



# "Educational Management Practices in Industrial Training Institutes and their Influence on Quality Learning of Trainees: An Analytical Study with Reference to Industrial Training Institute of Jaipur Region"

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## ABSTRACT

*This study investigates the educational interactions that take place between a trainee and a trainer in the context of general practice vocational training. The quality of the encounter is given particular attention. The study is focused on the link between the quality of the encounter and other elements such as the presence of feedback, the duration of the encounter, the amount of media consumption, and so on. The Gagné and Briggs model served as the foundation for the development of a quality measure that was specifically designed for the organization of educational activities. On the basis of the information that was entered in a trainee log diary, the quality score was correlated with other characteristics of the interaction. A total of 314 encounters were reported in the log diary by 45 learners. All of the following factors were judged to be quality predictors: the duration of the contact, the amount of media (patients, professional guidelines) that was used, the number of follow-up activities, and the trainer's appraisal of the trainee's performance. In order to determine the educational value of the interaction, it was discovered that a variety of aspects were responsible for it. These factors included the utilization of media, follow-up activities, and positive reinforcement. The trainer has complete control over these parts of the situation.*

**KEYWORDS:-**Educational, Management, Practice, Trainees

## INTRODUCTION

The training that is provided in the industry for a short period of time is referred to as "industrial training." The minimum length of time required to complete the hotel business training programmes in India is around 22 weeks. These training programmes are often handled by hotels for both the summer and winter cycles of employees. The hotel industry reaps the advantages of these trainings by gaining access to a larger workforce. By participating in this programme, students get the opportunity to work together with experts in the area and learn specialist skills that are not often taught in educational institutions. Establishing a strong reputation in the industry is beneficial to the institution as well on the whole. They have great hopes for their career in the hospitality industry, and they join in the curriculum with those expectations fulfilled. It has been shown via research that the hospitality business in India is the most important employer of labour in the country. Additionally, the tourism industry in India is expanding on a daily basis as a direct consequence of the large inflow of both domestic and international tourists. It is expected that all of these components would illustrate that people in these industries should have highly attractive career opportunities. Previous research has also

shown that the hospitality industry has the highest employee turnover rate of any industry. This is due to the fact that a significant number of workers leave the industry or switch businesses after just a short period of employment. As a result, the public's view of the hotel industry has been negatively impacted, as shown by studies. We are doing this study with the intention of determining whether or not students at the Hotel Management Institute see a change in their opinions of potential careers even after participating in a short internship in the hotel industry. Furthermore, the results of this study will make it possible for us to ascertain whether or not the student's exposure to industrial settings is functioning in accordance with the desired purpose.

### **Industrial Education:**

An internship is a kind of experiential learning that blends classroom knowledge and theory with real-world application and skill development in a professional setting, according to a policy statement on internships that was issued by the National Association of Colleges and Employers (NACLE). Students have the opportunity to create contacts in professional fields that they are considering for future career choices and to get considerable practical experience via internships. Employers have the ability to mentor young people and evaluate their potential.

### **Industrial training has advantages for each of the three stakeholders.**

In addition to providing present workers with assistance in dividing the workload, it provides recruiters with access to a younger labour pool that is willing to work for a low wage. In addition to this, it provides them with a platform that allows businesses to assess and educate potential employees without requiring them to make any long-term commitments. The purpose of industrial training is to act as a facilitator between educational institutions and the business world. The institution is able to expand its reputation with the help of this link, which also serves as a resource for trainers and guest lecturers for seminars and provides assistance with student placements. Students have the opportunity to acquire and practice skills that cannot be learnt in a classroom setting when they take part in industrial training.

### **OBJECTIVES OF THE STUDY**

1. To evaluate the value of hotel management courses including industrial training.
2. To assess the discrepancies between hotel management education and industry requirements

### **REVIEW LITERATURE**

**Manoj P K** (2019) As a consequence of the ongoing economic reforms that were initiated way back in the early 1990s, India has seen changes that have never been seen before. The economic system of the country has undergone a comprehensive transition now. An further factor that has contributed to the vitality of India's continuing reform movement is the fast dissemination of information and communication technology (ICT) across all aspects of society. Taking into consideration the aforementioned, the management education system in the country has to be restructured in order to more effectively deal with the growing complexity associated with business and industry. This is due to the fact that business managers need to be ready for these realities from the time they are in business school until they graduate. The article highlights the need of creating curriculum that are focused on information and communication technology (ICT), optional courses that are based on ICT, and specialisations in cutting-edge domains such as financial technologies in order to reorganise

management education in India so that it is in line with the expectations of businesses and industries. FinTech, technological integration, digital India, information and communication technology, and economic reforms are some of the keywords that might be used.

