

The Difference between the Perception and Expectations of the Hotel Management Students With Reference to Benefits and Challenges During Internship

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Abstract--- As we know that for any of the professional courses, across the world, internship is an integral part. This is because of the reason that the respective companies who recruit these professional believe that they will take the right decision for their respective companies. It can also be said that the placement of these professional is based on the kind and type of course they have pursued and the company in which undergone their internship. The same stands true even for the hotel industry; as a matter of fact the level internship is very crucial at the time of placement of the students. This present study assimilates the role of internship and relationship of the same with placement of student. Study is based on primary data, which is being collected by using a close ended questionnaire on 200 students of the private institutes and universities offering the course of hotel management. SPSS ver. 20.0 is used to analyze the collected data.

Key words: *Development, learning, hotel management, internship, placement.*

I. INTRODUCTION

Education is having the highest level of influence on a person's life and most of the experiences are related to the acts of education. Education is very closely related to the development of the individual's mind, his or her physical ability, etc. (Gagan 2010). In the Indian scenario, even from the ancient times there was more thrust on the practical learning of an individual as compared to theoretical learning of the facts, as can be seen in the literature developed in the Rigvedic period of India. In the lieu of the same the orientation of the programs like Hotel Management and Tourism management more thrust is given on the practical learning of the candidate.

This present study is focused on hotel industry, and the historical background of the hotels can be traced from its meaning, which is derived from a *French* word i.e. 'hôte' which means 'host' in the true sense. In the olden times in the vicinity of France, whenever people use to visit the place they use to stay in a townhouse or in a separate building made for this purpose. In the current scenario the term 'Hotel' possesses the same meaning and even performs the same functions (Lundberg 1992).

As we know that hotel industry is strictly a service domain and there is always a need of skilled, dedicated and committed people as because the success of the industry is dependent on the knowledge, skill and decision making ability of its worker. The employee service quality has a direct linkage to customer satisfaction and loyalty. In most of the cases the respective hotel management institutes situated all over India are the main source of hiring workforce for these hotel. Some of the previous studies stated that in the Indian scenario when the student takes

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admission in the course they do have very high expectations from the course and even from themselves but by the passage of time some amount of negativity enters to their mindsets, this may be because of the virtual gap between theoretical aspects of the course and what they have experienced during their internship (Jenkins 2001).

The researcher has tried to study the reasons of this gap and will also analyze the main purpose for which a student of hotel management course is being sent to take the internship. The objectives of the study also try to find that the students are getting the real exposure of industry during their internship or not.

Meaning of Internship

As stated by NACE, 2010, internship refers to a kind of learning which is add on to the knowledge of the student and try to get the balance between the theoretical learning in the classroom and practical application of the same in a real world atmosphere. On the other hand if we take a deeper look in this phenomenon we will find that this training or the internship program is not only for the benefit of the students rather there are other people who are in the loop like the providers of internship program, college management, people to whom the student is exposed with. It is being believed in the hospitality industry that if a student takes up the training program seriously then it means that he/she is 90% placed in the company where he/she has taken up the internship.

The industry during this period also can train their future employees and groom them as per their requirement and standard without actually hiring them. As far as the educational institutions are concerned, the process of internship plays the role of a link between the industry and the respective educational institutions. This interaction brings about a lot many of opportunities of research, placements, sponsorships and many more.

II. REVIEW OF LITERATURE

Kim & Park (2013) Study of the hotel management students' perception reveals that student's shows eagerness towards working in the industry. Students believe it to be a growing industry with opportunities for employment. Differences exist between junior and final year students in terms of pay, working hours, attitudes towards the industry. Final year students have more negative perception on these factors.

Giousmpasoglou (2012) opines that internship is an integral part of a student's career development and may have several positive impacts on students.

Beggs et al (2008) found that in case of hotel industry, the process of internship provides a fair chance to the incumbents of the course to learn the practical application of the theoretical aspects that they have learned in the controlled environment of their respective classrooms.

