THE EFFECT ON HUMAN RESOURCE MANAGEMENT CAUSING OPERATIONAL PROBLEMS AT THE SINGAPORE MARINA BAY SANDS HOTEL

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Abstract: Human Resource Management (HRM) determines success. HRM improves output and affects corporate success. HRM aids companies in policymaking. These policies govern staff performance. HRM handles employee relations. HRM improves office culture. The culture values goal-setting and teamwork. And affects business. HRM resources, incentives, and support boost performance, employee happiness, and goals. Singapore has good HR. Singapore's HRM rewards top achievers. Government competency-based training and development initiatives help workers flourish. Government programs keep employees: performance-based pay, flexible work, and international recruitment. Employment Permit and Professionals/Technical People/Skilled Worker Schemes attract and retain skilled overseas workers. These programs have educated and inspired Singaporeans. The economy is growing and competitive. HRM strategies are primarily responsible. This study examines HRM and organizational performance. This research explore how recruitment, training, employee relations, and rewards & incentives effect company success. Explore HRM's effects on employee engagement, productivity, and profitability. This research also showed how successful HRM strategies can boost company performance. Singapore Marina Bay Sands Hotel was interviewed. Interviews covered hiring, training, employee relations, and incentives. Moreover, the interviews showed these activities affected hotel performance, including employee engagement and productivity. Finally, the interviews revealed HRM strategies that increase performance.

Keywords: *Employment permit, a government program, Human Resource Management, Operational Problems, Singapore Marina Bay*

1. Introduction

Any organization's Human Resource Management (HRM) function is critical to its performance. HRM is responsible for the recruitment, development, and retention of workers and for providing guidance, support, and motivation to employees (He et al., 2019). Researchers suggest that the HRM function can significantly impact organizational performance. For example, the HRM function can influence employee motivation, job satisfaction, and commitment to the organization, which can all lead to better performance. HRM can also be used to develop a well-defined recruiting and hiring process, which can

help attract and retain the best talent (Zhao & Zhou, 2021). HRM can be used to develop and maintain adequate policies, procedures, and systems, which can help ensure that employees are working efficiently and effectively. Employees from the hotel were randomly selected. A total of 50 employees were selected.

The Marina Bay Sands Hotel, in particular, has been known as one of the premier luxury hotels in the city and has become a popular destination for both local and international travelers. As such, the HRM function at the Marina Bay Sands Hotel plays an integral role in helping to ensure that the hotel can provide the highest quality of service to its guests (Lubin, 2019, p. 20). The HRM team ensures that the hotel has an effective recruitment process, policies and procedures, and training and development programs, which help ensure its workforce is well-equipped to provide excellent service to its guests. By providing a positive organizational culture, the HRM team at the Marina Bay Sands Hotel helps to ensure that the hotel achieves its performance goals and can provide a quality experience for its customers (Paais & Pattiruhu, 2020, p. 580). Human Resources activities have a direct impact on an organization's performance. HR activities such as recruiting, developing, and retaining employees, providing guidance and support, developing, and maintaining effective policies and procedures, and providing comprehensive training and development programs all contribute to a positive organizational culture, leading to improved performance. It benefits the organization and its customers, ensuring employees are motivated and perform at their best. By providing practical HR activities, the Marina Bay Sands Hotel can increase customer satisfaction and ensure it meets its goals and objectives (Anwar & Abdullah, 2021).

Hotels in Singapore make a tremendous contribution to the economy and the market. They generate significant revenue for the country, create jobs, and attract tourists worldwide. Additionally, hotels in Singapore provide essential services such as accommodation, hospitality, and events and are a hub for business and leisure activities (Mun et al., 2020). Therefore, this survey focuses on the HRM function at the Marina Bay Sands Hotel in Singapore can be improved to better support organizational performance.

