

THE STAFF'S REWARDING AND THE LEVEL OF SATISFACTION IN „AT DRACULA COUNT” HOTEL

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Abstract

The rewarding of the staff is a very important instrument of the company management, through which we can influence the employees' efficiency of activities and the obtaining of the performances for the company.

In the developed countries, the staff rewarding represents a core preoccupation for the company management and its role is to protect the employee and to assign to the employee a real equivalent for his/her activity. The protection of the employee is regulated by the legislation which refers to the working condition and the rewarding of the employees.

„At Dracula Count” Hotel has 18 employees. Applying the questionnaire put together by the American company Gallup, I discovered the level of satisfaction of the employees, in regards to their job. The instrument used, is called Q12 and has 12 items. It was applied to 10 employees of the hotel.

Questioning the employees, it came out that the financial rewarding was the only stimulant to which the staff responds positively, while the other rewarding forms were placed in the background.

Key words: the rewarding, the satisfaction, the employee, the human resources management

INTRODUCTION

The rewarding represents the proper motivation of the employees of the organization to fulfill high levels of performances and to contribute to the increase of the competitiveness of the company, based on the specific strategies and policies together with the rewarding system of the organization.¹

The most important aspects of the salaries and wages legislation emphasizes on the avoidance of the discriminations related to salaries and wages, the possibility of the Government to index the salaries of the public sector taking into account the inflation rate, the importance of ensuring the minimum level of salaries and wages, the possibility of negotiation of some salaries limits for different fields, between the employers and the trade union, the obligation of the companies to give salaries increase based on the heavy working conditions, stipulated in the labor contract.

¹<http://www.stiucum.com/management/managementul-resurselor-umane/Recompensarea21481.php> 06.03.2017

MATERIAL AND METHODS

The methods used in this study were diverse: the historical method, the comparative method, the descriptive method, the sociological method, the logical method and the analytical one, their aim was the systematic analysis of the information selected from the sources studied in order to develop personal points of view and conclusions about the stated objectives.

RESULTS AND DISCUSSION

“At Dracula Count” Hotel, opened since 2006, is located in the eastern part of Bihor County, at about 63 km from Oradea City, situated on the Pădurea Craiului Mountain’s foothills, in Vad-Borod’s depression, in the valley of Crișul Repede River, in the town of Vadu Crișului, at the number 514 C.”²

In the year 2015, “At Dracula Count” Hotel changes it’s name into Water Team SRL, but keeping it’s old logo.

“The employee’s reward contains into the sum of monetary and material income, facilities and advantages both, present and future, determined direct or indirect by the quality of the employee status and the activity conducted by the nominated.”³

The payment of the employee’s is a compensation element, realized in cash which the employee gets. This payment deadline is switched with the compensation deadline, which can be direct or indirect. It is stipulated in the individual labour contract that " the person selected for employment will be informed ... regarding the base salary, other constituents elements of the payment income and the periodicity of the salary which the employee is entitled”.⁴

The direct compensation is the amount of money received by the employee for his work, and is represented by salary, other benefits and awards.

The indirect compensation are the facilities offered to the staff, as long as he is employed, and also after that, as a consequence of this statute (the payment of vacation, unemployment benefits, pension, dividends, and others).

The salary afferent to a post, implicitly of the employee which is in charge of the post, are not always related, as a consequence of the pluses

²http://www.rezervariromania.ro/cazare/vadu_crisului/bihor/hotel/la_contele_dracula

³http://www.rubinian.com/recompensarea-salariatilor_25.php (06.03.2017)

⁴ Chebeleu Ioana Camelia, *Drept si legislatie*, Ed. Universitatii din Oradea, 2012, pag. 164-165

that the salary requires, regarding also the individual qualities of the employee. The individual differences of the base salary is simplified due to the fact that in a salary class are included posts that are integrated between two limits (salaries situated between the minimum level and the maximum level of the post).

The evolution of the individual salary generally starts from the appreciation in which the employee who has the most seniority is considered to have a more elevated experience which allows him to improve his performances, this being the reason why the individual salary will keep rising due to the working time in that particular job/trade. According to the seniority, the firms have the obligation to give the employee a seniority allowance.