**Matthias Pilz** (2019) Through the use of a survey that was carried out in two different Indian states, the purpose of this study is to explore the perspectives of students and parents on the attractiveness of Industrial Training Institutes (ITI) in India. Plan, method, and approach are all included. A total of three Indian Technical Institutes (ITIs) were selected from the states of Maharashtra and Haryana for the purpose of data collection. Parents and students who were enrolled in beauty, electrical, and trade fitter courses were selected for this opportunity. In order to collect information from kids and parents, the method that was employed was conducting interviews with children and their families. The outcomes It seems from the data that the attraction of ITIs has evolved throughout the course of time. The connection between these institutions and low status is gradually becoming less and less strong. Some of the abilities that may be acquired at an ITI can be used to build successful professions. When it was first considered, it was considered a last option; nevertheless, it is currently being investigated as a possible career route. The reputation and social appeal of ITIs still need to be improved, however, before young people and their parents will begin to see them as viable possibilities for the education of their children in the future. The value of one's individuality The results of the research are presented as suggestions for the formulation of policies that will improve people's perceptions of vocational training and technical education.

**Ravish Kukreti** (2020) There are a number of schools and institutes in India that provide bachelor's degree courses in hotel management. The industry training that students who are pursuing undergraduate degrees in the field get is a regular and essential component of these curricula. Industrial training is provided by each of the four primary operational divisions of the hotel. This training helps students in each area enhance their technical skills and contributes to the overall growth of the hotel. Within the scope of this research paper, we will investigate the requirement and importance of an industrial training programme for students who are studying hotel management. In addition to this, it will make an effort to emphasise the benefits that industrial training has on students who have successfully finished their time spent conducting industrial training. Some of the most important characteristics of an industrial training course are that it provides students with a purposeful, structured, and supervised orientation that is focused on practical application. Nevertheless, the purpose of this research is to identify any discrepancies that may exist between the needs of the business and the academic curriculum. Furthermore, in order to assess the importance of industrial training and the necessities of such training, as well as to identify any pertinent gaps that exist between the demands of the industry and the academic curriculum A total of twelve well-crafted closed-ended questions were sent to one hundred eighty students who were in their last year of study at various hotels and had completed their industrial training. An evaluation of the responses to these questions would be carried out using a Likert scale with five points. The results of the research would be beneficial to students at institutions of higher education and hotel management schools who are interested in pursuing industrial training, as well as to hotels that are interested in employing industrial trainees.

It is possible to describe industrial training as an activity that alters the conduct of pupils in a broad sense. Integrating classroom learning with a real-world industrial environment is a process that requires this component to be present. Students who successfully finish an industrial training course acquire the knowledge and abilities that are essential for achieving success in the working world. It is generally regarded that industrial

training, which may last anywhere from 18 to 24 weeks and is a required component of the hotel management curriculum at all Indian colleges, is a vital component of the course design that is used in educational institutions of higher learning.

The following is a list of the primary objectives of the industrial training curriculum that is included in the hotel management courses:

1. In order to provide students the opportunity to experience a real-world workplace
2. To work with students to help them gain the skills that would be beneficial to them in the process of building their careers
3. To put the knowledge gained in the classroom into practice in the hospitality industry
4. To improve the level of self-esteem and morale of the children

In accordance with the National Association of Colleges and Employers, industrial training is a kind of inquiry-based learning that integrates theoretical knowledge with practical application for the purpose of skill development in a professional environment. Students who participate in industrial training are given the chance to put the knowledge they have gained from respected educational institutions and colleges into practice in the real world of business. The phenomenon of industrial training is one that is beneficial to all parties engaged in a variety of different ways.

### **Advantages For The Company**

The companies that are providing the training are able to rapidly identify the trainees or students who are quick to respond to the training process. This is because the students have expanded their skills throughout the course of their time spent participating in industrial training. To a certain extent, an organisation is able to rapidly evaluate whether prospective candidates are qualified to work for their respected hotel brand. Training has several benefits, including enhanced performance on both the individual and team levels, increased production, and improved industrial trainee skills. All of these benefits contribute to an improvement in overall output for organizations to which training is applied.

### **Advantages For Students**

Industrial training is very beneficial to students because it enables them to acquire a wide range of skills that go beyond what they learn in the classroom. In the event that students are fighting for the last available slot in their academic degree, these talents will prove to be quite useful.

### **Universities and other higher education institutions stand to gain**

The process of industrial training is beneficial to universities and other higher education institutions as well. This is because it gives these institutions the opportunity to create links with businesses, which will help them with student placement and also assist them in building their reputation within the academic world.

### **Advantages For Society**

The term "Human Capital" was coined by a number of economists from all over the globe with the intention of recognizing and cultivating people as better labour. The conclusion that can be drawn from this concept is that good training programmes have the potential to generate better workers, who can subsequently make a substantial contribution to the economic growth and expansion of any nation.

## **RESEARCH METHODOLOGY**

There is a particular emphasis placed on the need of industrial training within the realm of hotel management education. Students are able to acquire practical information that is beneficial to them during their final placements if they are able to successfully complete their industrial training. In India, students who are enrolled in hotel management studies are given the opportunity to get experience in the hospitality industry by working in the industry they are studying. They are given training in each of the four departments of the hotel, where they are able to gain a wide range of skills that are associated with business in the hospitality industry. The fact that hotels are able to identify prospective workers is another reason why industrial training is beneficial to the hospitality industry. It is possible for training managers to swiftly identify students who are willing to be flexible with their reputed hotel brand in terms of the rules and processes that they follow. In addition to this, colleges and other institutions of higher education may reap the benefits of receiving training via industry.

