

# Staffing issues among small tourism organizations in Ghana: A Study of selected small hotels in the Volta Region

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## ABSTRACT

*The study of challenges on staffing issues in large hotels, including recruitment, high employee turnover, employee retention, shortage of labour and remuneration has received much attention during the last decade. To date, however, little or no attention has been paid to whether these issues occur in small hotels. The purpose of this research was to investigate employee turnover and retention; remuneration and recruitment issues in small and medium hotels in the Volta Region. Questionnaire was administered to 115 respondents. SPSS was used for analyzing the data.*

*The final results indicated that attracting qualified labour is demoralizing among the selected hotels used for the study. Furthermore, labour turnover and other staffing related problems are on top of their list of challenges. Only few proprietors seem to understand the value of keeping staff for as long as possible; because retaining valuable employees becomes dominant as it may reflect on consistency of service quality.*

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