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A comparative study on hotel service of state owned hotels and private owned hotels in Haryana

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Abstract

Hotels are the demonstration of inviting, getting, facilitating and engaging the visitor. Hotels establishment is considered very old, hotels considered as one of the oldest commercial sector in the world. Haryana is place with historical culture, natural beauty, religious places, heritage etc. he meaning of Hari means Hindu God Vishnu and Ayana means home. So the meaning of Haryana is "Adobe of God". It means Haryana is the resident of God and in India we consider guest as God. In this study an attempt has been made to find out the difference between the state owned and private owned hotels in Haryana. In the study non-probability sampling that is purposive cum quota technique is used and total 600 respondents were selected in the study. From the state owned hotels 110 respondents and 490 respondents from private owned hotels are selected. Independent t test is applied to analyze the collected data. Value for money and parking facility is better in state owned and interior of hotel, room space and quality, amenities provided in the bedrooms and bathroom, check in/ checks out, information accuracy and timeliness is better in the private owned.

Keywords: Hotel, Haryana, room, place, quality etc

Introduction

Hotels is a position of rooms wherein tourist and traveler can spend their good time, it's a spot where individuals get dinner, dwelling and other visitor administrations at a particular installment for the brief timeframe. Service quality in hotels means how well the service is provided to the guest (Sharma, 2014) ^[21]. Hotel industry mainly has 4 levels of services that are core services, expected services, augmented services and potential services (Nadiri & Hussain, 2005) ^[20]. One of the major characteristics of hospitality is that it is based upon the customers. Making customer happy and delighted with the services is the main aim of the hospitality (Sharma, 2021) ^[22]. The quantity of lodgings in India is expected to flood to 3.33 million through 2023 from a small 18,000 of every 1995/96, uncovers (The Ultimate Indian Travel and Hospitality Report). In 2020, the travel & tourism industry's commitment to the GDP was US\$ 121.9 billion; this is relied upon to arrive at US\$ 512 billion by 2028. In India, the industry's direct commitment to the GDP is relied upon to record a yearly development pace of 10.35% somewhere in the range of 2019 and 2028 (Report of India Brand Equity Foundation). Haryana government is performing their best to develop infrastructure for the growth of tourism in Haryana. There is work performed to develop both private and public hotels in Haryana. Haryana Tourism Corporation (HTC) and Hotel & Restaurant Association of Haryana (HRAH) are working in Haryana to promote and develop tourism and hotels in Haryana. Haryana government is promoting eco-tourism, farm/agriculture tourism, adventure tourism, medical tourism and heritage tourism.

Review of Literature

Sharma (2021) ^[22] directed a study to know about the association between the customer satisfaction with expected services and perceived services. The important factors of service quality were reliability, responsiveness and assurance and less important factor were tangibility and empathy. Reliability, responsiveness and assurance had highly correlated with customer satisfaction and tangibility and empathy had less association with customer satisfaction. Kusiak & Sawicki (2020) ^[18] conducted a study to know the gap in services of 3 star hotels in Poland.

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According to the results there was a gap percent in expectation and perception in the domestic and foreigner travelers both. There was positive gap found for responsiveness and empathy and negative gap found for the reliability, tangibility and assurance. Anand *et al.* (2018) ^[16] performed a study to analyze the relationship between the demographic factors and independent factors of service quality in hotels. Explanatory research design was followed in the study. Structured questionnaire is used to get response from 180 respondents and analyzed through the statistical techniques named techniques descriptive analysis, chi-square, correlation and multiple regression. The results proved that there was no relationship and impact of gender and marital status on service quality. On the other side it was found that significant relationship and impact of the age, education, occupation, income, purpose of visit, where you come from, re-booking, number of days, first time visit on service quality. Sharma (2014) ^[21] compare the service quality and customer satisfaction of the government and private hotels. The hotels were selected from the Ujjain city (both government and private hotels). Total 13 SERVQUAL attributes was considered consist 36 questions which had two sections: first one to measure customer expectation and second one to measure customer perception. They found that service quality of government hotels was better than the private hotels. Customers of the government hotels found more satisfied with services than the private hotels. Batra (2014) ^[17] made a contribution to examine service quality of hotels (five star) in NCR. Purpose of paper was to study the performance and expectation of customers in some selected hotels. They found positive gap between the Services scape, service competency, service impressiveness which proves all three hotels on these parameters performed better than expectation of the customers. Service standardization and service security showed satisfactory result due to perception and expectation were almost equal for these two parameters. Service bonding, Service timeliness, service availability and service communication showed negative gap means all three hotels were not performing according to the expectation of the customers. Al-Rasheed (2014) ^[15] conducted a study in the city of Riyadh to assess the factors of service quality which affects customer satisfaction. They found that there was a relation of furniture, rooms, place of entertainment, restaurant, and technology with customer satisfaction. However the service provided at the place of entertainment was not positively correlated to customer satisfaction. Mohsin & Lockyer (2010) ^[19] conducted a study on service

