

The background features a solid blue gradient with dynamic, flowing white lines that create a sense of movement and depth, resembling waves or a stylized landscape.

SUSTAINABLE HUMAN RESOURCE MANAGEMENT IN THE TOURISM SECTOR

A CASE OF UGANDA

UGANDA, THE “PEARL OF AFRICA” BOASTS OF A RICH AND UNIQUE BIODIVERSITY



Big 7



Source of the Nile



Lake Victoria



Over 121 3-5-star hotels

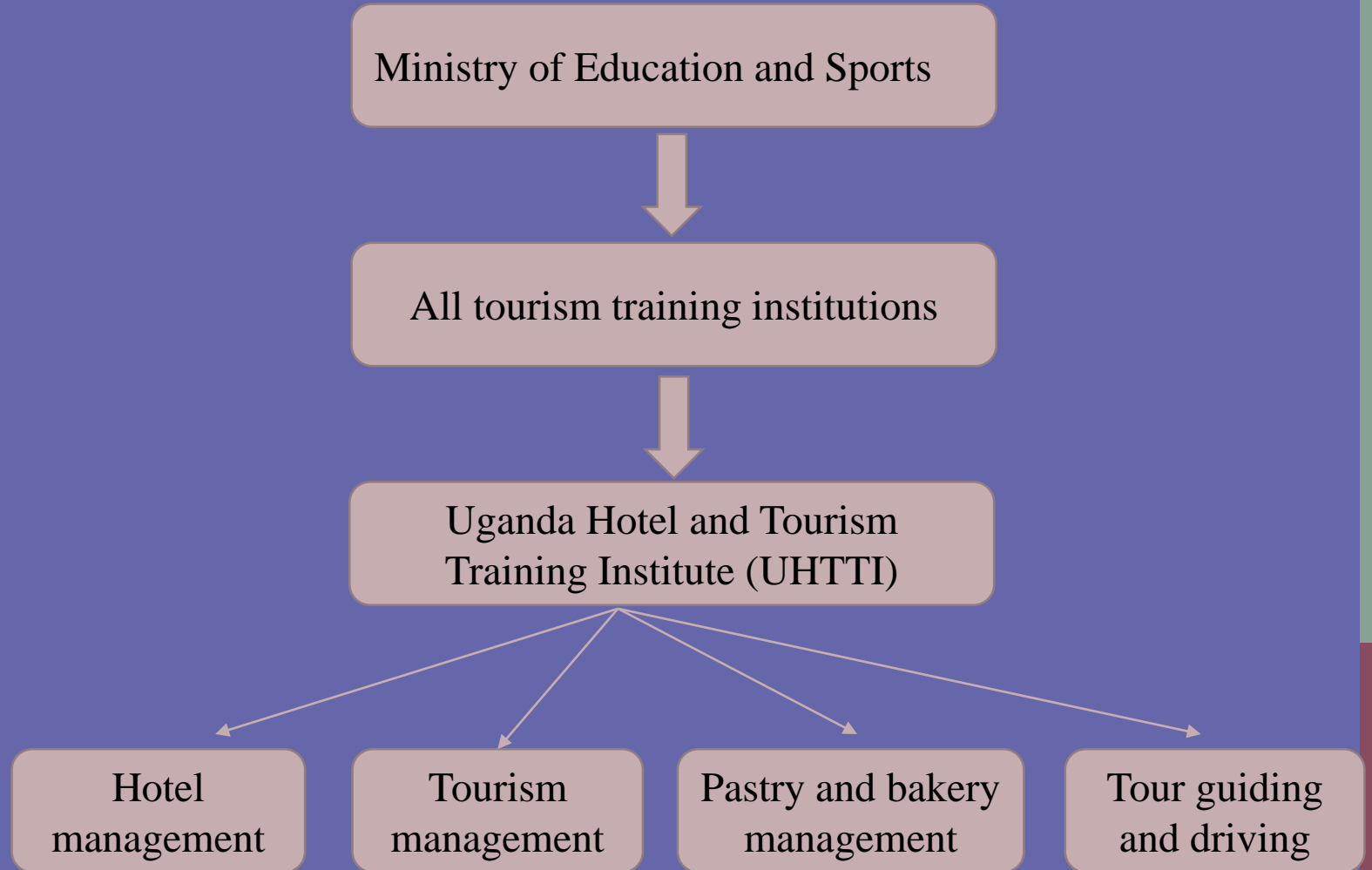
Tourism is the number one earner of foreign exchange for the Ugandan economy contributing over USD 1.6 billion.