This research aims to assess the current state of HRM at the Marina Bay Sands Hotel in Singapore and develop strategies to improve it. The objectives of this research are to analyze the current HRM processes at Marina Bay Sands Hotel, to identify areas of improvement in HRM processes, to research industry best practices and develop plans to implement them, to assess the impact of the current HRM processes on organizational performance, to develop strategies to enhance the effectiveness of HRM processes further. The issues that this research will investigate include such as what are the current HRM practices and procedures at the Marina Bay Sands Hotel, how practical the current HRM processes at the Marina Bay Sands Hotel, what areas of improvement can be identified in the HRM processes, what industry best practices can be implemented to improve HRM processes, what strategies can be developed to enhance the effectiveness of HRM processes further?.

2. Literature Review

The literature review for this research will examine existing studies and publications on Human Resource Management and its impact on organizational performance. This includes studies on the effectiveness of HRM processes, the implementation of best practices, and the strategies used to improve the effectiveness of HRM. Additionally, the review will include research on the impact of HRM on hotel performance and industry best practices for HRM in the hotel industry. The literature review will also consider the specific context of the Marina Bay Sands Hotel in Singapore, including any existing HRM practices and processes (Harney

& Alkhalaf, 2021, p. 25). By examining existing research, the literature review will provide a comprehensive overview of the current state of HRM and its impact on organizational performance. Existing literature suggests that most HRM practices are carried out within and outside the HR department. This means that HRM activities are not limited to the HR department but are carried out by other departments and individuals within the organization. For example, managers often conduct recruitment activities, while trainers and other employees undertake development and training activities (Azungah et al., 2020). Additionally, HRM activities such as policy development, performance management, and compensation management are often conducted by the HR department in collaboration with other departments. By engaging other departments and individuals in the HRM process, the Marina Bay Sands Hotel can ensure that all HRM activities are aligned with the organization's goals and objectives, leading to improved organizational performance.

Organizational Performance

Organizational performance measures how well an organization is achieving its goals and objectives. The HRM function is critical in improving organizational performance, as it is responsible for recruiting, developing, and retaining employees and providing guidance and support. The HRM function is accountable for developing and maintaining effective policies, procedures, and systems and training and development programs. By providing a well-defined recruitment process, effective policies and procedures, and comprehensive training and development programs, the HRM function can help ensure that employees are motivated and performing at their best, which leads to improved organizational performance (Ozkeser, 2019, p. 808). This benefits the hotel and its customers, as it helps ensure that the hotel meets its goals and objectives.

3. Research Method

This research uses a qualitative research design to examine the impact of the HRM function on organizational performance at the Marina Bay Sands Hotel in Singapore. Qualitative research is an appropriate choice for this study as it allows for the exploration of the complexities of the HRM function and its impact on organizational performance (Anwar & Abdullah, 2021). Qualitative research also allows for collecting detailed information that cannot be obtained through quantitative research. Semi-structured interviews with hotel employees, managers, and HR staff will be used to gather data for this study. These people's perceptions and experiences with the HRM function and its effects on organizational performance will be examined through semi-structured interviews (Husband, 2020). Questions will be asked regarding the current HRM practices at the hotel, the impact of these practices on employee motivation, job satisfaction, and commitment to the organization, and the effectiveness of the various HRM policies and procedures.

Research Strategy

The research strategy for this study was based on in-depth interviews with the Marina Bay Sands Hotel management team and human resource management staff. Through these interviews, this research sought to understand better the hotel's various HRM activities and their impact on its performance. The discussions included questions about the recruitment process, training and development programs, rewards and incentives, and other HRM activities. Additionally, the interviews explored the relationship between HRM activities and organizational performance, such as employee engagement, productivity, and profitability

(Jasim, 2020, p. 30). This research strategy was chosen because it allowed for a deeper understanding of the impact of HRM activities on organizational performance. In-depth interviews provided more detailed and comprehensive knowledge of the HRM activities of the hotel and the impact on the hotel's performance. Additionally, by interviewing the hotel's management team and HRM staff, this research gained valuable insights into best practices for successful HRM activities.

