tourism industry regarding competencies of diploma holders, school leavers and graduates. The Sample population for this research was managerial employees who working in star rated hotel in Colombo district.

For this survey, data were gather using questionnaire and interviews within selected sample of organizations. Mean, Independent t-test, and One way ANOVA used to measure statistical findings. Alpha test proved that questionnaire was reliable. According to the findings diploma holders having low competency gap than graduates and school leavers. Managerial employee's age and working years in the industry having effect on the expected competency level. Diploma holders were showed high level of skills and competencies than the graduates and school leavers.

**Key words-***Competencies, Competency Models, Competency gap*