quality of luxury hotels of Delhi to find and analyzed the perception of the guests. Five elements of administration quality were found in the review named inn feel, staff conduct, food, staff information, reservation administrations and an incentive for cash. In the study significant difference was found between the perceived service quality and expected service quality. Expectation of the customers was higher than the perceived services. Nadiri & Hussain (2005) ^[20] conducted a study on the "Zone of tolerance" for the hotel services. Zone of tolerance was calculated through the difference between the desired services and adequate services. From the Factor analysis 2 factors was identify named tangibles and intangibles from the 5 service quality dimensions. Customer had narrow zone of for both tangibles and intangibles. According to the result of the paired t test, expectation of the customers was higher than the perceived services.

Objective

To compare the level of services provided by state owned and private owned hotels in Haryana.

Research Methodology

Exploratory cum descriptive design was used in the research. In this research slovin's formula for the sample size determination out of total population is used. In this sample size is calculate with the population (N) and the margin of error (e). Customers in hotels in Haryana are 737374 customers (Ministry of Tourism, government of India survey, 2011-2012). The sample size is calculated with the help of the following formula by taking 95% confidence level or 5% margin of error:-

$$n = N / (1 + N e^2)$$

$$n = 737374 / (1 + 737374 \times (0.05)^2)$$

So, n = 399.94 or 400 (app.)

(Where n= Sample Size, N= Population Size and e= Margin of Error)

For the better representative sample, total 600 respondents selected as sample for the study. In the study non-probability sampling that is purposive cum quota technique is used. In this study no star hotels having facility of meal and parking were selected, total is 43 states owned hotels and 196 private owned hotels are found in this criteria. 25% of the state owned and private hotels were selected and 10 respondents from each hotel are selected for the data collection.

Table 1: Sample for State Owned and Private Owned Hotel Customers

Division	State Owned Hotels	Sample of hotels	No. of Respondents	Private Owned Hotels	Sample of hotels	No. of Respondents
Gurugram Division	15	4	40	114	28	280
Ambala Division	12	3	30	32	8	80
Rohtak Division	9	2	20	30	8	80
Hisar Division	7	2	20	20	5	50
Total	43	11	110	196	49	490

Sources: <http://haryanaturism.gov.in/hotel-detail?serviceid=40>
<https://www.goibibo.com/hotels/hotels-in-haryana/>

From the Gurugram division data is collected from Gurugram, from Ambala division data is collected from Kurukshetra, from Rohtak Division data is collected from Rohtak and from Hisar division data is collected from Hisar.

Analysis and Interpretations

Comparison of the State Owned and Private Owned Hotels in Haryana

For the comparison independent t-test is used.

