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**"ANALYTICAL STUDY ON BENEFITS AND CHALLENGES OF
HOTEL MANAGEMENT WITH RESPECT TO WORK EXPERIENCE
OF MANAGEMENT STUDENTS"**

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**Ms. Pallavi.Chaudhari, Mr. Milind Kilpadi, ANALYTICAL STUDY ON
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Abstract

Hospitality is a booming industry in India with a lot of jobs. It is vital to build a significant number of hotel jobs, both offered by the hospitality company and provided by the sector, in order to drive growth in the hospitality and tourism industries. The development of hotels, which produce new jobs, is often targeted for low-skilled low-wage jobs. It is important to know how students regard hotel jobs today, as they will be hotel managers tomorrow. The current study states that the current situation of hospitality education in India can now be accurately defined.

INTRODUCTION

Cordial and generous hospitality is characterised both socially and commercially as the acceptance and entertainment of guests. From time immemorial "Atithi Devo Bhava" was our adage. The roadside cottages were utilised in ancient times to eat. They made and ate food at the restaurants in monasteries and temples. In India, many colleges offer rooms for visiting pilgrims. In Hinduism, Chenragupta Maurya built "Sarai" and "Dharamshala" institutes. Under the British Raj, circuit houses and dak bracelets entered India. Located in Mumbai, the Taj Mahal Hotel was the first hotel to be commercially built in India. Increased mobility has been achieved

by the building of transit highways, canals and airways for human beings. All started with inns, motels, hotels and resorts. Hotels have established hotel management courses to provide qualified staff. [1] There is a rapid rate of global hospitality expansion. While the sector has undergone unbelievable development, the future appears a lot clearer. There will never be a desire on people to eat, travel and sleep. The growth in this industry has allowed a significant employee, some from the entrance level until the management level, to find jobs in the hotel industry. Often in this sector the combined talents of qualified and unqualified specialists are needed. As a consequence, a wide variety of jobs are available. Hotel management is the management of a hotel business report. It shall either receive a bachelor's degree or an undergraduate diploma from a hotel management college or business school with a department. The hospitality management degrees are also known as the management of restaurants, restaurants and tourism, or hotels. Competitive and changing environments entail many challenges for hotel management leaders. [3]

The hotel sector nowadays is confronted with global issues, such as an influx of business, shortages in labour and the retention of high quality employees and increased technology demand, absolute cleanliness and hygiene, and the delivery and maintenance of great customer service standards. Some of the obstacles a company faces include the absence of the latest and most modern marketing strategies, energy and resources management, the provision of impeccable security and cyber security with respect to data protection. In the travel sector the tolerance for it has fallen significantly due to the lack of good customer service. A poor customer experience in a hotel is sufficient to prevent consumers from using a given hotel brand in the future. As a result of increased customer expectations relating to cleanliness standards, quality service and personal experience the hotel industry faces a great number of problems. [4]

However, as technological progress continues, industry-wide advantages in the hotel business will start to emerge. Hotel management software has enhanced dramatically the way hotels do business and the influence it will have is beyond debate. Modern property management systems help companies decrease administrative systems and procedures while also improving operations using state-of-the-art technology. For hotel companies, a high-quality management system is commonly agreed. [5]

LITERATURE REVIEW

Rahul Choudhary (2021) In India and all throughout the world, the hospitality and tourist sector is growing rapidly and employs a large number of people. It encourages the creation of a huge number of jobs in the hospitality sector, both directly and through other industries. The number of hospitality and tourist occupations in many nations is growing significantly. In the continuously changing and improving host sector, there are various job opportunities however many roles have low-skilled or badly compensated jobs and this in turn leads to lengthy hours being spent which many employees despise. The hotel industry in India is not well known due to high turnover and the waste of qualified staff. A number of hotel management colleges are in place to address the lack of staff and provide also industrial training in which the students see how to work in a hotel and then

determine if they want to become a profession in the business. [6]

Sidharth Srivastava, Vikrant Kaushala (2021) COVID- Never before has there been a similar epidemic which creates extraordinary conditions for fragile tourism and hotel industries. The highly contagious novel coronavirus, which threatens the pharmaceutical sector, continues to be an issue today. Both are extremely important because the environment currently provides major obstacles for tourism and hospitality companies and key information from the study has to be obtained. The results of the research will be compiled by 15 participants in prominent positions in the hotel and tourism sectors and in hospitality education. [7]