III. OBJECTIVES OF THE STUDY

- To evaluate the impact of the presence of a trainee on the basic operations of the given hotel.
- To evaluate the level of expectation of the hotel management trainees their placements.

HYPOTHESIS

H₀: There is a significant relationship between the perception and expectations of the hotel management trainees.

H₁: There is a no significant relationship between the perception and expectations of the hotel management trainees.

IV. RESEARCH METHODOLOGY

This present study is the result of primary data analysis and is based on the data collected from various agencies and interns in the state of Himachal Pradesh. These responses were related to the prior and post effect and situations of the internship and the effect of the same on the basic operations of a given hotel. The data was collected from the respective interns and other related stakeholders using a Likert scale based questionnaire.

Samples were selected from the different cities of Himachal Pradesh, i.e. Manali, Shimla, Dharmshala, Dalhousie, etc. As a matter of fact, for the convenience of the study, the researcher has taken three and five star hotels in all four of the cities. As in these hotels interns are coming from all over the country and doing their internship for different branches and specializations.

The total sample size of the study was 200 samples, 50 from each of the cities.

The data collected by using a structured questionnaire was then analyzed using SPSS Ver. 21.0, here one way ANOVA was applied for the same, the reason for using ANOVA was to check the variation in the responses of the various interns and the related stakeholders from different hotels.

V. DATA ANALYSIS AND INTERPRETATION

Diagrammatic Presentation of Data

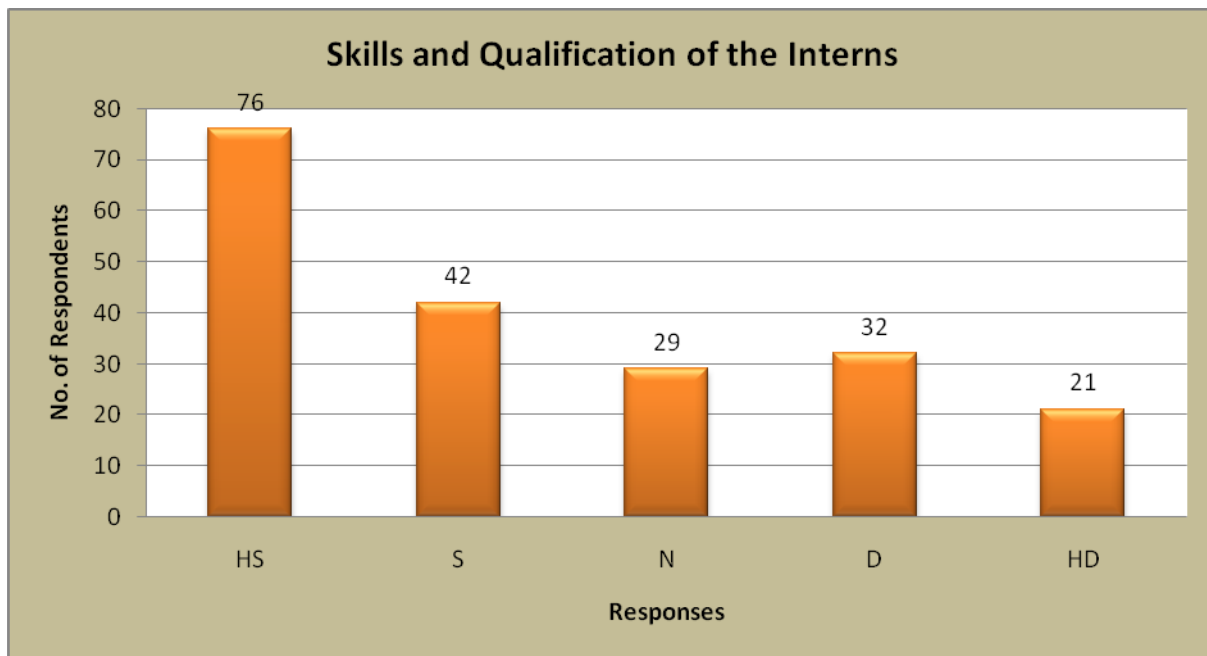


Figure 1: Skills and Qualifications of the Interns

Interpretation

As can be seen from the above diagram that most of the respondents are satisfied from the skills and qualification of the interns that are coming for their internship in their respective hotels, in the above diagram HS= Highly Satisfied, S=Satisfied, N=Neutral, D= Dissatisfied, HD=Highly Dissatisfied. Here, 118 out of 200