The high attention of the employers and employee is to forge a more concrete bond between performances and compensations, of the development with differentiated payment system determined not exactly by the amount of payment but through different wage increases caused by higher performances. The main purpose of offering individual incentives is to motivate the employees into wishing higher payments, which in consequence will lead to a higher performance of the firm.

The main forms of individual incentives are:

- The piecework pay on each realized product. This salary also includes in the fabrication cost the payments for the direct workmanship of the one who makes the product. This process stimulates the employees to produce a larger quantity of products, but sometimes this could lead to a lower product quality.
- The differentiated unitary salary (in a progressive way). The employees are paid regarding the quantity of the products they obtain.
- “The commission. It is a stimulant granted to the employees as a percentage from the sales obtained and it’s applied in two ways:
- Directly – when the salary represents a certain percentage from the sales;
- Salary + commission – when it’s assured a minimum fixed sum at which is granted a commission from the realized sales”.⁵
- Prizes. They are awarded for achievements and special results.
- Group stimulants. The firms grant them for the obtaining of certain performances in which the individual report of a person can’t be estimated properly (complex projects).

⁵<http://documents.tips/documents/curs-mru1.html> 06.03.2017

According to the European methodology, Law #14/1991 of salinization, the article 1, underlines that the base salary, pluses and other benefits are confidential. When it's a secret, the wages and salaries system, is perceived as much less efficient then in reality. Therefore, people convene for a certain enterprise due to a more concrete explanation of the wages and salaries systems.⁶

Compensation

- ☒ "At Dracula Count" Hotel, the compensations consists in money.
- ☒ The salary represents the main compensation.
- ☒ The increased salary for the persons with a 5 year seniority in the specific unit.
- ☒ Other compensations are offered with the holiday circumstances such as Easter and Christmas; discounts for employees who want to organize an event within the enterprise".

An American company called Gallup, hoped to discover the level of satisfaction in the line of employees towards their posts, by using a questionnaire developed by them. This questionnaire, called Q12 contains 12 questions.

The questionnaire was applied to a number of 10 persons, hired within the hotel.

- 6 – Waiters
- 1 – Chef
- 1 – Pizza maker
- 2 – Sous chefs

Table 1. Questionnaire Q 12⁷

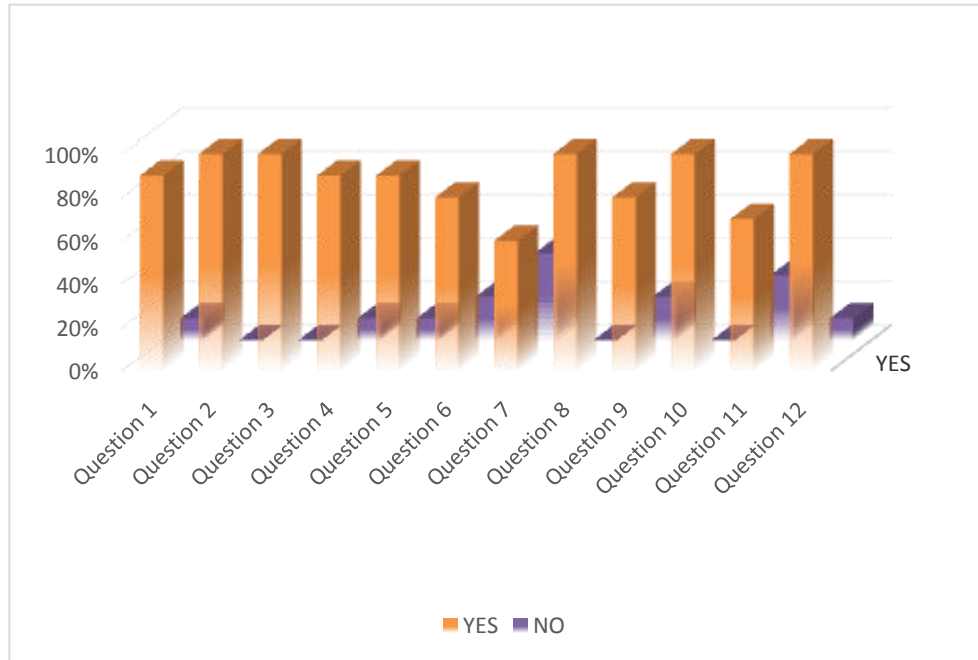
1. Can I presume my expectations at work?											
a) Yes	x	x		x	x	x	x	x	x	x	x
b) No			x								
2. Have I the right equipment and the necessary materials to handle my job properly?											
a) Yes	x	x	x	x	x	x	x	x	x	x	x
b) No											
3. It is a possibility that, at my work, to do something that I'm truly able of doing, day by day?											
a) Yes	x	x	x	x	x	x	x	x	x	x	x

