



## **Role of Industrial Training in Hotel Management Curriculum in influencing Professional Development of Undergraduates in the National Capital Region**

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### **Abstract**

Industrial training is a regular and important component of bachelor-level programmes offered at numerous colleges and institutes across India to students pursuing undergraduate degrees in hotel management. Industrial training is provided in the hotel's four major operational departments, allowing students to improve their technical and interpersonal skills across the board. This research paper aims to study the role of Industrial Training in the Professional Development of Hotel Management Graduates. Study is based on primary data collected from undergraduate students who have gone through Industrial Training in different hotels. The result of the study will be useful for hotel management institutions, students and hotels who would be hiring the industrial trainees.

**Keywords:** Academic Curriculum, Industrial Training

### **INTRODUCTION**

In an era of financial and political vulnerability and uncertainty, when the global economic scene is constantly changing, the importance of graduate employability and professional development has grown. Colleges have been challenged to address the major issue of career readiness by incorporating skill development components into educational programs (Wilton, 2012). Since its inception, the innkeeping industry has evolved and adapted to meet the changing needs of travellers. While the field has always been creative, recent mechanical advances have propelled it into phenomenal change. The lodging industry is working hard to fill roughly 10% of available positions worldwide. It can also grow at a much faster rate than many other businesses.

Industrial Training have demonstrated a well-known work-coordinated opportunity for growth that works with the change of Under Graduates from advanced education to business and adds to their vocation improvement (Silva et al., 2016). For example, Industrial Training might work on Under Graduates' impression of occupation fit (Allen, 2011) and improve graduates' work fulfilment (Gault, Leach, and Duey, 2010). Characterized as "a momentary time of common-sense work experience wherein Under Graduates get preparing as well as acquiring priceless professional training in a particular field or expected vocation of their advantage" (Zopiatis and Theocharous, 2013), Industrial Training are seen as a significant part of the learning cycle because of their various advantages. According to an educational point of view, entry level positions empower Under Graduates to acquire down to earth insight (Chang and Chu, 2009), foster abilities that would be hard to obtain in the study hall (Daniels and Brooker, 2014) and use organizing open doors that might further develop graduates' work possibilities (Alpert, Heaney, and Kuhn, 2009). Furthermore, temporary positions have been found to work on the scholarly execution of Under Graduates and lead to expanded inspiration towards study (Crawford and Wang, 2016; Jones, Green, and Higson, 2017). Thusly, Under Graduates might carry creative plans to the partaking association and permit organizations to lessen enlistment and maintenance costs by investigating the possible on the lookout (Garcia-Aracil and Velden, 2008; Govender and Taylor, 2015). Temporary jobs likewise give benefits to teachers as connections between scholastic foundations and the business are reinforced and teachers update course happy in accordance with industry needs (Zopiatis, 2007). The worth of temporary positions is especially recognizable inside the travel industry and Hotel Industry, where the dynamic and multidisciplinary nature of the business expects that human resources have different abilities. An exceptionally cutthroat climate, steady change and the different idea of the business act like difficulties to the enrolment and maintenance of a talented workforce and build up the requirement for a differently prepared labor force, with abilities that can length across areas (Kim, 2014; Robinson, Ruhanen, and Breakey, 2015).

Entry level position is characterized as fundamental type of learning in which modern students set the advantage of managed growth opportunity up to succeed their reasonable information in a predefined region (Patton & Dial, 1988). Some of the most unmistakable highlights of the Industrial Training program incorporate four elements (a) Defined Working Hours (b) work of the modern learner can be paid or neglected (c) Entire course of Industrial