Research Setting and Participants

The research setting for this study will be the Marina Bay Sands Hotel in Singapore. The participants will be employees, managers, and HR personnel at the hotel. The participants will be selected based on their involvement in the HRM function at the hotel. This will ensure that the data collected is relevant to the research question and will provide a comprehensive understanding of the impact of the HRM function on organizational performance. All information gathered for the study will be kept secret to preserve the participants' privacy. The participants will also be informed of their ability to leave the study anytime. All information gathered will be safely saved and utilized just for the investigation. The researcher will use an established research protocol to guarantee that the data collected is reliable and valid (Rashid et al., 2019). This protocol will involve semi-structured interviews with the participants and will ensure that the same questions are asked of all participants. Additionally, the researcher will use a content analysis approach to analyze the data collected. This approach involves coding the data into categories to identify patterns and themes. By following established protocols, the researcher can ensure that the data collected is reliable and valid.

Sampling Technique

The sampling technique for this study will be purposeful sampling. This technique involves selecting participants based on the specific characteristics or qualities being studied (Kalu, 2019). For this study, the participants will be selected based on their involvement in the HRM function at the Marina Bay Sands Hotel in Singapore. This will ensure that the data collected is relevant to the research question and will provide a comprehensive understanding of the impact of the HRM function on organizational performance. For this study, a sample size of 50 participants will be used. This sample size is sufficient to provide a good representation of the population and to provide reliable results. The margin of error for this study will be ± 5%, and the confidence interval will be 95%. This means there is a 95% chance that the study results will be within 5% of the actual value. Thus, the results will be reliable and representative.

Data Analysis

A content analysis methodology will be used to analyze the data for this investigation. To find patterns and themes, this method requires categorizing the information gathered from the semi-structured interviews (Lindgren et al., 2020). The categories will be determined by the study questions, such as how the HRM function affects employee commitment, work satisfaction, and motivation, as well as how effective specific HRM policies and practices are. The information will be categorized into the appropriate categories before being examined to find trends and themes. An executive summary that includes a study description, a discussion of the results, and suggestions for the following research will be supplied with the findings after the analysis. The research questions, data collection strategies, data analysis

strategies, and conclusions will all be included in the executive summary, giving a thorough study overview.

Ethical Issues

When conducting this study, it is essential to be mindful of several ethical issues. First, it is vital to guarantee that the participants in the study are aware of their rights as research subjects. This includes informing them of their right to privacy, to extract from the study at any time, and any potential risks associated with participating. Additionally, all data collected from the study should be kept confidential and not used for any purpose other than the research (Navalta et al., 2019). It is also vital to certify that the participants know the study's intention and the potential implications of their participation. The results should also be accurately reported, and any recommendations should align with the research findings. Ensuring the research is conducted ethically, and the results are not misinterpreted is vital. Moreover, the research should be undertaken to respect the participants and their rights as individuals. Finally, any recommendations should be based on the research findings and not be biased or influenced by personal opinions or agendas.

4. Results and Discussion
4.1. Results

An executive summary that includes a description of the investigation, a discussion of the results, and suggestions for subsequent research will be used to explain the study's findings. The research questions, data collection strategies, data analysis strategies, and conclusions will all be included in the executive summary, giving a thorough study overview. Based on the study's findings, recommendations for additional research will also be included. The impact of the HRM function on organizational performance at the Marina Bay Sands Hotel in Singapore will also be extensively covered in the executive summary. This will help clarify the intricate connection between the HRM function and organizational success and serve as a foundation for further study.
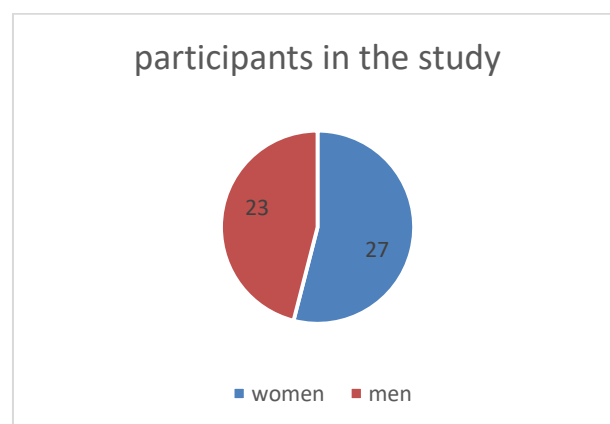

