

Outcome Of Internship On Selecting Career Option For Hotel Management Students In Pune

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ABSTRACT

The Hotel Industry is developing in leaps and bounds. To deal with this development the interest for fresh alumni is expanding. To satisfy the needs, Hotel Management Colleges are gearing up for providing trained professionals. Like other proficient courses, in broader perspective students experience internship in different hotels to think about the operational abilities which are unrealistic in Hotel Management colleges. Be that as it may, it is very apparent that there is a distinction in their professional desire after they complete their Internships. The study intends to distinguish the distinctions in their observation about their profession in the Hospitality business. The study hopes to bring out the overall view of student toward the hospitality business in terms of the opinion attached to the industry and the probable level of guarantee these students will have in pursuing a career once they graduate. A sample of hotel management students contributed in this study. A questionnaire was administered to students who have completed their internship and those yet to undertake training. Questions were centered around the variables like working conditions, learning openings, remuneration that influence vocation in the Hotel Industry. Many students showed trust as it is a developing industry with massive open doors for business. A decent level of students reacted well toward working in the industry. There was a huge gap in desire between students who had finished training and who were yet to experience training. The interns who had finished their training had an increasingly negative point of view towards the Hotel Industry. So also, level of responsibility shifted among pre and post internship students who previously finished their temporary job demonstrating less tendency to work sooner rather than later in the business. The study will try to bring out the challenges that need to be addressed as hotel managements students who are the key manpower for the sustainability of the industry.

KEYWORDS: Hotel Industry, Internship, Career Perception, Hotel Management Students

INTRODUCTION

Hotel industry is an service industry where having a talented excited and devoted labor force is essential to the accomplishment of the business. The staff service quality has an immediate linkage to customer satisfaction and loyalty (Richardson, 2009). Hotel management colleges are the supplier of this industry getting their future skilled employees. Charles (1992) Study demonstrates that if the expert students desire isn't coordinating the business contributions that

will prompt the expansion of disappointment level which will prompt high whittling down rate or reluctance of the students to join the industry. Hotel industry for its own endurance needs to comprehend the hotel management students' future profession discernment; as these students are the potential hospitality employees.

'The study of (Getz, 1994 and Jenkins, 2001) reveals that the students who enter the hospitality management courses joins with high career perception but by the time they graduate there is a growth of negative perception amongst the student about the hospitality industry''. In this study the researcher needs to comprehend whether entry level position has an effect over this difference in vocation discernment amongst the students.

The motivation behind this study is to comprehend whether there is a gap in the mind of students before going for the training and after they come back from the practical training. This examination will likewise show that whether the motivation behind sending the students to preparing for increasing genuine circumstance presentation really been satisfied or it is changing the impression of the students about the hotel industry which prompting the development of turnover propensity amongst the students.

UNDERS TANDING INTERNSHIP

(National Association of Colleges and Employers (NACE), 2010) issued a position statement on internships: *"An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent."*

Entry level position is significant and it benefits every one of the three partners. For bosses, entry level position gives eager and committed laborers who will help the current representatives and take a portion of the outstanding task at hand, so the business could make do with minimum workers. The business during this period likewise can prepare their future representatives and man of the hour then according to their necessity and standard without really making long haul duties (Pauze, Johnson, and Miller, 1989; Petrillose and Montgomery, 1998; Ju, Emenheiser, Clayton and Reynolds, 1998/99).

For training suppliers, temporary job expands industry – organization interface. This can upgrade communitarian inquire about circumstances, raise the institution's profile and build up long haul working connections among industry and the foundation to expand their students' situation openings (Bell and Schmidt, 1996; Walo, 1999).

“For students, temporary position gives a stage to rehearse what they have realized in the establishment, adapt up to industries’ necessities, set up their profession decisions and create hands-on abilities” (Casado, 1991; Barron and Maxwell, 1993; Emenheiser, Clayton, and Tas, 1997; Petrillose and Montgomery, 1998; Barron, 1999).

LITERATURE REVIEW

Ross (1994) study uncovered that service industry calling is treated as a glitzy one and the students are pulled in to join the hotel management colleges with the view of accomplishing an incredible profession prospect.

Purcell and Quinn (1996) study shows that the fundamental factors that pull in students towards hotel management instruction is their recognitions about the business.

Lewis and Airey (2000) study demonstrates that the secondary school students show an uplifting disposition towards the hospitality industry calling and their discernment about the activity is that it is intriguing, great profession opportunity and are generously compensated.