Training is assessed as credit in scholarly educational plan (d) The course of Industrial Training is observed by the named manager of the establishment or college who facilitates with the Under Graduates as well as the associations Industry preparing is fundamental due to the way that preparing can uncover Under Graduates to the genuine working climate. It likewise helps to add and amplify specialized information and down to earth abilities of the understudy, assuming the understudy has previously acquired information is restricted, yet when Under Graduates joins this preparation, Under Graduates can figure out additional about things, and when something will work. Furthermore, Under Graduates can find out about the most recent innovation or abilities in Training Industry. The genuine common-sense work experience is exceptionally important alongside the homeroom advancing as it help in generally securing of fundamental qualities in the advanced education ( Kuh,2008) .Industrial preparation in the educational plan of the Under Graduates acts a scaffold for the homeroom realizing where the Under Graduates can get proficient practice( Baired ,1996).Wen (2010) in his work concentrated on different attributes of the Under Graduates which brings about the fruitful contest of the Industrial Training program with the different association. Different variables connected with individual add to the fruitful rivalry of the Industrial Training factors, for example, Self-drive, right mentality alongside scholastic readiness of the under graduates is instrumental in the effective contest of the Industrial Training program. Besides the learners who are having the essential information about their field and their specialized region. The individual characteristics of the individual significantly affect the exhibition of the person during the residency of preparing may have great measure of result in the presentation of the singular characteristics, for example, uplifting outlook, right methodology and responsibility towards their works shows the positive outcomes in regards to the Industrial Training fulfilment. Preparing is one of the significant capability of human asset division which has gigantic measure of advantage for the individual and the association, preparing of individual upgrade the information and skill of the person which helps in improving the exhibition of the association as upgraded efficiency as to both quality and amount, a person who is prepared from the presumed association are constantly considered for the business as well. A person who is prepared appropriately has a fearlessness in his undertaking connected with the work as the singular is familiar with the standard working system which empowers him to seek after the errand given to him in a most productive and a powerful manner, during the times of heavy traffic of the activity such people require lesser measure of oversight ,a thoroughly prepared individual can utilize the

accessible assets which assists the association with running monetarily. Hotel association likewise chips away at the rule of standard costing, standard food cost is one of the significant space of lodgings and every one of the representatives are told to guarantee standard food cost to stay away from pilferages and wastages and to boost the benefit procure from one day to another activity. During the residency of temporary position preparing learner are shown these standard working methodology which is useful for the Under Graduates once they start work with the rumoured inn association, preparing assists the student in different ways they with canning obtain satisfactory measure of information and abilities which give certainty to the worker a way once student observes the guideline working technique it lessens the opportunity of mishaps and the harms to the types of gear utilized in lodgings which is valuable inn financially. These Standard working strategies require lot of contribution and practice from the people.

## **Literature Review**

This chapter will look into what has been published about the research question. It is generally agreed that no work can be accomplished essentially without conclusively concentrating on what already exists corresponding to it. It is the investigation of currently verifiable truths about the area that allows us to see clearly what is now illuminated around there that was previously hidden in obscurity.

## **Role of Industrial Training in Professional Development**

Xu, J. (2022). The consequences of the review exhibit educational plans with a weighty accentuation on innovation (man-made brainpower, computer generated reality, or large information), showcasing, culture/variety, wellbeing/emergency the executives, and business; and delicate skills zeroing in on imagination, fearlessness/energy, taking care of oneself/health, decisive reasoning, initiative and cooperation. A considerable lot of these hard and delicate abilities mirror a more prominent requirement for new creative business thoughts and security/wellbeing worries in the post-COVID time.

Rodzalan, S (2020) This study plans to examine the effect of Industrial Training on the improvement of under-graduates' decisive reasoning and critical thinking ability. Further, it expects to investigate the impact of chosen factors on this expertise improvement. These chose factors are segment profiles of under-graduates, bosses and association, under-graduates' inspiration, work scope, manager authority styles and hierarchical culture. The

review adjusted Belbin Team Role Self-Perception Inventory as the exploration instrument of the re-search. A sum of 1,227 under-graduates and 485 under-graduates from six state funded colleges in Malaysia, have finished the pre review and post overview separately. Utilizing matched t-test examination, result displayed that under-graduates shown improvement in their decisive reasoning and critical thinking upon fulfillment of their modern preparation. The outcomes likewise displayed that this expertise improvement is best anticipated when under-graduates performed autonomy work scope, being directed by male boss and the manager and when the managers practice ground-breaking administration styles. A few down to earth and observational ramifications were drawn from the discoveries of this review.