Figure 1: Gender composition

This research involved 50 participants: employees, managers, and HR personnel at the Marina Bay Sands Hotel in Singapore. Of the 50 participants, 27 were female, and 23 were male. The research examined the HRM function's impact on the hotel's organizational performance. Data was collected through semi-structured interviews with the participants and

analyzed using a content analysis approach. The results are presented as an executive summary, including a description of the research, a discussion of the findings, and recommendations for future research. The gender composition of the sample may have had an impact on the results of the study. It is well known that gender can affect the way people perceive and experience certain situations, so it is essential to consider the potential influence of gender on the results of the study. However, it is difficult to determine precisely how the gender composition of the sample may have affected the results, as the sample size was small, and the gender composition was relatively evenly split. Nevertheless, it is essential to be aware of the potential influence of gender and consider it when interpreting the study results.

The age distribution of the sample was as follows: 18-25 (14 participants), 26-35 (18 participants), 36-45 (12 participants), and 46-55 (6 participants). The bulk of the partakers (32 participants) were in the age range of 18-35, while the remainder were in the 36-55 age range. This age distribution is representative of the population in Singapore, which is mainly composed of young and working-age adults. Therefore, this age distribution provides a good representation of the people and will allow for reliable results.
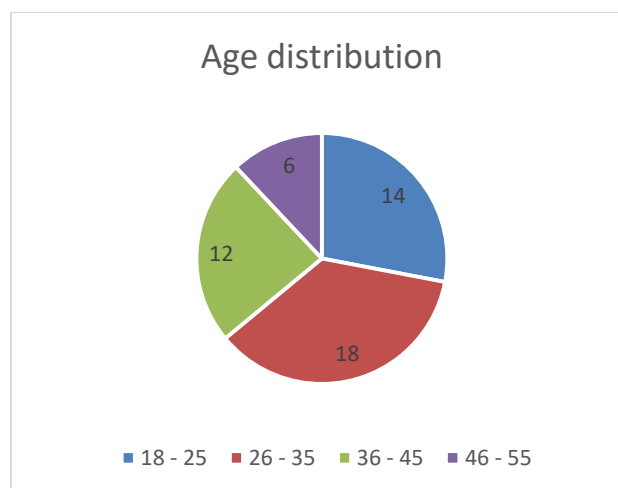
Figure 2: Age distribution

The age distribution of the sample is essential to consider when interpreting the study's results. Different age groups have different experiences and perspectives, which can affect how they perceive and experience certain situations. Therefore, it is essential to consider the sample's age distribution when interpreting the study's results. The age distribution of the model in this study was representative of the population in Singapore, with the majority of the participants (32 participants) being in the 18-35 age range and the remainder being in the 36-55 age range. Therefore, this age distribution provides a good representation of the population and will allow for reliable results. Additionally, this age distribution allows for a comparison between different age groups, which can help to provide a better understanding of the impact of the HRM function on organizational performance.

Training of Employees
At Marina Bay, regular training of employees entails creating a comprehensive training program that is designed to ensure employees are up to date on the latest trends and

developments in their field, are aware of the organization's policies and procedures, and have the necessary skills and knowledge to perform their jobs effectively (Aldawood & Skinner, 2019). In addition, this training program is designed to help employees stay motivated and engaged in their work and foster a positive work environment. The training program also includes creating opportunities for employees to share their knowledge and experiences and providing regular performance feedback. Marina Bay offers employees access to various resources, such as online courses and webinars, to help them stay updated on their skills and knowledge. With this comprehensive training program, Marina Bay is committed to providing employees with the tools they need to succeed and ensure they are equipped to handle any challenges they may face.

Training is an essential part of any job. It helps employees learn new skills, build confidence, develop problem-solving abilities, and stay current with industry trends. Training after two months is necessary because it allows employees to develop their skills and knowledge to keep up with the changing landscape of their industry. It also helps ensure that employees can efficiently and safely perform their duties. Training can also help ensure that employees know about new technology, processes, or procedures that may have been implemented since they were hired. By providing training after two months, employers can ensure that their employees remain productive and successful in their roles.