Davidescu and other Adriana AnaMaria and others (2020) This essay examines the connection between workplace flexibility and employee development as crucial parts of sustainable managing human resources, work satisfaction and performance. The purpose of the paper is to explore the impact of several forms of flexibility on job satisfaction—contractual, functional, temporal and space flexibility. For this, a 'composite indicator of employee flexibility,' including multi-types of flexibility, was developed on the basis of the input of Romanian workers. This was done using a representative national survey using a multi-letter analysis. In order to assess the influence of individual and personal freedom on total work satisfaction, a binary logistic regression model was also used. The current study examines comprehensively the flexibility of workplaces (for example, co-working, flexible office, total home office, partial home office – FO, CW, HOT, HOP). [8]

Gagandeep Soni, Dr Sarah Hussain (2019) This study aims to analyse the important problems and trends within the hospitality sector in India comprehensively. The report examines the changes and characteristics of the Indian hotel sector. Particular areas of interest are what can be expected in the future and the significant issues facing the sector. In short, the article discusses issues related to the strategy and finance of Indian hospitality industry, licences and policies, the inventory of rooms, technological constraints, cost and revenue management, growing issues, security and talent management and they are presented in context with the overall industry image. [9]

Dr. Kapur Radhika (2018) The key objective of this research paper is to find out what the means and meaning of hospitality management are. The industrial features and practises of the hospitality sector form part of the discussion in this article. Understanding this idea involves showing the different places from where hotels and accommodations have their history and showing just how socioeconomic and industrial revolutions and developments have impacted the country. [10]

CASE STUDY

The project was based mostly on secondary data from research publications, trade publications, media, journals, the Internet, state and hotel organisations such as FHRAI, MOT-GOI. The aim of the study was on data collecting and analysis to have a better understanding of existing hospitality training and to identify various hurdles for industry and educational institutions. Personal interviews with hotel students, hotel teachers and hotel managers have been used as a source of information. 10 buildings and five motels for universities) (03 star to 05 star categories).

A case study technique has been utilised to find out how many obstacles WIL

students face. Qualitative research has been seen as the best technique for this study because the study describes the challenges experienced by students during a WIL Programme. Due to this approach to the usage of diverse data sources, extensive focus group conferences and interviews with semi-structural individuals have been utilised. Everyone became aware of the objective of the research and ensured anonymity of the opinions of the participants. Participants had been notified of their ability to participate or opt out of research to further boost participant participation. The key aims of this study were to learn more about WIL members' needs and to develop solutions to address them. First we had to receive ethical consent from the institution before we could go ahead. Each group consisted of 10 individuals, who participated in three focus group discussions which were held in three separate locations on the three campuses of the institution. 15 students from each of the three schools engaged in semi-structural in-depth interviews to complement the results from focus group interviews.

The results of the focus group discussions revealed a large number of information important to the interviews, so that the interview schedule was structured properly. There were 30 participants from the focus group and 15 in depth interviewees. Multiple supplementary sources in my education provided me with a more detailed understanding of the many problems experienced by students who participate in a WIL programme. Data were analysed by content analysis.

STATUS OF HOSPITALITY MANAGEMENT EDUCATION IN INDIA

The quality of hotel management education in India has declined, revealed a recent research conducted by the Federation of Hotel and Restaurant Associations (FHRAI). The studies uncovered in the book "Express Hotelier & Caterer" shows the staggering statistics.

Currently no study is accessible or statistics concerning the state of hospitality or hotel management training can be discovered in India. No statistics are available on the number of students who graduate from various programmes every year, despite the substantial cooperation between governments and the private sector. In the Indian hotel, restaurant, and catering sector, the requirement for trained staff is also unknown. The objective of this study was to provide information and statistics in order to address this gap.

A questionnaire was circulated to 1000 hotel members of FHRAI in different cities to collect details of the many criteria on which research was undertaken. A study was completed and determined:

FHRAI also conducted profound interviews with the three main stakeholders: hotel managers, faculty members from hospitality management schools and pupils, in order to determine the current state of accommodation training in India and to obtain some expected data from the three major stakeholders (hotel management, professorials of hotel management schools and pupils).

- The results of a survey conducted by 21 managers from Delhi, Bangalore and Kolkata show that in India, education in hospitality management is either insufficient or sufficient, but significant improvement is required. Training for hotel operations tends to focus practise theory.

