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Human Resource Practices and Compliance with Government Laws in the Hotel Industry in General Santos City

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Abstract- This study examines the implementation of Human Resource (HR) practices and compliance with government laws and policies in the hotel industry of General Santos City. Specifically, it evaluates seven HR practice dimensions and three key areas of legal compliance across six Department of Tourism-accredited hotels. Using a descriptive correlational research design, data was collected from 200 respondents through validated questionnaires. Results revealed that HR practices and compliance levels are generally very high, with significant correlations found between HR practices and legal compliance. The study highlights the importance of structured HR systems in promoting lawful, productive, and sustainable hotel operations. Recommendations include enhancing employee benefits and succession planning, and scaling best practices to other hotel establishments.

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I. Introduction

The hospitality industry, particularly hotels, significantly contributes to economic development. However, with growing focus on innovation and profit, many hotel establishments neglect a critical element of sustainable operations—compliance with human resource laws. Globally and locally, HR practices play a vital role in productivity, legal adherence, and employee satisfaction. Despite this importance, limited research has been conducted in the Philippine context, particularly in General Santos City, where tourism and business activities are expanding. This study aims to fill this gap by assessing the current HR practices and their alignment with government-mandated policies in accredited hotels within the city.

II. Methodology

This research employed a descriptive correlational design to examine HR practices and legal compliance among hotels in General Santos City. Data was collected from six Department of Tourism-accredited hotels through purposive and convenience sampling. Using a validated questionnaire, responses from 200 employees and managers were gathered and analyzed. The questionnaire assessed seven HR domains and three compliance areas. Descriptive statistics, Pearson correlation, and ANOVA were used to analyze the data. Ethical guidelines were strictly followed throughout the data collection and analysis process.

III. Results and Discussion

The findings reveal a very high overall implementation of HR practices across all surveyed hotels (WM = 4.24). Training and Development, Recruitment, Labor Relations, and HR Planning were particularly well executed. In terms of compliance with government laws, Occupational Safety and Health had the highest adherence (WM = 4.25), while Employee Benefits received the lowest but still high rating (WM = 4.07).

A very strong correlation ($r = 0.830$, $p = 0.000$) was found between the implementation of HR practices and compliance with laws, suggesting that effective HR management leads to stronger legal compliance. Statistically significant differences were also observed based on hotel size and years in operation, indicating that organizational scale and maturity influence HR strategy.

IV. Summary

The study assessed HR practice implementation and legal compliance in six DOT-accredited hotels in General Santos City. The results revealed:

- Very high implementation levels of HR practices;
- High to very high compliance with labor laws and policies;
- A significant correlation between HR practices and legal compliance;

Differences in implementation based on hotel profile (number of employees and years in operation).

V. Conclusion

The hotel industry in General Santos City demonstrates commendable HR practices and compliance with labor laws. The results support the premise that robust HR systems significantly influence legal adherence. However, variations based on organizational profile indicate the need for more standardized practices, especially in smaller or newer establishments.

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VI. Recommendations

Enhance Employee Benefits: Hotels should consider improving retirement and mental health benefits to boost long-term job satisfaction.

Strengthen Succession Planning: Provide clearer pathways for career progression to improve employee retention.

Standardize Practices Across Hotel Sizes: Smaller hotels should adopt best practices from larger, more established counterparts.

Continuous Compliance Training: Regular seminars on labor laws and occupational safety should be institutionalized.

Expand Research Scope: Future studies should include non-DOT-accredited hotels and other hospitality sectors for broader applicability.

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