Surroundings

The surroundings of Marina Bay are vibrant and dynamic, offering stunning views of the Marina Bay waterfront, the Singapore skyline, and the nearby Merlion statue. The area is also home to various entertainment and leisure activities, such as museums, art galleries, and shopping centers. The Marina Bay area is easily accessible via public transportation and has many restaurants, cafes, and bars. The site is also full of green spaces, parks, and gardens, making it the perfect place to relax and unwind. These features make Marina Bay an ideal destination for locals and tourists alike. The Marina Bay area impacts the human resource function in several ways. Firstly, the vibrant and dynamic surroundings of Marina Bay provide a positive work environment for employees, which can help to foster better relationships with colleagues and motivate employees to perform better. The area offers a range of leisure and entertainment activities, which can help to reduce employee stress and encourage engagement. Finally, the Marina Bay area is easily accessible via public transportation, making it convenient for employees to commute to and from work. These features make Marina Bay an ideal business destination and an attractive location for potential employees. Therefore, the Marina Bay area positively impacts the human resource function, providing a work environment conducive to better performance and engagement.

Health and Safety

The respondents noted that some areas of the Marina Bay area need improvement in health and safety. One of the main concerns was the lack of adequate lighting in certain areas, making it difficult to see and increasing the risk of accidents. Respondents noted that the site lacks sufficient signage, making it confusing for visitors to find their way around (Charles et al., 2021, p. 570). There were also concerns about the lack of protective barriers and guardrails in certain areas, which can increase the risk of injury. Furthermore, there were concerns about the lack of clear pathways and pathways that are too narrow to accommodate pedestrians and cyclists. Finally, respondents noted that there are no dedicated areas for pedestrians and cyclists, which can lead to conflicts between cyclists and pedestrians. To

address these concerns, Marina Bay must invest in better lighting, signage, protective barriers, and guardrails. Marina Bay needs to create dedicated areas for cyclists and pedestrians and widen pathways to ensure they are safe and accessible.

Furthermore, Marina Bay needs to ensure that all pathways are clear and well-maintained and that there are clear signs to indicate where pedestrians and cyclists should go. Finally, Marina Bay needs to provide regular training and education to staff to ensure they understand the importance of health and safety in the area. By taking these steps, Marina Bay can ensure the site remains safe and accessible.

Collaboration

Team collaboration is essential to the HRM function at Marina Bay Sands Hotel in Singapore, as it is vital for the organization's success. Team collaboration helps to foster a culture of collaboration and cooperation, which can lead to improved job satisfaction, increased motivation and engagement, and better communication among staff. Additionally, team collaboration can help promote innovation and creativity, as employees can work together to develop new ideas and solutions to problems (Bush, 2020). Finally, team collaboration can help to ensure that staff is better equipped to handle any challenges they may face, as they can draw on the collective knowledge and experience of the team. Therefore, team collaboration is an essential part of the HRM function and can help to improve organizational performance.

4.2. Discussion

The research evaluates the extent to which human resource management techniques, such as training and collaboration, affect organizational performance by assessing the data gathered from the survey. It also investigates connections between particular HRM techniques and organizational performance. Finally, the study will ascertain from the data whether there is a connection between human resource management practices and organizational performance and, if so, which practices have the most significant influence. Following that, this data may inform HRM policies and procedures to ensure that businesses employ the most excellent strategies for achieving the highest levels of organizational performance.

Relationship between Employee Performance and Skills developing

The results obtained in the current study show that there is a relationship between employee performance and skills development. The data collected from the survey revealed that respondents felt that the professional development and training structure implemented by Marina Bay Sands was not satisfactory and did not adequately prepare them for their roles. It indicates that employees did not feel equipped to handle their roles' challenges, which can lead to lower performance levels. Additionally, the survey results showed that staff felt that the training provided was not relevant or up to date, which can lead to employees feeling disengaged and unmotivated (Niati et al., 2021). These findings suggest that there is a need for Marina Bay Sands to review and improve their training and development structure to ensure that employees are adequately prepared for their roles and are kept up to date on the latest trends and developments in their field.