⁶V. Lefter, A. Manolescu, managementul resurselor umane, Ed. Didactică și Pedagogică, București, 1995, p.257

⁷<http://www.gandul.info/stiri/q12-chestionarul-care-masoara-fericirea-la-locul-de-munca-1026121> (08.05.2016)

b) No												
4. In the last seven days, was I congratulated for my work?												
a) Yes	x	x	x	x	x	x	x	x	x			x
b) No											x	
5. My boss, or any other colleague, seems to care for me, as a person?												
a) Yes	x	x		x	x	x	x	x	x	x	x	x
b) No			x									
6. Is there somebody from my work place that encourages me to develop myself?												
a) Yes	x		x	x	x	x	x	x	x	x		x
b) No		x									x	
7. Does it seem that my opinions do count?												
a) Yes	x			x	x	x	x	x	x	x		
b) No		x	x								x	x
8. Does the vision or the goal of my company make me feel like my work is truly important?												
a) Yes	x	x	x	x	x	x	x	x	x	x	x	x
b) No												
9. Are my colleagues followers of a good work practice?												
a) Yes	x		x	x	x	x	x	x	x	x	x	
b) No		x										x
10. Can I name a truly good friend, among my colleagues?												
a) Yes	x	x	x	x	x	x	x	x	x	x	x	x
b) No												
11. Did somebody, in the last six months, mentioned about my progress?												
a) Yes							x	x	x			
b) No	x	x	x	x	x						x	x
12. Did I have the opportunity, in the last year, of learning and developing?												
a) Yes												
b) No	x	x	x	x	x	x	x	x	x	x	x	x

Table 2 Questionnaire result Q 12



The authors of “Manager against the trend”, Marcus Buckingham and Curt Coffman, tell that “if you could provide a job where the employees could give positive answers to this questions, then you have created an exceptional job”.

Following the reading of the questionnaire and the authors statement, I can say that “At Dracula Count” Hotel, the employees are like a more numerous family, where the employee is respected, listened, helped and guided.

CONCLUSIONS

After completing this work, following conclusions can be drawn:

- ✎ the relationship between employer and employee is very important;
- ✎ the intercollegiate relations are important, in creating a pleasant working environment;
- ✎ the financial reward is the only stimulant that motivates all employees;
- ✎ the easiest way to understand employees and their needs is through communication or questionnaires.
- ✎ the conclusion that can be drawn is that Hungary has on average fewer accommodation units but with high capacity (number of seats, beds), while in Romania the situation is reversed: more accommodation units, but low capacity. On average Bulgaria has the fewest beds and accommodation units⁸.
- ✎ As in any field, to attract more competent young men, it is not enough to get motivating salaries and bonuses⁹.

⁸ Dudaş Anca Iulia*, Popovici Diana**2015, Comparative analysis of touristic reception establishments with accommodation functions, accommodation capacity and occupancy levels in Romania, Hungary and Bulgaria, *Analele Universităţii din Oradea, Fascicula Ecotoxicologie, zootehnie şi tehnologii de industrie alimentară*, vol.XIII/A,

⁹ Donca Gheorghe, *Aspects of the maintenance employee's crisis and solutions for manage in Romania*, Proceedings of the 5th Review of Management and Economic Engineering International Management Conference, "From Management of Crisis to Management in a Time of Crisis", 22th – 24th of September 2016, Technical University of Cluj-Napoca, România, pp. 26-31, Toderescu Publishing House, 2016, ISSN 2247 – 8639, indexat Thomson-Reuters

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