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# ATTRIBUTE OF THE HOTEL PERFORMANCES FOR MARKETING CAPABILITIES

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## ***Abstract***

*This paper was carried out with a view to finding out the effects of the Business Orientation (MO) on the efficiency of the hotel. In the sense of customer experience management capabilities and branding capabilities, the whole research was investigated. Within the region of the research, the influence of the potential for service innovation was also preserved. The efficiency of the hotel has also been complementary to these capabilities. By conducting a survey on the 218 hotels, the data for analysis was obtained. In the context of the three capabilities selected for the analysis, the association between the MO and hotel performance seems to be indirect. The present study gives the hotel manager an advantage in categorizing these capabilities according to their job priority and rating them as the wish of the administration. The study was based on the integration of MO and resource-based view (RBV) and helps to understand the deep understanding of the capability relationship in the MO perspective.*

***Keywords:*** Brand management, Service innovation, Customer relationship.

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## **I. INTRODUCTION**

Recently, the resource-based view (RBV) has emerged as a dominant viewpoint in manufacturing to understand the tools and capabilities of contribution towards various organizational performance. This research stream has concluded that strategic orientations such as market orientation (MO) are a required condition and are the basis on which to deploy various types of marketing capabilities. Research has also concluded that MO is correlated with marketing capabilities when marketing capabilities are [1], they will lead to improving a firm's performance, generating new products and enhancing customer value and market effectiveness. Despite the progress made by this stream of research, it has not been adopted with such intensity in the hotel sector. That is, there is a severe lack of studies that have incorporated MO and marketing capabilities into a broader conceptualization to examine their contribution to hotel performance [2].

Previous studies on the correlation between MO and hotel performance have explicitly investigated a direct correlation, a moderated relationship, a mediated relationship, and the

position of MO's context [3]. With regard to those studies that have explored a mediated relationship, which is the core interest of the current study, their focus has been on connecting Industry with hotel efficiency through service quality, marketing outcomes, competitive advantage, customer loyalty [4], corporate social responsibility and the use of strategic account management. But none of these studies use the RBV as a theoretical lens to investigate how MO and marketing capabilities affect the performance of hotels. Therefore, it is very obvious in the field of hospitality that MO capabilities always related to performance which is provided a safe guard to the manufacturing facilities [5].

From a manager's point of view, the lack of awareness of such partnerships will often prevent organisations from choosing new strategies that help them survive such a rapidly evolving business trend. From the perspective of a current paper and the past results of the studies, it is normal that the success of each business is positively influenced by MO. But this is still the subject of expert study to find out the explanation for such an impact and the effects of the relationship between the MO and output, along with the MO and performance processes. Hence, the main area of the focus of this paper is to study the mediation effect of marketing capabilities on the relationship of the hotel performance and MO. Equally significant, the second research area to be explored by this study is the complementarity between different types of marketing capabilities and the impact of that on hotel efficiency [6].

The main argument of additional capabilities is that interconnecting capabilities would create causal confusion, making it difficult for the company's competitors to identify the source of their competitive advantage, thereby preventing competitors from replicating and thus improving the performance of the company [7]. This problem, which has provided little empirical consideration in both the production and service settings, demands further research in the hotel industry to help management identify new strategies for maintaining their hotels' competitiveness. Moreover, the current analysis has some key points .Primary is that it offers a reason of the effect of the mediation effect on the marketing capabilities as customer relationship management capability, service innovation capability and branding capability .The effect of the these capabilities has been studies in relation of the MO and hotel performance [8].

## II. ATTRIBUTE TO BE CHECK FOR MARKET PERFORMANCE

These particular skills have been chosen because literature acknowledges that high-order marketing capabilities are a key driver of the success of an organization and contribute more to its ability to create consumer value. Therefore, evaluating a range of higher-order marketing capabilities simultaneously aims to reinforce their importance in a pecking order and thus offers a straightforward path for managers to increase the effectiveness of a hotel [9]. Although, the secondary objective of the current study is also to investigate the outcome of the cross relationship of marketing capabilities as service innovation capabilities as well as customer relationship management capabilities as input to boost the hotel performance. Investigating such issues will enhance our ability of how hotels generate causal uncertainty to prevent rivals from mimicking their competitive edge and provide new insights into which strengths have the strongest competitive impact on hotel efficiency, too [10].

Table 1: Measurement Scales and Psychometric Properties for the Study of the Effect of the Market Orientation and Hotel Performance In View Of the Selected Capabilities

Variable Name	Item Number
Financial Performance	Return on investment
	Profitability
	Gross operating profit
Economic Performance	Sales Growth
	Market share
	Room Occupancy rate
	Percentage of earning from online booking
	Percentage of earning from overseas customers
Brand management capability	Identify brand Positioning
	Establishment of the brand association
	Positive brand image
	Creating brand image among target customer
	Preferred channel position
	Care of the customer like and dislike
Service innovation management	Generate new service idea
	Implement new service idea
	Better serve customer
	Better service protocol
Customer relationship management	Established a dialogue with target customer
	Target customer try product on regular basis
	Loyalty among attractive customers
	Enhance the quality relationship with customer
Marketing intelligence generation	Quick to notice customer preferences
	Quick to detect fundamental shift
	Timely detect likely change
	Measure customer satisfaction level
Intelligence dissemination	Meetings to discuss market trend
	Customer grievance notice
	Customer satisfaction data dissemination at all level on regular basis
Shared understanding	Articulate marketing actions
	Understand available marketing information
	Shared information of marketing activities
Responsiveness to intelligence	All activities between different department are well co-ordinate
	Short time to respond to vital issues
	Fast to respond in customer change requirement
	Quick respond in-service of customer

### III. CONCLUSION

The goal of this research was to explore the impact of communication and synergism on the partnership of three high-order capabilities between hotel production MOs. As for the contact effect of the three skills, the results show that through the three high-order market segmentations, MO only indirectly correlates to hotel success. Because of this hotel performance is not seems to improve, the hotels having the world class MO procedure and also posses the capacity to work on the information gather through MO, eventually attract the value in comparison to their competitor such as branding capability, developing the relationship with the customer and efficiently maintain the established relationship (i.e. management capability for customer relationship), and implementing new ideas for services. This will revealed that MO is not only responsible for enhance performance of the hotel but also its market knowledge to utilize all the three capabilities, and capacity of these capabilities to change that information into best utilization for boost the hotel performance.

There are a lot of constraints which the authors recognize in this review. First, as the framework of the system was evaluated in one country (the UK), future studies could improve the generalizability of the results by testing the hypothesized relationships using a sample centered elsewhere. Second, future research could explore the mediation impact of other capabilities, such as specialized marketing skills, strategic market management and marketing management execution. Third, the current research examined the stimulating impact within provided clear; therefore future research should explore the synergistic effect within resource-capacity areas to provide a more detailed understanding of the subject matter. Fourth, this study examined the relationship between one particular strategy formulation and another. However, the impact of other strategic issues on the three capabilities may be examined through future studies to see how they influence the implementation of these capabilities.

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