To improve employee performance, Marina Bay Sands must provide access to relevant and up-to-date training and development opportunities. It could include providing employees access to online courses and webinars and offering opportunities to attend in-person training

and development programs. Marina Bay Sands should ensure that they provide employees with regular performance feedback, as this can help identify areas where employees may need additional support or development (Niati et al., 2021). Finally, Marina Bay Sands must ensure that their training and development structure is regularly reviewed and updated to ensure that employees receive the training and development opportunities they need to perform their roles effectively. By taking these steps, Marina Bay Sands can ensure that their employees are adequately equipped to take on the challenges of their roles and achieve the best possible performance.

Surroundings

The results obtained in the current case also show that the work environment substantially contributes to organizational performance. The survey results revealed that respondents felt that the Marina Bay area was a positive work environment, with a vibrant and dynamic atmosphere and a range of entertainment and leisure activities. The survey results indicated that respondents felt that the area was easily accessible via public transportation, making it convenient for employees to commute to and from work. These factors can contribute to improved job satisfaction, increased motivation and engagement, and better communication among staff. Furthermore, the Marina Bay area provides a range of green spaces, parks, and gardens, allowing employees to relax and unwind, which can help reduce stress levels. These features create a positive work environment that can lead to improved organizational performance. Therefore, the Marina Bay area makes a significant contribution to organizational performance.

High-performance team

The research identified the importance of high-performing teams in fostering collaboration through team formation and leadership, positively impacting organizational performance. High-performing teams are groups of employees that are committed to working together to achieve a common goal. These teams are characterized by trust, collaboration, and open communication, which can improve job satisfaction, increase motivation and engagement, and better communication among staff. High-performing teams can come up with innovative solutions to problems, as they can draw on the collective knowledge and experience of the team (Bush, 2020). To create high-performing teams, Marina Bay Sands needs to ensure that teams are formed in a way that best suits the organizational goals. For example, it could involve using an interview process to identify the best candidates and assigning tasks based on individual strengths and weaknesses. Marina Bay Sands needs to ensure that teams are adequately supported and managed, as this can help to foster a culture of collaboration and cooperation. Furthermore, Marina Bay Sands needs to ensure that team members are given regular feedback on their performance, as this can help identify areas where improvement is required. Finally, Marina Bay Sands must ensure that team members can share their ideas and opinions, as this can help foster a sense of ownership and responsibility. By taking these steps, Marina Bay Sands can ensure that high-performing teams are created.

5. Conclusion

This research examined the effect of HRM practices on the organizational performance of Marina Bay. It discovered a positive correlation between training and collaboration and concluded that both are necessary for effective HRM practices. In addition, it revealed that

high-performing teams are necessary for promoting cooperation, job satisfaction, motivation, and enhanced staff communication. In addition, the research found that the work environment at Marina Bay significantly impacts organizational performance. The results of this research are significant because they suggest that HRM practices can positively impact corporate image. Organizations can enhance their overall performance, including productivity, profitability, and employee satisfaction, by investing in effective HRM practices. Moreover, organizations that invest in HRM practices can boost employee morale and cultivate a positive work environment, increasing employee engagement, job satisfaction, and motivation (Pham, 2020, p. 730). It shows that HRM practices are essential for organizational performance. HRM practices can assist organizations in cultivating the talent and resources required to achieve their objectives and goals. HRM practices can foster a positive work environment, leading to greater employee engagement, job satisfaction, and motivation. Therefore, organizations must invest in effective HRM practices to guarantee optimal results.

Numerous limitations exist in the research conducted for this research. The survey relied on self-reported information, which is prone to bias and reporting errors. In addition, the survey was limited to respondents from the Marina Bay Sands Hotel in Singapore, restricting the generalizability of the results. In addition, the study did not examine other variables that influence organizational performance, such as leadership style and corporate culture. Consequently, additional research is necessary to investigate these factors and evaluate their impact on organizational performance. In addition to the study's findings, recommendations for future research will be provided. The executive summary will also elaborate on the result of the HRM function on the organization's performance at the Marina Bay Sands Hotel in Singapore. It provides a deeper understanding of the complex relationship between HRM function and organizational presentation and is a foundation for future research.

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