The sector employs 667,600 service providers that include hoteliers, tour operators and guides, cabin crew, game rangers, craft & souvenir sellers etc. women and youth are the main category employed in this sector.



Uganda's HRM practices
in tourism focus on;

- Recruiting
- Retraining
- Retaining



UHTTI is currently undergoing expansion as a Centre of Excellence in Africa with an 82 bedroomed application hotel being constructed to provide hands-on training and skills development for the students. The population of students to date is 799 with focus on practical training. The other tertiary institutions like Universities the training focuses on management and administration in the sector.



ABSORPTION RATE IN THE LABOUR MARKET

After graduation;

- 60% of the trainees are absorbed in the industry.

In 2022, significant boosts were realized from the Uganda Wildlife Authority recruitment of 849 game rangers

We are recruiting

Current vacancies available:
850 Ranger opportunities

APPLY NOW



The recruitment date is June 8, 2022 at 8:00 am.
For more details visit ugandawildlife.org/vacancies



Uganda Wildlife Authority | 0414355403 | reservations@wildlife.go.ug

HUMAN RESOURCE
DEVELOPMENT IN THE SECTOR
IS A JOINT EFFORT BETWEEN
THE GOVERNMENT AND
SEVERAL DEVELOPMENT
PARTNERS



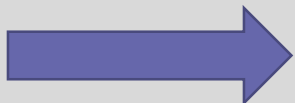
In the last two years over 1000 tourism practitioners trained



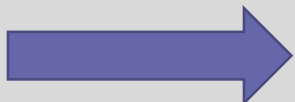
329 trained in Leadership and Governance, Product design and Market development, Quality Management System, Fair trade assessment and certification, e-commerce; effective online marketing and selling of the products to the targeted markets under the Handicraft and Souvenir Development Project (HSDP) of Uganda. Support is under International Labour Organisation.



Staff in over 51 hotels/establishments trained in energy efficiency and waste management in hospitality enterprises in Rwenzori region, and a capacity building exercise for over 500 youth food street vendors to improve hygiene, quality of service, business practice, financial management and waste management



30 trained in risk analysis and crisis planning and management on community-based tourism in Kasese district and, 30 trained in community-based tourism for the promotion of heritage sites in Mbale district



Over 20 tourism officers in different districts have been equipped with office equipment (computer, printer, desk, cabinet) to facilitate them to do their work of statistics compilation, project development, standards enforcement etc

CHALLENGES

Despite the trainings, the sector still faces;

- Lack of motivation from the workforce due to the low wages earned making them venture into other fields. In UHTTI's report, over 13% of their graduates end up in other fields
- Poor service delivery
- Poor trainers
- Inadequacy in skills
- Lack of training equipment in most institutions
- Substandard equipment in the institutions that have
- Lack of exposure to new best practices and technology

Owing to this, Uganda as a tourist destination is not ranked among the top 10 destinations in Africa by UNWTO.



AVENUES OF INTERVENTION

In order to tackle some of these challenges and improve on the human resource, the country would best benefit from;

- International skilled expertise to train trainers in the hospitality and tourism sector.
- Acquisition of modern equipment
- Exposure to new practices and different market segments, particularly Halal



A close-up photograph of a person's hand holding a small, rectangular white card. The hand is positioned with the thumb at the top and fingers at the bottom, gripping the card. The card is held against a blurred background that appears to be a person's torso wearing a blue and white striped shirt. The text on the card is printed in a bold, dark brown, serif typeface, arranged in three lines: 'THANK YOU', 'FOR YOUR', and 'ATTENTION'.

**THANK YOU
FOR YOUR
ATTENTION**