Table 2: Descriptive Statistics

Variables	Type of hotel	N	Mean	Std. Deviation	Std. Error Mean
Value for money	State owned	110	4.2091	.79095	.07541
	Private owned	490	4.0388	.76779	.03469
Parking facility	State owned	110	3.7364	1.13070	.10781
	Private owned	490	3.4347	1.10253	.04981
Quick check in/ check out	State owned	110	3.7818	.80573	.07682
	Private owned	490	4.0286	.80844	.03652
Welcome	State owned	110	3.7818	.89219	.08507
	Private owned	490	3.9041	.87043	.03932
Interior/ambience of hotel	State owned	110	3.7091	.83880	.07998
	Private owned	490	3.9694	.83939	.03792
Quality of rooms	State owned	110	3.7727	.87429	.08336
	Private owned	490	3.9898	.78969	.03567
Amenities provided in bedroom and bathroom	State owned	110	3.5636	.88336	.08422
	Private owned	490	3.8551	.80478	.03636
Room service	State owned	110	3.7455	.89275	.08512
	Private owned	490	3.8367	.87564	.03956
Housekeeping	State owned	110	3.8182	.84790	.08084
	Private owned	490	3.8184	.80494	.03636
Security	State owned	110	3.8182	.84790	.08084
	Private owned	490	3.9592	.80029	.03615
Hygiene in common areas	State owned	110	3.7000	.76085	.07254
	Private owned	490	3.8265	.85354	.03856
Complementary services	State owned	110	3.5364	.96429	.09194
	Private owned	490	3.6061	.86630	.03914
Customized services	State owned	110	3.6818	.95717	.09126
	Private owned	490	3.6816	.87259	.03942
Behaviour of the staff	State owned	110	3.8000	.78752	.07509
	Private owned	490	3.8388	.83906	.03790
Quick solution of the problems	State owned	110	3.6636	.96048	.09158
	Private owned	490	3.7898	.85724	.03873
Timely delivery of services	State owned	110	3.7636	.89778	.08560
	Private owned	490	3.8388	.87485	.03952
Appearance of staff	State owned	110	3.7545	.73180	.06977
	Private owned	490	3.7939	.85585	.03866
Bar services	State owned	110	3.8364	.87291	.08323
	Private owned	490	3.8286	.85754	.03874
Quality and variety of food and beverages	State owned	110	3.8000	.76386	.07283
	Private owned	490	3.8612	.83453	.03770
Information accuracy and timeliness	State owned	110	3.5545	.91457	.08720
	Private owned	490	3.7776	.79717	.03601
Extra facilities (swimming pool, spa, gym, kids club)	State owned	110	3.6364	.95521	.09108
	Private owned	490	3.5061	.99537	.04497
Quality of the party hall	State owned	110	3.6636	.94118	.08974
	Private owned	490	3.4959	.98713	.04459
Internet facility	State owned	110	3.8364	.96286	.09181
	Private owned	490	3.7082	1.02251	.04619
Billing process	State owned	110	3.7455	.90297	.08609
	Private owned	490	3.8898	.85090	.03844
Environment/atmosphere	State owned	110	3.8545	.92703	.08839
	Private owned	490	4.0122	.83130	.03755

Source: Researcher Calculation through SPSS

In the table (2), descriptive statistics of all the 25 variables (hotel services) is represented. Mean (X) and standard deviation (SD) of all the variables are represented in this table. According to the mean score one can interpret about which type of hotel providing better services to their customers. Higher mean means higher service, low mean means low services. On the collected data independent t test is used and all the assumption has been fulfilled for applying the test.

Assumption 1

Data should be on the continuous scale, this assumption is fulfilled, the data measured on five point likert scale

(interval). 1 is for the worst service, 2 is for the bad service, 3 is for the neutral, 4 is for the good service and 5 is for the excellent service.

Assumption 2

There should be two independent groups: In this study there is two independent groups named state owned hotels and private owned hotels.

Assumption 3

The data should be normally distributed for the two groups: shapiro-wilks test is used for the purpose.

Table 3: Test of Normality

Type of Hotel		Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	Df	Sig.	Statistic	Df	Sig.
Hotel Service	State Owned	.076	110	.142	.977	110	.056
	Private Owned	.039	490	.066	.995	490	.091

A. Lilliefors Significance Correction

In the state owned hotel for the Kolmogorov- Smirnov test the p value is.142 and Shapiro-Wilk test p value is.056 which is greater than sig. value 0.05. In the case of the private owned hotel for the Kolmogorov- Smirnov test the value p value is.066 and Shapiro-Wilk test p value is.091 which is greater than sig. value 0.05. So it can conclude there is normality in the data and Independent t test can be applied.

Assumption 4

Equal variance: For this Levene’s test for equal variance is used. In the case $p > 0.05$, equal variance assumed and if

$p < 0.05$ than equal variance not assumed. In the case of equal variance, we use first line two sample t-test to know whatever there is significant difference between two group. In case of equal variance not assumed we use second line to know the significance. If the significance value is more than 0.05 than we assume that there is no significance difference between the group and if the significance value is less 0.05 than we assume there is a significance difference between the group. For this independent t test all the assumptions are fulfilled. For most of the services equal variance is assumed, for very few services equal variance not assumed is taken for interpretation. According to the assumptions, data is fit to apply the independent t test.

