

## ***Book Review***

### **Best Human Resource Management Practices and Firm Performance in the Pacific Island Countries**

**Authors:** Suwastika Naidu and Anand Chand (School of Management and Public Administration, Faculty of Business and Economics, University of the South Pacific, Suva, Fiji Islands)

There are many Studies dealing with HR management and firm performance. Many models are dealing with HRM in the rich developed and large developing countries, those studies cover a rich range of issues.

The book "*Best Human Resource Management Practices and Firm Performance in the Pacific Island Countries*" is being focused on the hotel industry in the Pacific area: the three small developing islands: Fiji, Samoa and Toga.

The authors are two: Ms. Suwastika Naidu, a PhD student from the University of the South Pacific, Fiji Islands. Ms. Naidu has been a tutor at the University of the South Pacific for the last five years. Her areas of research interest include HRM, small business management and finance, public sector management, macroeconomics and microeconomics. She has published articles in different leading international journals. Ms. Naidu has also published a book dealing with Challenges for Contemporary and future Employment Relations. The writing of Ms. Naidu's PhD was later developed into this book.

The author has organized the book , *Best Human Resouce Management Practices and Frim Performance in the Pacific Islan Countries*, very well : starts with Preface , Acknowledgments Abbreviations and Definitions (very useful and ease the reading), seven chapters , following by face to face interviews, bibliography and index. The flow between the chapters is delightfully smooth.

**Chapter 1:** The chapter starts with a well-organized Abstract and Introduction and ends with a clear Conclusion part. Chapter one, gives a background of the study information about the significance of the study and the organization of the book.

**Chapter 2:** Literature Review and Theoretical Frameworks. The chapter provides us with a literature review and indicates where is the lacuna in the HRM in the hotel industry research. The chapter starts with a well-organized Abstract and Introduction. I like the way the models are presented and the summaries which are presented in clear and detail tables for each relevant model.

**Chapter 3:** Clear Abstract and Conclusion parts. This chapter proposes ' Best HRM Practices and Firm Performance Model for the Pacific Island Countries' and Research Hypotheses. Well described and Displayed model on P. 100. This Chapter gives the reads good understanding on the situation in the 3 islands (i.e Fiji, Samoa and Tonga). I found it very useful to read the relevance parts. In this chapter, the reader can read ten carefully worded present research hypotheses (pp. 114-118). The models in this chapter are based on models from the 1980's and 1990's.

**Chapter 4:** Research Methodology. This chapter presents clear and professional technical working methods. This aim of this chapter is to provide the reader the research methodology used to design, collect and analyze data in this research. Information is being displayed in tables with the needed details.

**Chapter 5:** HRM Practice and the Hotels Sector of Fiji, Samoa and Tonga.

This chapter describes the HRM practices in the hotels sector in the 3 islands: Fiji, Samoa and Tonga. Following with Sub-chapters with information about each island economy situation. Well done information displayed by tables.

**Chapter 6:** This chapter has discussed and analyses the research findings. In this chapter, the reader can study the summary of the proposed 'best HRM practices and firm performance and model for the PICs' with ten hypotheses, which are being test in each sub chapters.

**Chapter 7:** Summary, Recommendation, Implications and Conclusions. The reader can find on P.248 the Summary of the results of the ten hypothesis that were tested - all very well presented and clear to understand. The author findings suggest that employs the luxury hotel and upmarket hotels in Fiji, Samoa and Tonga and the governments of these islands need to address various human resources issues in the hotel sector in these islands. Some of these recommendation are providing awareness and training programs on employment legislation in the islands, developing a proper HRM manual for the luxury hotels and upmarket hotels in Samoa and Tonga , capacity building of HR managers, HR officers and HR supervisors, implementing more formalized approach to employee managers in the luxury hotels and upmarket hotels in Samoa and Tonga.

**Face to Dace interviews:** List of names with more or less equal number of interviews. All interviews are from Aug 2012.

**Bibliography:** most of the journals are from the last 10 years.

## **Index**

In conclusion, the author has succeeded in offering the best human resource management practice and firm performance in the pacific island countries. After reading 294 pages, the reader can study about the unique conditions of the HRM in the hotel sector in three islands countries (i.e Fiji, Samoa and Toga).

The book is a valuable resource for both scholars wishing to study more about HRM in hotels in developing small islands, and for HR managers who want to study and improve their day to day working process. The author's findings recommend that a good working process will be by establishing training programs on employment legislation, developing proper HRM manual for the luxury hotels and upmarket hotels in Samoa and Tonga, capacity building for HR managers, HR officers and HR supervisors, implementing more formalized approach to employee management in the luxury hotels and upmarket hotels in Samoa and Tonga.

Reviewed by Erez Katz Volovelsky