respondents were found to be satisfied with the contribution of the interns and only 53 were found to be dissatisfied whereas 29 respondents were found to be neutral about the point in question.

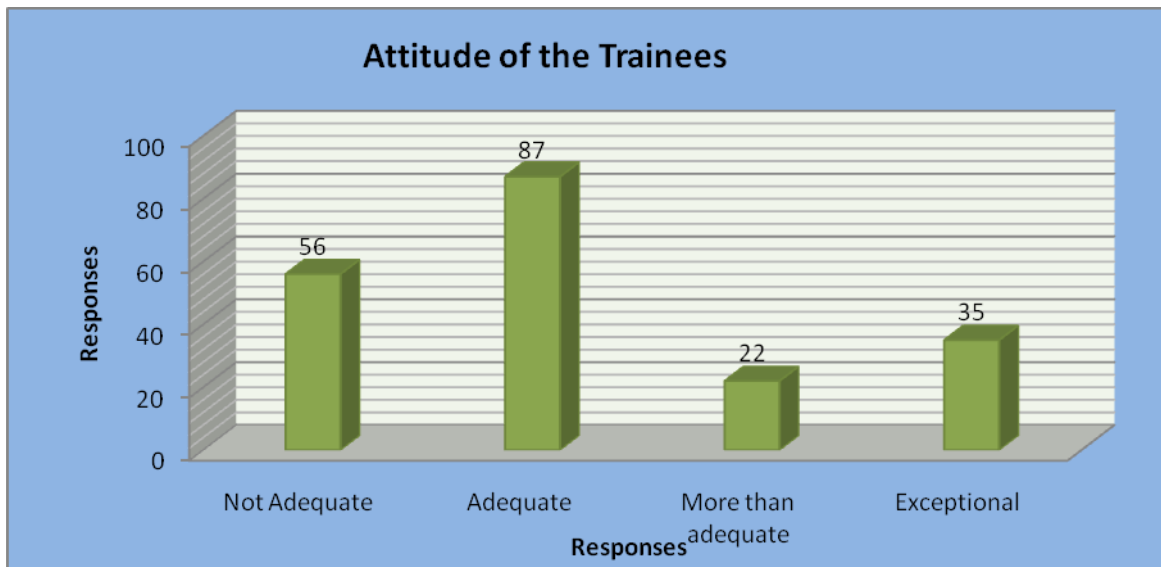


Figure 2: Attitude of the Trainees

Interpretation

56 of the respondents are found to be not satisfied with the attitude of the respondents whereas 87 respondents find that the attitude of the trainees was adequate. Only 22 of the respondents find the attitude of the respondents as more than adequate and the 35 respondents find the attitude of the respondents as exceptional. This shows that in most of the cases the respondents are gradually accepted by the management of the hotels and also they are satisfied with their attitude towards work to some extent.