Table 4: Independent Samples Test for State Owned and Private Owned Hotels

		Levene's Test for Equal variances		t-test for Equality of Means						
		F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Value for money	Equal variances assumed	.954	.329	2.091	598	.037	.17032	.08146	.01034	.33029
	Equal variances not assumed			2.052	158.411	.042	.17032	.08301	.00637	.33426
Parking facility	Equal variances assumed	.013	.910	2.581	598	.010	.30167	.11687	.07214	.53120
	Equal variances not assumed			2.540	158.883	.012	.30167	.11876	.06712	.53622
Quick check in/ check out	Equal variances assumed	.416	.519	-2.895	598	.004	-.24675	.08524	-.41417	-.07934
	Equal variances not assumed			-2.901	161.991	.004	-.24675	.08506	-.41473	-.07878
Welcome	Equal variances assumed	.893	.345	-1.325	598	.186	-.12226	.09226	-.30346	.05893
	Equal variances not assumed			-1.305	158.940	.194	-.12226	.09372	-.30735	.06282
Interior/ ambience of hotel	Equal variances assumed	4.009	.046	-2.940	598	.003	-.26030	.08855	-.43420	-.08639
	Equal variances not assumed			-2.941	161.695	.004	-.26030	.08851	-.43508	-.08551
Quality of rooms	Equal variances assumed	8.509	.004	-2.553	598	.011	-.21707	.08502	-.38403	-.05010
	Equal variances not assumed			-2.394	151.450	.018	-.21707	.09067	-.39622	-.03792
Amenities provided in bedroom and bathroom	Equal variances assumed	3.371	.067	-3.370	598	.001	-.29147	.08648	-.46131	-.12162
	Equal variances not assumed			-3.177	152.226	.002	-.29147	.09174	-.47271	-.11022
Room service	Equal variances assumed	.184	.668	-.984	598	.325	-.09128	.09272	-.27337	.09081
	Equal variances not assumed			-.972	159.507	.332	-.09128	.09386	-.27665	.09409
House Keeping	Equal variances assumed	.183	.669	-.002	598	.998	-.00019	.08577	-.16863	.16826
	Equal variances not assumed			-.002	156.142	.998	-.00019	.08865	-.17528	.17491
Security	Equal variances assumed	2.460	.117	-1.652	598	.099	-.14100	.08537	-.30867	.02667
	Equal variances not assumed			-1.592	155.569	.113	-.14100	.08856	-.31594	.03393
Hygiene in common areas	Equal variances assumed	.328	.567	-1.432	598	.153	-.12653	.08835	-.30005	.04699
	Equal variances not assumed			-1.540	176.155	.125	-.12653	.08216	-.28867	.03561
Complementary services	Equal variances assumed	2.300	.130	-.747	598	.455	-.06976	.09337	-.25313	.11362
	Equal variances not assumed			-.698	150.971	.486	-.06976	.09992	-.26719	.12767
Customized services	Equal variances assumed	1.407	.236	.002	598	.998	.00019	.09375	-.18394	.18431
	Equal variances not assumed			.002	152.285	.999	.00019	.09941	-.19622	.19659
Behaviour of the staff	Equal variances assumed	.519	.472	-.443	598	.658	-.03878	.08756	-.21074	.13319
	Equal variances not assumed			-.461	169.183	.645	-.03878	.08411	-.20482	.12727
Quick solution of the problems	Equal variances assumed	2.889	.090	-1.364	598	.173	-.12616	.09253	-.30788	.05556
	Equal variances not assumed			-1.269	150.398	.206	-.12616	.09943	-.32262	.07030
Timely delivery of services	Equal variances assumed	.102	.749	-.810	598	.418	-.07514	.09275	-.25729	.10701
	Equal variances not assumed			-.797	158.816	.427	-.07514	.09428	-.26135	.11107
Appearance of staff	Equal variances assumed	1.050	.306	-.447	598	.655	-.03933	.08806	-.21227	.13361
	Equal variances not assumed			-.493	182.380	.623	-.03933	.07977	-.19672	.11806
Bar services	Equal variances assumed	2.021	.156	.086	598	.932	.00779	.09077	-.17048	.18607
	Equal variances not assumed			.085	159.677	.932	.00779	.09180	-.17351	.18910
Quality and variety of food and beverages	Equal variances assumed	.159	.690	-.706	598	.481	-.06122	.08674	-.23157	.10912
	Equal variances not assumed			-.747	172.479	.456	-.06122	.08201	-.22310	.10065
Information accuracy	Equal variances assumed	7.079	.008	-2.578	598	.010	-.22301	.08650	-.39288	-.05313

