


# Catering Students Perception on Working in Hospitality Jobs

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## Abstract

*Hotel Management Institutions are growing year after year in south Tamilnadu. More & more students are passing out every year. In recent years many of them are showing interest to join in the hotel management course because of various opportunities available in the course as well as the fastest career growth in the industry. When the students join this course, they have a very positive attitude towards this course, year by year, this positive attitude is decreasing when they are passing out/ final year of study they want to change their industry. Hence in this study, a structured questionnaire was prepared and circulate among the students to find the reason. The data scrutinize with the help of SPSS. Further, the t-test, Anova test to find out the significant differences and concluded with some suggestions to enhance the training experience of the students.*

**Keywords:** Hotel management, Internship, Perception, Tamilnadu, Hotel industry

## Introduction

Travel & Tourism is one of the fastest-growing sectors around the globe. According to World Travel and Tourism Council, it's one of the world's largest economic sectors, supporting one in 10 jobs (330 million) worldwide and generating 10.3% of global GDP. Also, it mentioned, In 2019, the travel & Tourism sector experienced 3.5% growth, outpacing the global economic growth of 2.5% for the ninth consecutive year. Over the past five years, one in four new jobs were created by the sector, making Travel & Tourism the best partner for governments to generate employment. Among the jobs created by the Travel & Tourism, Hotels are one of the major contributors in creating new jobs. Every year new hotels are opening every corner of the globe. Every day these hotels are looking for a suitable candidate for their openings.

On the other hand, hotel management institutes are also growing every year and producing hotel management graduates. These graduate's perception towards working in the hotel industry is different at each stage of their study while joining, during the study, after graduation, it's changing. Hence in this study investigate to know the reasons for their change and their attitudes towards working in the hotel industry.

## Opinion of the Study

Tourism in India is growing tremendously in recent decades, hence the competition in travel and tourism as well among the service providers like transports, Hotels are also increasing day by day. Every organization has to grow in between the competition; for that, they have to retain their existing customers and acquire new customers. Thus, the organization needs to improve its customer relations and service quality to satisfy its customer needs.

Training is an essential need for the existing staff and newly joined staff members to attaining the quality and standard and many reasons like better cooperation, improved current trends, reduced employee turnover, better problem solving, improving safety and security during work, etc. Hence every organization is giving training to their staff. Maintaining standards from the lower management, star classified hotels recruiting trainees from the hotel management institutions. In some of the organizations, best-performed trainees are allowed to work as a staff in the particular organization.

### **Students Perception on Training**

Most of the Hotel Management institutions offering training programs for the students as mandatory in their curriculum. But during the training period, some of the students are not adopted the hotel environments like shift timings, nature of work, etc. Hence the dropouts in the hotel management institutions were high after the training period, and the perception of the course also changing after the training period. Hence the study was conducted in the hotel management institutions in south Tamilnadu.

### **Literature Review**

According to A. Akin Aksu, results generally show negative perceptions and attitudes toward the tourism industry, but some positive perceptions and attitudes are also apparent. Positive emotions were usually mentioned by students who had chosen the tourism and hotel management school within their first three rank order in the university entrance exam, who had chosen the school willingly, and who had carried out their practical work experience outside Turkey. (Cho, 2006) study reveals that upon completion of the internships, the ranking of student issues was relatively higher than that of academic institutions or organization issues. (Tsang, 2013) said that students generally possess a high ethical standard and acknowledge the importance of ethics in the workplace. The perceptions and reactions of the students toward unethical behavior in the workplace consistently showed their adherence to ethics. Bachelor's degree students posited a higher acceptance level on unethical behavior than sub-degree and master's degree students. (Casado, 1992)

found in his study that students having a higher interest in the hospitality jobs during their first year, but after internship or work experience were have less interest in their perception. (Barron, 2007) found that freshers have more interest in hospitality jobs than the students who have work experience during their study. (Collins, 2002) found that the long working hours, low stipend and no recognition of work done, and not favorable working environment faced by the hotel management students during internship decrease the interest towards the hospitality industry. (Datta, 2013) According to that, there was a different perception among the students who joined the college and completed an internship in hotels, and the students completed the internship had a more negative perspective towards the hospitality industry. Jerkins (2001), in his study, stated that work experience as a trainee in the industry affected students' attitudes in a less positive manner. (Park, 2011) have found that post-internship attitude has less mean value than pre-internship towards hospitality job careers, thereby implying that students after training have negative perception towards their career. (Kaşlı, 2013) in their finding revealed that the students who completed training in hotels had developed an attitude of trainees viewed as low category labor in hospitality and they don't contribute to the professional development.

### **Objectives of the Study**

The main objectives of the study are

- To know about the student's perception towards working in the hospitality Industry after their hotel management degree
- To know about the perception of hotel jobs for their career growth.

### **Hypothesis of the Study**

H0: There is no significant difference in the perception of hospitality jobs before and after Internship/Training

H1: There is a significant difference in the perception of hospitality jobs before and after Internship/Training

## Methodology

The structured Questionnaire was framed and circulated to the hotel management students across various colleges of south Tamilnadu online. The questionnaire has two parts – in the first part, the demographic details of the students were asked, and in the second part various questions regarding their perception towards hospitality jobs were asked. Totally 136 valid responses got from 150 questionnaires. These responses are carefully analyzed using SPSS version 25. The information gets ends up in terms of Frequency, Mean score, F-value, and significance value.