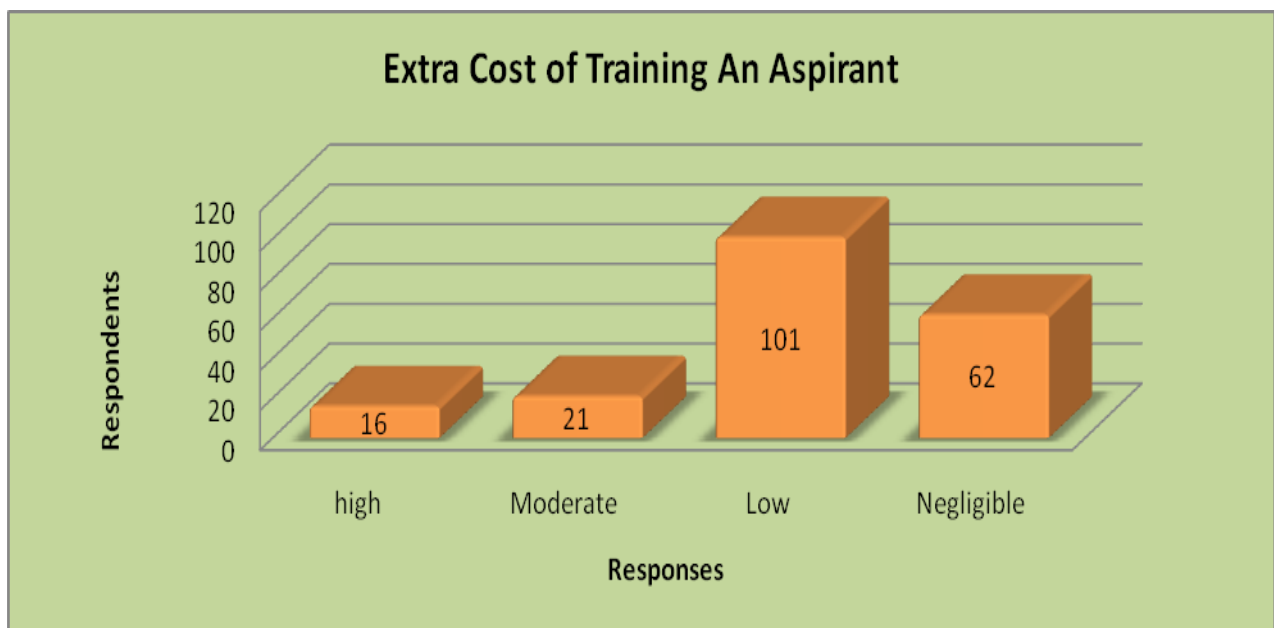


Figure 3: Extra Cost of Training an Aspirant

Interpretation

As can be seen from the above diagram that most of the incumbents are planning to take up the aspirants, for the purpose of training in their respective hotels, as they find that they will not have to incur a substantial cost for the purpose of the same, and in the near future they may get a trained employee to work for them.

Test of Hypothesis

Null Hypothesis-H₀: There is a significant relationship between the perception and expectations of the hotel management trainees.

Summary of ANOVA Results H1

On the basis of Gender	F	Sign
My skills are appreciated by the hotel officials	1.588	1.208
Learning was easy at the hotel I did my internship	1.551	.214
There was a problem of Understaffing at the hotel I did my internship	.163	.686
My theoretical Knowledge helped me a lot in carrying my training	2.878	2.090
My attitude was found positive by the hotel officials	6.003	5.015
My confidence played a vital role in the pursuance of my training	1.133	1.935
This training will add significantly to my portfolio	1.297	.820
Stipend and facilities were adequate	4.925	4.002
Staff was cooperative and friendly	2.033	1.902
On the Basis of Age		
My skills are appreciated by the hotel officials	.155	.926
Learning was easy at the hotel I did my internship	.688	.559
There was a problem of Understaffing at the hotel I did my internship	.660	.577
My theoretical Knowledge helped me a lot in carrying my training	.365	.778
My attitude was found positive by the hotel officials	.889	.446
My confidence played a vital role in the pursuance of my training	4.408	3.005
This training will add significantly to my portfolio	3.445	3.017
Stipend and facilities were adequate	.316	.814
Staff was cooperative and friendly	1.921	1.807
On the Basis of Educational background		