and timeliness	Equal variances not assumed			-2.364	148.390	.019	-.22301	.09434	-.40944	-.03657
Extra facilities (swimming pool, spa, gym, kids club)	Equal variances assumed	.307	.580	1.249	598	.212	.13024	.10426	-.07452	.33500
	Equal variances not assumed			1.282	166.413	.202	.13024	.10157	-.07029	.33078
Quality of the party hall	Equal variances assumed	.394	.530	1.624	598	.105	.16772	.10328	-.03512	.37056
	Equal variances not assumed			1.674	167.208	.096	.16772	.10021	-.03012	.36555
Internet facility	Equal variances assumed	6.409	.012	1.201	598	.230	.12820	.10676	-.08148	.33788
	Equal variances not assumed			1.247	168.765	.214	.12820	.10277	-.07468	.33108
Billing process	Equal variances assumed	.102	.749	-1.590	598	.112	-.14434	.09080	-.32267	.03399
	Equal variances not assumed			-1.531	155.413	.128	-.14434	.09429	-.33059	.04191
Environment/ Atmosphere	Equal variances assumed	3.840	.050	-1.759	598	.079	-.15770	.08963	-.33373	.01834
	Equal variances not assumed			-1.642	150.810	.103	-.15770	.09604	-.34745	.03205

Source: Researcher Calculation through SPSS

According to the above table (4), for p value > 0.05 means equal variance assumed and for p value < 0.05 which means equal variance not assumed and second line is used for interpretation.

Value of Money

Levene's test for equality of means is sig as.329 which is greater than 0.05, so p (2-tailed) = 0.037 less than sig 0.05. It demonstrates that there is significant difference exists in state owned and private owned hotels. As indicated by the mean score it is inferred value for money in state owned hotels is more than the private owned hotels.

Parking Facility

Levene's test is sig as.910 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .010 less than sig 0.05. It demonstrates difference exist between two groups. Mean score of the state owned hotel is more than private owned hotel.

Quick Check In/ Check Out

Levene's test is sig as.519 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .004 less than sig 0.05. It demonstrates difference exist between two groups. Mean score of the private owned hotels is more than state owned hotels.

Welcome

Levene's test is sig as.345 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .186 greater than sig 0.05. It indicates there is no much difference exists between the two groups (state owned and private owned).

Interior/ Ambience of Hotel

For the statement Levene's test is sig as 0.046 which is less than 0.05 and p (2-tailed) = 0.004 less than sig 0.05. It means there is difference in two groups. According to the mean score it is concluded that interior/ ambience of hotel in private owned hotels is better than the state owned hotels.

Quality of Room

Levene's test is sig as.004 which is less than 0.05, it means equal variance not assumed and p (2-tailed) = 0.018 less than sig 0.05. It demonstrates difference exist between two groups. Mean score of the private owned hotels is more than state owned hotels.

Amenities provided in Bedroom and Bathroom

Levene's test is sig as.067 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .001 which is less than sig 0.05. Difference is found between the state

owned and private owned hotels. Mean score of the private owned hotel is more than state owned hotel.

Room Service

Levene's test is sig as.668 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .32 greater than sig 0.05. Not much difference found between the two groups.

Housekeeping

Levene's test is sig as.669 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .998 which is greater than sig 0.05. In Housekeeping state owned and private owned hotels performance is almost equal.

Security

Levene's test is sig as.117 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .099 which is greater than sig 0.05. Security is almost in both type of hotels.

Hygiene in Common Area

Levene's test is sig as.567 which is greater than 0.05 and p (2-tailed) = 0.153 which is greater than sig 0.05. Hygiene in common area is almost similar in both types of hotels.