## Data Analysis and Results

**Table 1: Student Responses**

Particulars		Frequency	%
Gender	Male	90	66.2
	Female	46	33.8
Age	Below 18	37	27.2
	18 – 20	62	45.6
	Above 20	37	27.2
Year of Study	I Year	48	35.3
	II Year	36	26.5
	III Year	52	38.2

Completion of Internship	Yes	83	61
	No	53	39
Know about career opportunity before join in this course	Yes	49	36
	Somewhat	57	41.9
	No	30	22.1
Friends/Relatives working in Hotel Industry	Yes	50	36.8
	No	86	63.2

Table 1, shows the demographic profile of the students and their responses. According to table 66.2% (90 out of 136) of the respondents are male, and 33.8% (46 out of 136) are female among that 27.2% are below 18 Years of age, 45.6% are from the 18-20 Years category, and the rest 27.2% are above 20 years of age and 35.3% (48) of the students from I years, 26.5% (36) students from II Years, 38.2% (52) students from III Years, in that 36.8% of the student's friends/ relatives working in the hotel industry and the majority 63.2% don't know anyone in the hotel industry. Among 136 respondents, 83 students (i.e.) 61% of students (the majority of II & III years) completed internship in various hotels.

In the second part of the question, asked about why did you choose this hotel industry and their plans after complete this degree to the respondents.

**Table 2: Students Response on Choosing Hotel Industry**

Why did you choose the hotel industry					
		Frequency	%	Valid %	Cumulative %
Valid	To go Abroad	47	34.6	34.6	34.6
	Salary	27	19.9	19.9	54.4
	Job Security	3	2.2	2.2	56.6
	Fastest Career Growth	23	16.9	16.9	73.5
	Become Entrepreneur	21	15.4	15.4	89.0
	To travel different places	15	11.0	11.0	100.0
	Total	136	100.0	100.0	

According to Table 2, the Majority of the Students, 34.6% (47 out of 136), choose this industry to go to abroad, 19.9% (27 out of 136) select because of the good salary package providing in this industry,

16.9% (23 out of 136) selected for fastest career growth, 15.4% (21 out of 136) choose this industry to become an entrepreneur and very few students (2.2%) choose this industry for job security.

**Table 3: Cross-Tabulation - Year of Study vs Future Plans**

Year of Studying * What is your Plan After completing this degree Cross tabulation							
Count							
		What is your Future Plan after Completing this Degree					Total
		Work in Hotel Industry in India	Work in Hotel Industry in abroad	Higher Studies	Entrepreneur	Teaching	
Year of Studying	I Year	9	17	13	6	3	48
	II Year	5	24	1	6	0	36
	III Year	26	0	16	10	0	52
Total		40	41	30	22	3	136

Above Table 3 shows that the majority of the final year students (26 out of 52) want to work in India as well as 16 out of 53 students want to do higher studies after completion and also majority among all three

years final year students wants to be an entrepreneur. In I & II-year students, most of the students want to go abroad after completion of the course 17 out of 48 & 24 out of 36 respectively.

**Table 4: Cross Tabulation - Internship vs Overall Perception on Hotel Industry**

Are you completed your Internship? * Overall perception to work in the hotel industry after completion Cross tabulation					
Count					
		Overall perception to work in hotel industry after completion			Total
		Agree	May be	Disagree	
Are you completed Internship?	Yes	30	32	21	83
	No	39	13	1	53
Total		69	45	22	136

Table 4 shows that out of 136 students 69 agrees among that 43% of them completed their internship, 45 said maybe among 71% of them completed Internship and 22 of them disagree with the statement (95% completed internship) that they are going to

work in the hotel industry after course completion. From the above table, it is revealed that most of the students change their decision on working with hotel industry after the internship.

**Table 5: Paired Sample t-test & one-way ANOVA Test Results**

Particulars	N	Mean	S.D	t-value	P value	f value	P value
Are you completed internship? - Overall perception to work in hotel industry after course completion	136	0.2647	1.04	-2.96	0.004	12.710	0.000

Base on Table 5, it is revealed that  $\{t(-2.96), p(0.04) < 0.05\}$  and  $\{f(12.710), P(0.000) < 0.05\}$  There is a significant difference in perception of hospitality jobs before and after Internship Training. Based on the results, H<sub>0</sub> is rejected, and H<sub>1</sub> is accepted.

### Result of the Study

It was found that the majority of the students change their perception after completion of the internship/ training in the hotel industry, and also found that very few of the final year students

choose entrepreneurship for their plans. Hence the suggestion of the study is that the hotel industry (training providers) will take some care about the training students and motivate them to learn as well as to teach about the career perspective in this industry and the academic point of view, students are not fully aware of the entrepreneur opportunities in this industry. Hence the academicians can focus on the various entrepreneurial opportunities available in this industry that will enhance the students and the development of our nation.

## Conclusion

According to this study, some interesting facts are found. Overall, there is a significant difference in the perception of hospitality jobs before and after the Internship. It was found that the majority of the students change their perception after completion of the internship/ training in the hotel industry, and also found that very few of the final year students choose entrepreneurship for their plans. Hence the suggestion of the study is that the hotel industry (training providers) will take some care about the training students and motivate them to learn as well as to teach about the career perspective in this industry and the academic point of view, students are not fully aware of the entrepreneur opportunities in this industry. Hence the academicians can focus on the various entrepreneurial opportunities available in this industry that will enhance the students as well as for the development of our nation.

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