



## Article Title

Recommending a productivity model for Singapore hotels: A critical review of productivity models adopted by researchers and hotel operators

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## Abstract

The business challenges and intensely competitive environment in today's economy make productivity a key factor for organizational survival. This paper examines what productivity means to the services industry, in particular, to the hotel industry. This is underpinned by an investigation of the fundamental differences between goods and services and the implications on productivity measurement and control in the manufacturing and services industries. The purpose of this paper is to critically review productivity measurement and control methods used by researchers and hotel operators in order to find a model suitable for the hotel industry in Singapore, taking into consideration the local cultural expectation and legal context.

## Conclusion

A stable productivity growth rate is essential as the effects of productivity touches all levels of society. A good level of productivity provides the economy with a competitive edge in the international arena. This translates into more and better business opportunities for all industries within the economy which leads to domestic growth, better working environments and job opportunities for the people. The society as a whole should enjoy a wider selection of goods and services lower at costs. This brings about an increase in business volume which in turn increases profits and shareholder value. Overall, a respectable level of productivity growth leads ultimately to an improved standard of living for the general population. It is essential that productivity measurement enables effective monitoring and control, leading to the correction of deviation and resulting ultimately in improved productivity. A decreasing proportion of

input to output at unchanged or improved quality indicates increased productivity. So far, measuring productivity in the hotel sector has proved challenging. Nevertheless, it must be done to analyze the effectiveness of deployed measures and identify opportunities for further improvements.