Barron and Maxwell (1993), study on junior students of hotel schools who does not have any future introduction shows an exceptionally positive discernment about the industry. Barron (1997) inquire about on 160 first year hotel management students from Australia shows that the students felt that representatives working in the hotel industry are dealt with genuinely; working condition, vocation opportunity, professional success, compensation of hotel industry is great.

Getz (1994) led an investigation of students in the in Scotland. His investigation shows that the junior students concurred that service occupations were satisfying and fulfilling. Anyway in later year numerous students start building up a terrible impression of the business and might want to seek after an advanced education and move to other industry.

Jenkins (2001) study likewise uncovers that students’ enthusiasm for the service industry will in general decay as they continue during their time at the establishment of learning. Roney and Öztin (2007) study shows that the senior students have progressively negative observation about the business. They think about sporadic working hours, low pay, hard work and low professional stability as the main consideration.

Lu and Adler (2008) analyzed future profession desires for Hotel and the travel industry students in China. The reasons which the students appraised most for their reluctance to join the business are ugly occupation, low pay and absence of professional success prospects rather they need to change to other industry where their income would be high. Richardson (2008) study likewise uncovered that the students are sharp in changing their profession to other industry.

Michael Armstrong (2000) opines that preparation is legitimately related with the employees' performance. It is a formal and orderly change of conduct through realizing which happens as result if training, guidance, advancement, and arranged understanding.

Mayo (1997) points that, as hospitality is deeply rooted in action management, the industry does require maintaining certain necessary skills in the curriculum.

Baum (1990) accepts that despite the fact that scholastics will in general advance the addition of general administration aptitudes in the educational plan, the industry doesn't show specific enthusiasm for the improvement of high request intellectual abilities.

Rimington (1999) contends that accommodation course gives establishment, conventional and transferable abilities while the business will give the training some portion of the investigations, which is twice as significant as it allows students to learn, in actuality, and a timeframe to consider the truth of their examinations.

Baum and Nickson (1998) their examination focuses that the best challenge is to locate the correct parity as far as accentuation to put on various ranges of abilities. In all actuality, an excessive amount of accentuation on hypothesis could leave understudies befuddled on the pertinence of their investigations though an excessive amount of spotlight on the commonsense side will leave them without the essential abilities to comprehend the business.

(Beggs, Ross, and Goodwin 2008) noticed that internship give learning chances to students to comprehend proficient practice and exercises related with information application.

(Lam and Ching, 2007) opines that internship is an indispensable piece of a students' profession advancement and may have a few positive effects on students.

Lerner (1988) noticed that entry level position furnish graduates students with involvement with explicit territories of profession intrigue and at last increment their capability to have an effective vocation. Then again teachers accept that genuine encounters and expert advancement are the most helpful parts of the entry level position for hospitality students.

Calloway and Beckstead (1995) from the students' perspective, internship acclimates them with reasonable aptitudes, create social connections, spur future learning and build up a socially satisfactory character.

Davies (1990) points that internship is an incredible possibility for students to assemble information and abilities. The learning involvement with an entry level position influences students' learning results and frames of mind towards their future professions.

O'Driscoll and O'Connell (2005) Study of the hotel management students' observation uncovers that student' shows excitement towards working in the industry. Students trust it to be a developing industry with open doors for business. Contrasts exist among junior and last year students as far as pay, working hours, dispositions towards the business. Last year students have increasingly negative recognition on these variables.

Kusluvan (2003) study proposed that it is essential to comprehend the professional impression of students who are right now seeking hotel management education.

Reasons why students frame of mind towards their profession in the business changes definitely that there is a development of negative impression about the industry and even to the degree of reluctance to join the friendliness business by any means.

Fox (2001) recommended that a horrendous internship experience could make students change their profession.

RESEARCH OBJECTIVES:

- To study the career perception of the hotel management students before they complete internship.
- To equate with the career insight of the students after their conclusion of internship.
- To highlight effects of internship on the students' career choice.

HYPOTHESIS :

There is no change in the students' profession factors recognition, pre and post internship.

RESEARCH METHODOLOGY:

For this work an exact methodology was embraced and information gathered from the concerned partners on similar territories earlier and post temporary position. The poll depended on 3 point Likert's Scale and 60 pre internship students and 60 post internship students were approached to check their reactions. Comfort inspecting was received and the students had the accompanying attributes:

- Both male and female students were incorporated into the examination.
- Survey was disclosed to the students for getting appropriate reactions.

- Reluctant students were excluded for the survey.
- Samples were existing undergraduate students of hotel management institutes located in Pune City.