Sheeba and Christopher, (2020) concentrated on the job of preparing in creating work conduct. As per the review, a successful training program brings about the improvement of different factors, for example, creative work conduct as the most common way of preparing individuals in the association representatives are committed towards hierarchical objectives and targets of the association which is advantageous for association as well as workers , representatives are substantially more focussed towards accomplishing the objectives, through the most common way of preparing undergraduates upgrades their work capability as they are now prepared about the different circumstance which they will confront and the responsibility towards the work improves the result of the undergraduates simultaneously it likewise expands the information and the abilities. The idea of preparing likewise assists in diminishing with clashing as the learners are focused on their work.

To and Lung, (2020) researched the job of individual and hierarchical elements in the Industrial Training fulfilment of undergraduates, the review was directed on 161 Chinese undergraduates. Result expressed that the hierarchical elements which included manager backing and undertaking lucidity decidedly affect Industrial Training fulfilment on Industrial Training of the undergraduates, authoritative climate alludes to the climate which association gives to the undergraduates which help undergraduates assistants during their Industrial Training, undergraduates who are working in the association admire these bosses and the job of the boss is to furnish undergraduates with the reasonable comprehension connected with the errand which is given to the undergraduates and simultaneously screen the undergraduates how he is playing out the work given to him. Individual variables are likewise instrumental in producing the Industrial Training fulfilment of the undergraduates individual component alludes to self-drive conduct which implies the drive shown by the undergraduates during

their Industrial Training. Creator in their work have recommended that Industrial Training ought to zero in on the right work managers who could fortify the growing experience during Industrial Training.

Anjum, (2020) got with the impact of the Industrial Training program on the general advancement of undergraduates, information for which has been accumulated from college undergraduates of 15 colleges of Pakistan. The outcome from the review expressed the modern preparing program affect the specific expertise improvement of undergraduates which are significant for the expert advancement of the undergraduates, getting the hang of during the residency of the Industrial Training program is useful in the expert improvement of the undergraduates which is expected for the self-improvement in the association. Associations in this day and age are dynamic and undergraduates during the residency of Industrial Training go through the course of exploratory learning through which they can advance such countless viewpoints connected with the genuine workplace of the business. Industry and scholarly establishments can approach different techniques which could make the Industrial Training program more compelling and bring about the expert improvement of the undergraduates.

Maaravi et al., (2020) inspected the variables influencing Industrial Training fulfillment by utilizing the work trademark model given by Hackman and Oldham, for this study poll was conveyed to 434 college undergraduates who have as of late finished their Industrial Training, creators from their work reasoned that main considerations of the gig trademark model add to Industrial Training fulfillment of the undergraduates, part in producing the Industrial Training fulfillment of the undergraduates. Aside from this creators likewise expressed that workplace qualities have major areas of strength for a with the Industrial Training fulfillment of the undergraduates, bosses support a fundamental part of workplace go about as areas of strength for an of Industrial Training fulfillment of the undergraduates as site manager can give tutoring, legitimate directing and significant criticism, the job of the manager isn't simply confined to task-explicit information yet in addition can mingle modern learner in the workplace of the association.

## **RESEARCH METHODOLOGY**

The research focus and philosophical underpinnings of the chosen research strategy can be used to conceptualize how research is carried out. The research technique and tools used to achieve the research objectives are covered in this chapter.

## **OBJECTIVES OF RESEARCH**

**The objectives of the research is illustrated below:**

- To study the role of Industrial Training in Professional Development of Hotel Management Graduates.

## **3.3 HYPOTHESES**

- **H<sub>0</sub>** There is no role of Industrial Training in Professional Development of Hotel Management Graduates.

## **3.4 SAMPLE DESIGN**

- **Universe of the Study:** Universe of the population addressed under the present study consists of students undergone industrial training in NCR Delhi
- **Sample Size:** The total sample size for student sample is around 1813 (NCHM&CT, 2021). Students sample was drawn from the information of total intake available on websites of MOT, various universities, and National Council of Hotel Management and Catering Technology.