- Many respondents claimed that most schools of the private sector have one goal: profit, and not enough money is devoted to facilities, teachers, and education materials.
- The hotel industry has been revolutionised during the previous few years as more private sector entered the sector. These organisations frequently have minimal facilities and normally have low standards of teaching and education. Moreover, others say that the number of such institutions should be limited by government.
- Many managers claimed the hotel management programme is rarely an option for students, and outstanding students have opted for additional careers, including medicine, engineering, IT, corporate and other fields. Conditions are, however, improving. This has boosted the numbers of positions available to graduates of hotel management for numerous other businesses, such as contact centres, airlines, banks, retail centres, multiplexes and others. There are also many who can find work abroad.
- In contrast to the hotel managers, a number of teachers from public and private hotel schools opposed the views of their hotel sector colleagues, and agreed on the good foundation of Indian hotel management education and that it was strengthened with time. More hotel management graduates receive job opportunities since employment opportunities have substantially improved for hotel management graduates in various sectors, not just in hotels and restaurants, but also in many others, and around the globe.
- Academics are often critical of the quality of industrial training in hotels. All of them identify hotels with the problem, since they believe that hotels treat students as cheap labour, do not provide enough training or fully comprehend the activities of the organisation. You should opt for a hotel with student training programmes and great care. Many faculty members have remarked that these approaches decrease the image of the industry among students, so the rest of the people know. Before completing their training, a considerable number of these disgruntled pupils leave the school.
- Recent statistics reveal that graduates who have worked in hotels and restaurants have greater opportunities to work and half never join the work of hotels or restaurants after graduation. Only about 15% of those finishing with a degree/diploma programme in India become staff in hotels and restaurants. It appears to be a very little sum and can only be suitable for a few of institutions where most students can afford additional education or travel abroad or have the correct personality profile for working in other highly paid services industry. However, a subset of the faculty offered an alternative point of view which could apply to most colleges and universities, as around 60% of graduates of hotel management schools end up working in the hospitality industry in India while the remaining 40% work in other industries, such as call centres, further studies and abroad.

WIL research has focused a large amount on the benefits of WIL for key players such students, academic institutions and hosting enterprises. However, few publications address the problems WIL members confront when implemented. This section presents the results of the research. We obtained comprehensive information on the issues of hospitality for students through focus groups and thorough interviews:

No remuneration

Some companies still don't provide any pay to WIL students according to the results of this investigation. The price of transit to and from work, accommodation and food should be covered by most students and paid for all by themselves. Many students said that because they did not have enough money to pay for travel and housing, they did not end their formation.

No induction at the start of the WIL program

WIL students should be inducted at work the first day so that they can adapt to their new working environment. WIL students will discover what their company expects from them at induction. Some of the people stated that they had not begun their careers in the office.'

Insufficient support from the academic institution

Many students are pleased because before beginning their studies, the school offers them WIL training. You say that since you saw all of it before you got to the work, you know what to expect and what your superiors may expect from you. They stated that when they had to accommodate yourself and get accustomed to the working environment, the time that caused them the most stress. Students are found here stationed far away from their homes. The studies have shown that just a limited percentage of hotels provide WIL students with accommodations. If they need to undertake WIL beyond their home country, the student would want their university to assist them find the lodgings. The issue was linked to the "no compensation" dilemma, when they discovered that they had no money.

Attitude of some supervisors and co-workers

In other instances, participants claimed that they did not give substantial attention to their suggestions. An example of how cleaning workers sweep up the pages without maintaining an idea of how many are utilised was given in the focus group discussion.

Working overtime

Students said they would spend extra hours without receiving any payment from time to time. One student spoke about her lengthy work week and said that she only had two consecutive days off. In order to clarify on the matter, the student claimed it applied just to trainees and did not impact the permanent workers. Another participant recounted how she was supposed to finish contractually on 31 December, but she received an extra month of service.

Feedback provided at end of WIL program

Some participants complained that there were no feedback sessions in the WIL course. They claimed that the logbooks have not yet been completed and nothing has been discussed.

CONCLUSION

Much of the students get practical experience in the real world by doing paid

internships while they graduate. This experience may influence students' expectations about what it means to be in a management role at entry level, their expectations of work progression and their views of postgraduate career goals. On the other side, early professional experience may adversely affect if it is unpleasant or not beneficial. In order to ensure that future entrance level managers remain in the sector throughout their whole careers and that the next generation of students is successful, hospitality professionals with stakeholders both from the business and from academia are particularly essential.

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