My skills are appreciated by the hotel officials	3.098	3.016
Learning was easy at the hotel I did my internship	.534	.711
There was a problem of Understaffing at the hotel I did my internship	.983	.817
My theoretical Knowledge helped me a lot in carrying my training	1.885	1.112
My attitude was found positive by the hotel officials	1.117	1.348
My confidence played a vital role in the pursuance of my training	1.443	1.219
This training will add significantly to my portfolio	3.445	.017
Stipend and facilities were adequate	.316	.814
Staff was cooperative and friendly	1.320	1.080
On the Basis of family Income		
My skills are appreciated by the hotel officials	.209	.890
Learning was easy at the hotel I did my internship	.579	.629
There was a problem of Understaffing at the hotel I did my internship	.993	.396
My theoretical Knowledge helped me a lot in carrying my training	.593	.620
My attitude was found positive by the hotel officials	.456	.503
My confidence played a vital role in the pursuance of my training	1.111	.344
This training will add significantly to my portfolio	3.445	3.112
Stipend and facilities were adequate	.556	.627
Staff was cooperative and friendly	17.921	.000

Interpretation

As far as gender is concerned, we can see from the above table that the amount of variation in the 'F' (*F-Ratio*) and 'Sign.' (*Significance*) value is less in case of the statements like 'My skills are appreciated by the hotel officials', 'My theoretical Knowledge helped me a lot in carrying my training', 'My attitude was found positive by the hotel officials' and 'Staff was cooperative and friendly' this shows that in these cases the respondents do not differ on the basis of gender, as they have same line of thinking, where as appreciation of attitude and similarity of theoretical and practical knowledge high variation, which shows that the male respondents have no issues in such cases but the females have certain social and related issues.

Then on the basis of age the amount of variation is less for the statements like, 'There was a problem of Understaffing at the hotel I did my internship', 'This training will add significantly to my portfolio', 'Staff was cooperative and friendly', which shows that the respondents from all the age groups are agreed for the same at any given point of time. On the other hand the respondents from the higher age groups are more focused on the practical learning in place of increasing the class grades, this is because of the reason that they are having certain amount of

work experience in the past and the expecting to get better placement once they include the present degree in the same.

As far as the educational background is concerned, the amount of variation is not reasonable for any of the statements, this shows that in almost all the case the incumbents are from the same educational background and the level of learning is same for almost all the respondents. This also happens because all the respondents have passed the common entrance test and got admission by passing through the same process of GD/PI.

Then finally on the basis of family income, we can see that there is some amount of variation in the responses, this is because of the reason that there are some companies, hotels and agencies that use to charge money from the candidates to provide internship in their respective places. Most of them don't do. But still there are monetary constraints for the respondents to go for paid training programs, no matter how much they are important for their future placements.

VI. RESULTS

On the basis of above discussion and analysis we can say that yes the theoretical learning is important for the incumbents of the respective courses but still the practical exposure is liable to pay more, as far as the final placements are concerned. Hence we can say that the null hypothesis '*There is a significant relationship between the perception and expectations of the hotel management trainees.*' can be accepted and the alternate hypothesis can be rejected.

VII. CONCLUSIONS

This present study is focused in the benefits and the challenges carved by the type and kind of internship a candidate is undergoing and impact of the same on the basic operations of the hotel, during their course. Based the closed ended and scale based questions the respondents were approached, almost all the respondents were doing their internship in the three and five star Hotels situated in the vicinity of the four cities of Himachal Pradesh. These hotels are chosen because incumbents from all over the country use to come here and pursue their internship for variable durations. The results of analysis states that most of the respondents are agreed to the fact that the theoretical learning and practical exposure, both are equally important for overall learning from the course. Rather they also observe that (in most of the cases) the internship in a good company or agency is going to help them in their final placements and they also stated that in some of the cases they might be placed in the company where they had did their internship.

The other findings of the study states that all internship students have perceived that the respective staff of the company, where they had did their internship, the staffs are friendly and helpful which is not so in case of post internship which might be that the students had some bitter experience with the hotel staff during their internship period.

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