## **DATA ANALYSIS AND INTERPRETATIONS**

Data analysis and its interpretation is the process of assigning the data obtained with the primary goal of providing important information, drawing conclusions from it, and addressing the ramifications of significant findings. Data analysis and interpretation's major goal is to evaluate gathered data with the use of logical thinking and carefully examine each and every component.

**Objective:-** To study the role of Industrial Training in Professional Development of Hotel Management Graduates.

|                     |
|---------------------|
| <b>Correlations</b> |
|---------------------|

|  |                     | Industrial Training | Do you agree industrial training helps in leadership competency. | Do you agree industrial training facilitates critical thinking. | Industrial training develop problem solving competencies. | Do you think critical thinking helps in leadership competencies. | Do you agree industrial Training helped you to acquire post covid competencies. | Industrial training helps students to choose department of interest for final job opportunity. | Industrial training helps in understanding ethical behavior in hotels. | Problem-solving techniques are learnt during industrial training. | Job Awareness regarding hotel industry increased during the course of Industrial Training. | Tenure of industrial training provided knowledge beyond classroom studies. |
|--|---------------------|---------------------|--|---|---|--|---|--|--|---|--|--|
| Industrial Training  | Pearson Correlation | 1                   |  |   |   |  |   |  |  |   |  |  |
| Do you agree industrial training helps in leadership competency. | Pearson Correlation | .202**              | 1  |   |   |  |   |  |  |   |  |  |
| Do you agree industrial training helps in leadership competency. | Pearson Correlation | .283**              | .422*  | 1   |   |  |   |  |  |   |  |  |



|   |                     |        |       |        |       |       |   |  |  |  |  |  |
|---|---------------------|--------|-------|--------|-------|-------|---|--|--|--|--|--|
| trial training facilitate critical thinking.                      | on                  |        |       |        |       |       |   |  |  |  |  |  |
| Industrial training develop problem solving competencies.         | Pearson Correlation | .283** | .314* | .561** | 1     |       |   |  |  |  |  |  |
| Do you think industrial training helps in conflict resolution     | Pearson Correlation | .186** | .285* | .382** | .538* | 1     |   |  |  |  |  |  |
| Do you agree industrial Training helped you to acquire post covid | Pearson Correlation | .287** | .405* | .612** | .481* | .393* | 1 |  |  |  |  |  |

|  |                     |        |       |        |       |        |       |        |       |   |  |  |
|--|---------------------|--------|-------|--------|-------|--------|-------|--------|-------|---|--|--|
| competencies.  |                     |        |       |        |       |        |       |        |       |   |  |  |
| Industrial training helps students to choose department of interest for final job opportunity. | Pearson Correlation | .581** | .278* | 0.036  | 0.018 | -0.031 | 0.072 | 1      |       |   |  |  |
| Industrial training helps in understanding ethical behavior in hotels.                         | Pearson Correlation | .761** | .160* | .214** | .225* | .156*  | .223* | .347** | 1     |   |  |  |
| Problem-solving techniques are learnt during   | Pearson Correlation | .725** | .123* | .195** | .269* | .135*  | .231* | .404** | .402* | 1 |  |  |

|  |                     |        |       |        |       |       |       |        |       |        |        |   |
|--|---------------------|--------|-------|--------|-------|-------|-------|--------|-------|--------|--------|---|
| industrial training  |                     |        |       |        |       |       |       |        |       |        |        |   |
| Job Awareness regarding hotel industry increased during the course of Industrial Training. | Pearson Correlation | .763** | .101* | .259** | .239* | .163* | .254* | .376** | .577* | .495** | 1      |   |
| Tenure of industrial training provided knowledge beyond classroom studies.                 | Pearson Correlation | .746** | .184* | .265** | .266* | .150* | .296* | .467** | .509* | .580** | .512** | 1 |
| **. Correlation is significant at the 0.01 level (2-tailed).                               |                     |        |       |        |       |       |       |        |       |        |        |   |
| *. Correlation is significant at the 0.05 level (2-tailed).                                |                     |        |       |        |       |       |       |        |       |        |        |   |