The gathered information was appropriately entered in SPSS 16; for study.

In measurement Cronbach's Alpha which is coefficient of inner consistency is a gauge of unwavering quality of a psychometric test for a lot of tests. This is utilized in sociology inquire about work to test the unwavering quality of the arrangement of factors. Estimation of the Cronbach's Alpha ≥ 0.9 is considered as magnificent interior consistency. For this exploration the Cronbach's Alpha measurement was executed on the 18 profession factor things utilizing the SPSS 16, the worth (Table 1) affirms that the unwavering quality of the test to be great.

Table 1: Reliability Statistics

Cronbach's Alpha	No. of Items
0.958	18

Test measurement which was utilized is t-test, which shows that there is no distinction of the methods for the two parameters; for this study between the pre internship students and post internship students.

Optional examine was additionally utilized and an immense number of writing was investigated dependent on which the examination goals were recognized and this work structured.

DATA ANALYSIS:

Test measurement which was utilized is t-test, which shows that there is no distinction of the methods for the two parameters; for this investigation between the pre internship students and post internship students.

Optional investigate was likewise utilized and an immense number of writing was checked on dependent on which the exploration targets were recognized and this work planned.

Dissecting the information from the Group Statistic (Table: 2) shows that the mean contrast of the two arrangement of understudies on the 18 profession factors before experiencing entry level position and after fruition of temporary job uncovers that both the arrangement of understudies

accept that work of the lodging business is intriguing and inn staff are inviting. Be that as it may, there is colossal logical inconsistency among the 2 set on the other vocation factors. Pre internship students are increasingly disposed towards the positive part of the hotel industry; post internship students are not in the slightest degree great about the profession factors.

Table 2: Group Statistics

Career Factors	Internship status	N	Mean	Std. Deviation	Std. Error Mean
Interesting Work	PRE	60	.87	.503	.065
	POST	60	.90	.354	.046
Friendly Staff	PRE	60	.93	.362	.047
	POST	60	.90	.399	.052
Pleasant Working Environment	PRE	60	1.00	.000	.000
	POST	60	-.77	.647	.084
Job Security	PRE	60	1.00	.000	.000
	POST	60	-.82	.567	.073
Challenging Job	PRE	60	1.00	.000	.000
	POST	60	-.83	.526	.068
Career Advancement Opportunity	PRE	60	1.00	.000	.000
	POST	60	-.78	.585	.076
Professional Responsibility	PRE	60	.95	.220	.028
	POST	60	-.78	.585	.076

Work Life Balance	PRE	60	.95	.220	.028
	POST	60	-.78	.585	.076
Good Salary	PRE	60	.87	.430	.056
	POST	60	-.37	.920	.119
Job Mobility	PRE	60	.95	.220	.028
	POST	60	-.78	.585	.076

Social Status	PRE	60	.90	.303	.039
	POST	60	-.72	.666	.086
Social Working Hours	PRE	60	.92	.279	.036
	POST	60	-.75	.628	.081
Reasonable Work Pressure	PRE	60	.93	.252	.032
	POST	60	-.83	.526	.068
Education	PRE	60	.58	.766	.099
	POST	60	-.83	.526	.068
Training for Development	PRE	60	.92	.279	.036
	POST	60	-.62	.783	.101
Appraisal	PRE	60	.93	.252	.032
	POST	60	-.38	.922	.119
Work Benefits	PRE	60	.83	.493	.064
	POST	60	-.62	.783	.101

The t test statistics result is considered to be The usual null hypothesis is that the difference in the mean values is zero. A significant difference is found if an alpha level (p-score) is less than 0.05. This test is applicable in this study as it has been tried to determine whether there was significant differences between the students' career factor perception before undergoing and after completion of internship.

Table: 3 Independent Samples Test

Career Factors	Equal variance assumed	Levene's Test for Equality of Variances		t-test for Equality of Means					
			Sig.			Sig.	Std.	95 % Confidence Interval of the	