Complementary Service

For the complementary service Levene's test is sig as.130 which is greater than 0.05, it means equal variance assumed. For the statement $t = -.747$, degree of freedom = 598 and p (2-tailed) = .455 which is greater than sig 0.05. There is no much difference between complementary services of both types of hotels.

Customized Service

Levene's test is sig as.236 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .998 which is greater than sig 0.05. There is no much difference found between the customized services of both hotels.

Behaviour of the Staff

Levene's test is sig as.472 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .658 greater than sig 0.05. Behaviour of the staff is equally good in state owned and private owned hotels.

Quick Solution of the Problem

Levene's test is sig as.090 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .173 which is greater than sig 0.05. It proved that both state owned and

private owned hotels are equally efficient in solving the problems of customers.

Timely Delivery of the Services

Levene's test is sig as.749 which is greater than 0.05, it means equal variance assumed. For the statement $t = -0.810$, degree of freedom = 598 and p (2-tailed) = .418 greater than sig 0.05. Both types of hotels are almost similar in their service timing.

Appearance of the Staff

Levene's test is sig as.306 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .655 which is greater than sig 0.05. There is no much difference found between the appearance of staff of state owned and private owned hotels.

Bar Service

Levene's test is sig as.156 which is greater than 0.058 and p (2-tailed) = 0.932 greater than sig 0.05. Bar service is also almost similar in state owned and private owned hotels in Haryana.

Quality and Variety of Food and Beverages

Levene's test is sig as.690 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .481 greater than sig 0.05. There is no much difference found between the quality and variety of food and beverages.

Information Accuracy and Timeliness

Levene's test is sig as.008 which is less than 0.05, it means equal variance not assumed and p (2-tailed) = 0.019 less than sig 0.05. Mean score of the private owned hotels is more than state owned hotels.

Extra Facilities (Swimming Pool, Spa, Gym, Kid's Club and Sports)

Levene's test is sig as.580 which is greater than 0.05, it means equal variance assumed. P (2-tailed) = .212 which is greater than sig 0.05. It means there is no significant difference between the state owned and private owned hotels.

Quality of Party Hall

Levene's test is sig as.530 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .105 greater than sig 0.05. There is no much difference found between the quality of party hall in both types of hotels.

Internet Facility

Levene's test is sig as.012 which is less than 0.05, it means equal variance not assumed and p (2-tailed) = 0.214 greater than sig 0.05. Internet facility is almost equal in both state owned and private owned hotels in Haryana.

Billing Process

Levene's test is sig as.749 which is greater than 0.05, it means equal variance assumed and p (2-tailed) = .112 greater than sig 0.05. Billing process is almost similar in both types of hotels.

Environment/ Atmosphere

Levene's test is sig as.050 which is equal to 0.05, it means equal variance assumed and p (2-tailed) = .079 greater than

sig 0.05. Environment is almost equal in both types of hotels.

Conclusion

Hotels are the highly contributing sector of the economy of the country. In this study comparison has been made between the state owned and private owned hotels in Haryana. Value for money and parking facility is better in state owned according to the mean score. Interior/ ambience of the hotel, quality of rooms, amenities provided in the bedrooms and bathroom, check in/ checks out, information accuracy and timeliness is better in the private owned than state owned according to the mean score. This study will be useful to the state owned and private owned hotels to make the better strategies and program which might be useful for the customer for the better agreement and settling their issues.

Suggestion

These are the following suggestion under study:

State Owned hotels

State owned hotels are accessible on minimal expense and the space is high yet in state claimed inn conveniences gave, feeling is as yet out dated. There is need of modern infrastructure development in state owned hotels. State owned hotel should also work on better and flexible check in and check facilities. State claimed inns likewise should work on data exactness and on the time administrations to the clients.

Private Owned Hotels

Private owned hotels should focus on providing value of money to the customers. They can give exceptional rebate to their loyal customers and charge according to the facilities provided. Private owned hotels should also focus on parking. Private owned hotels should work on safe and nearby parking of the vehicles of the consumer.

Scope of the future Study

The area of the study can be extended and performed on national level as well, where more hotels can be considered for the study.

Limitation of the Study

- This research study was acted in Haryana just, so generalization of the results is not possible.
- This study dependent on primary method of data collection, so the individual biasness of the respondents might impact the outcome.

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