

ABSTRACT

Human resources development is a key factor in achieving success for any organization and society. Education starts as early as a person is in his infancy and is a life-long process. It forms the foundation of the cultivation of an all rounded personality. When an adult enters the work force, training and development still continue within and outside the organization.

This thesis presents a case study on the human resources development of a leading hotel in Macau. The company background is introduced and the SWOT analysis is used to understand the difficulties and problems encountered by the hotel concerned. Staff recruitment and retention are major issues to be addressed both by the company and the industry. It is noted that the government, the educational institutes, the industry, the companies and the individuals all have to contribute their efforts in developing human resources for the industry to remain competitive in the Pearl River Delta region.

Although the terminology and approaches used in the Western and Asian management philosophies may be different, the concepts and the effects are similar in many aspects. Undoubtedly, development of human resources is vital for the continued prosperity of a company, an industry and the society, no matter it is in Asia or the western world.