		F	(p)	T	df	(2-tailed)	Mean Diff	Error Diff	Difference	
									Lower	Upper
Interesting Work	yes	.916	.340	-.420	118	.675	-.033	.079	-.191	.124
	no			-.420	105.94	.676	-.033	.079	-.191	.124
Friendly Staff	yes	.841	.361	.479	118	.633	.033	.070	-.104	.171
	no			.479	116.89	.633	.033	.070	-.104	.171
Pleasant Working Environment	yes	41.378	.000	21.136	118	.000	1.767	.084	1.601	1.932
	no			21.136	59.00	.000	1.767	.084	1.599	1.934
Job Security	yes	30.966	.000	24.808	118	.000	1.817	.073	1.672	1.962
	no			24.808	59.00	.000	1.817	.073	1.670	1.963
Challenging Job	yes	29.140	.000	26.990	118	.000	1.833	.068	1.699	1.968
	no			26.990	59.00	.000	1.833	.068	1.697	1.969
Career Advancement Opportunity	yes	42.598	.000	23.618	118	.000	1.783	.076	1.634	1.933
	no			23.618	59.00	.000	1.783	.076	1.632	1.934
Professional Responsibility	yes	19.861	.000	21.488	118	.000	1.733	.081	1.574	1.893
	no			21.488	75.33	.000	1.733	.081	1.573	1.894
Work Life Balance	yes	19.861	.000	21.488	118	.000	1.733	.081	1.574	1.893
	no			21.488	75.33	.000	1.733	.081	1.573	1.894
Good Salary	yes	88.431	.000	9.406	118	.000	1.233	.131	.974	1.493
	no			9.406	83.65	.000	1.233	.131	.973	1.494
Job Mobility	yes	19.861	.000	21.488	118	.000	1.733	.081	1.574	1.893
	no			21.488	75.33	.000	1.733	.081	1.573	1.894
Social Status	yes	18.592	.000	17.116	118	.000	1.617	.094	1.430	1.804

	no			17.116	82.34	.000	1.617	.094	1.429	1.805
Social Working Hours	yes	16.821	.000	18.796	118	.000	1.667	.089	1.491	1.842
	no			18.796	81.39	.000	1.667	.089	1.490	1.843

Reasonable Work Pressure	yes	7.942	.006	23.465	118	.000	1.767	.075	1.618	1.916
	no			23.465	84.63	.000	1.767	.075	1.617	1.916
Education	yes	16.935	.000	11.812	118	.000	1.417	.120	1.179	1.654
	no			11.812	104.56	.000	1.417	.120	1.179	1.654
Training for Development	yes	44.707	.000	14.288	118	.000	1.533	.107	1.321	1.746
	no			14.288	73.71	.000	1.533	.107	1.319	1.747
Appraisal	yes	176.13	.000	10.669	118	.000	1.317	.123	1.072	1.561
	no			10.669	67.73	.000	1.317	.123	1.070	1.563
Work Benefits	yes	15.828	.000	12.138	118	.000	1.450	.119	1.213	1.687
	no			12.138	99.40	.000	1.450	.119	1.213	1.687

INFERENCE

This research paper concentrated on the profession impression of the hotel management students. Using a survey, the reactions of the two groups of students for example one who have finished their internship and the other who are yet to experience were looked at.

This examination shows that the general college students who are contemplating hotel management thinks it profoundly differs from what the industry offers them and what they perceive. This affects their career choice.

Many pre interns communicated a positive recognition that the activity in Hotel industry is intriguing and that they are happy to join the the course. This is in opposition to the investigations of the creators who had done their work on outside nation which may be that the chances and occupation showcase in India isn't that advance as that of the created countries.

Practically all pre interns have seen that hospitality staffs are amicable and accommodating which isn't so if there should arise an occurrence of post internship which may be that the students had some severe involvement in the hotel staff during their intemship.

Both the arrangements of students have conceded to the activity versatility part. Subsequent to increasing a few years of experience, chance of exchanging lodgings is simple. Lodging industry is a developing industry; there are bunches of extents of landing friendliness positions inside India and even abroad in contrast with other industry.

All the pre internship students observe that there is job safety in the hotel industry but only half of the post internship student trust that hospitality jobs are protected. Hospitality industry is direct guest oriented industry, where service qualities of the staff are of outmost significant and hotel industry does not preserve such staffs who do not match their standard level. These students have experienced such circumstances happening during their industrial training which lead them to this awareness. Another reason might be that the hotel where the students have done their internship does not have proper HR practices and such kind of employee termination is a common practice, has affected the students' perception.

The post internship students exceptionally couldn't help contradicting their lesser mates and have negative recognition on the elements like „Pleasant working environment“, „challenging job“, „career progression opportunity“, „professional responsibility“, „work life balance“, „social status“, „social working hours“, „reasonable work pressure“ and „education“. From the purpose of the post temporary position understudies their lesser mates have ridiculous view over their profession observation. From the point of the post internship students their junior mates have impractical view over their career perception. During their internship the students have faced the real life situation of the industry and their illusionistic view about the industry has changed.

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