**Table: 1.1**

From the Table 1.1, we can infer that all the Pearson's correlation coefficients ( r ) are significant at 1% level of significance and there exists a high positive correlation among Job Awareness ( r =0.763;p<0.000), Ethical Behavior (r=0.761;p<0.000), Knowledge beyond class (r=0.746;p<0.000), Problem-solving Techniques (r=0.725; p<0.000) and Choose

department of interest ( $r=0.581$ ;  $p<0.000$ ), Low positive correlation Post covid competencies. ( $r =0.287$ ;  $p<0.000$ ), Problem solving competencies. ( $r =0.283$  ; $p<0.000$ ), Critical thinking( $r=0.283$ ;  $p<0.000$ ) Leadership competency. ( $r=0.202$ ;  $p<0.000$ ) and Conflict resolution ( $r =0.186$ ;  $p<0.000$ ).hence we reject the null hypothesis for all the dimensions as association of p values and correlation coefficients are less than 0.05 (5 % level of significance).

## **FINDINGS AND CONCLUSION**

The primary aim of the objective was to study the role of Industrial Training in Professional Development of Hotel Management Graduates. To achieve this objective, various variables were identified from the existing competency literature as suggested by many researchers. We observe that there is high positive relationship between industrial training and job awareness the reason for the same is industrial training helps students to know about different job roles while working in the hotels . Further it can be seen that there is high positive relationship between industrial training and ethical behaviour the reason for the same is during industrial training trainees learn about behaviour with superior and subordinate which will ultimately help them n professional development (**Rios, M. ,2018**). It can also be seen that there is a positive relationship between industrial training and knowledge beyond classroom the reason for the same is that industrial training helps I learning things which cannot be learned in classroom studies some things can only be learned by practicing in real world environment . Further it is observed from the analysis that there is positive relationship between industrial training and choosing department of interest the reason for the same is that industrial training helps trainees to choose in which department they would like to work after competition of graduation as they work in different departments during training and finally select one for the future perspective. But it can also be observed that there is less positive relationship between industrial training and post covid competencies, leadership competencies and critical thinking the reason for the same is that industrial trainees are allowed to do basic clerical work during their industrial training due to which it is difficult for them to learn leadership skills and critical thinking ( **Rodzalan, S, 2020**). Hence, we reject the null hypothesis for all the dimensions as association of p values and correlation coefficients are less than 0.05 (5 % level of significance).

## **Suggestions**

**Interaction With Guest:** - Interacting with guest will give students a real exposure which the institutes cannot provide during the studies or practical in institutes and colleges. Hence interaction with guests, at different stages is recommended during the program. The supervisor can play an important role in ensuring that the student can have a positive interaction with the guests.

**Enhanced role of Daily Supervisor:** - Supervisor on each day of training plays an important role in the learning of students during industrial training. It is seen that role of supervisors during industrial training is neglected. The supervisor doesn't focus much on learning of students but they usually focus on task to completed on time due to workload on supervisors. Learning and Development department should discuss with the supervisors regarding learning of students during industrial training and strict guidelines should be given to see the learning of students during industrial training.

**Equal opportunity to be trained in Different Departments:** - The curriculum should be formed in such a way that students get equal opportunity to be trained in different departments of hotels. It is observed that, hotels usually allocate Food and Beverage Service and Production departments to students as the workload is there in these departments. Industrial training in charge of college/Institute should make sure that students get to do training in all the core departments of the hotel i.e Food and Beverage Service, Food and Beverage Production, Front Office and Housekeeping. This will not only help in learning about different departments but will also help students in choosing the department for their employment.

## **Future Scope**

The current study is an investigation of the Role of Industrial Training in Hotel Management Curriculum in influencing the Professional Development of Undergraduates in Delhi NCR. Industry professional and students' perspective were collected on Industrial training by identifying different variables and questions were asked and assessment was done. There is a lot of extent of extra examinations by including greater and more samples from various geographic locale to support the results of the ongoing study. The impact of industrial training on the obtained administration capabilities applied in industry can be concentrated on exhaustively as another exploration region. A ceaseless exploration is expected to understand effectiveness of Industrial training component in undergraduate course curriculum.

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