The study effort that is given in this article used quantitative techniques in order to explore the need and relevance of industrial training in the field of hotel management, as well as any gaps that may exist between the curriculum of hotel management studies and the requirements of the industry. The in-depth study that will be presented in the research paper will concentrate on undergraduate students from Dehradun who are currently enrolled in the hotel management curriculum and who have successfully completed their hotel management industrial training at prominent hotel brands.

The primary objectives of this research paper are to ascertain the significance of industrial training for the hotel management degree and to identify any content gaps that may exist within the curriculum. It is possible that the outcomes of the research would be beneficial to all stakeholders engaged in the hotel industry.

### **Sampling**

An exhaustive study of the existing literature was carried out, during which several research papers and articles from a wide range of publications, including books, journals, and websites, were cited as references for studies that were connected to the research paper. A quantitative analysis was carried out with the use of a straightforward questionnaire that was sent to students enrolled in one of the undergraduate hotel management courses. For the purpose of determining the conclusions of the requirement and relevance of industrial training for undergraduate courses in hotel management, a structured questionnaire was devised. At the same time, the questionnaire was designed to determine whether or not there were any inconsistencies between the curriculum for hotel management and the requirements of the business. All one hundred students enrolled in the hotel management degree were individually handed a questionnaire that had been carefully crafted.

### **Data Collection**

The research's conclusions were reached using primary and secondary data.

### **Primary data**

For the purpose of collecting primary data, a questionnaire was sent to the students who were enrolled in the undergraduate hotel management course conducted in Dehradun. The purpose of this study was to gather information on the requirement and importance of industrial training for the hotel management curriculum. Twelve questions that were carefully developed and structured in a step-by-step way were used. Following that, the questionnaire was modified to include questions that were specifically designed to gather information on any relevant gaps in the curriculum and industry needs.

### Secondary data

During the process of obtaining secondary data, it was necessary to study a number of research papers that were published in famous journals, essays written by well-known authors, websites, and other important publications from a range of sources.

### Data Analysis Tools

A total of twelve questions were presented to a variety of respondents for the purpose of this research. Each of these questions was rated on a Likert scale with five points, with one being a response that was highly agreed with. This is in contrast to 2. This is in contrast to 3. Lacking concern 4. Accept the number five firmly. Admit it the questions that have been presented are related to the objectives of the report on the research.

### DATA ANALYSIS

Closed-ended questions that were well-structured were successfully completed by all one hundred students who received responses from the undergraduate hotel management course. These visuals present the information that was gathered via the use of the questionnaire.

**Table 1 Data Analysis**

S.No	Particular	rating					Mean score	Result
		1	2	3	4	5		
1	The duration of industrial training is a crucial component of the curriculum for hotel management.	-	08	10	12	70	4.4	Very Good
2	The length of industrial training aids in students' professional growth	-	10	10	40	40	4.1	Very good

3	The hotel business provides a platform for the acquisition of practical skills via industrial training.	-	03	12	35	50	4.3	Very Good
4	I received training in each of the four main hotel departments.	15	15	20	20	30	3.65	Good
5	My industrial training tenure improved my management and communication abilities.	03	06	22	28	41	3.9	Good
6	My industrial training tenure improved my management and communication abilities.	02	05	18	36	39	3.05	Good
7	After completing my industrial training, I acquired new abilities and capabilities.	02	04	13	17	64	4.34	Very Good
8	As my industrial training progressed, I became more conscious of the hotel sector.	03	06	10	19	62	4.31	Very Good
9	My industrial training experience equipped me with knowledge that goes beyond what I learned in the classroom.	02	14	16	38	30	3.8	Good
	I was not aware of the latest equipment in hotels while I was studying in class.	04	08	20	30	38	3.9	Good

	Throughout my industrial training, I have observed new raw materials.	04	06	18	16	56	4.1	Good
	I developed new software.	15	15	28	22	20	2.17	Satisfactory

NOTE—1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree Mean interpretation: 1 - 1.80 = Unsatisfactory, 1.81-2.60 =satisfactory, 2.61-3.40= Neutral, 3.41- 4.20= Good, 4.21- 5.0=Very good

**Table 2 Courses in Hotel Management**

S. NO	PARTICULAR	MEAN SCORE
1	A crucial component of the curriculum for hotel management is industrial training.	4.4
2	The length of industrial training aids in students' professional growth	4.1
3	Industrial training provides a means of acquiring hotel industry practical skills.	4.3
4	I received training in each of the four main hotel departments.	3.65
5	My industrial training tenure improved my management and communication abilities.	3.9
6	I will be in a better position to make my final campus placement now that my industrial training has been completed successfully.	3.05
7	After completing my industrial training, I acquired new abilities and capabilities.	4.34
8	During my industrial training, I became more conscious of the hotel sector.	4.31



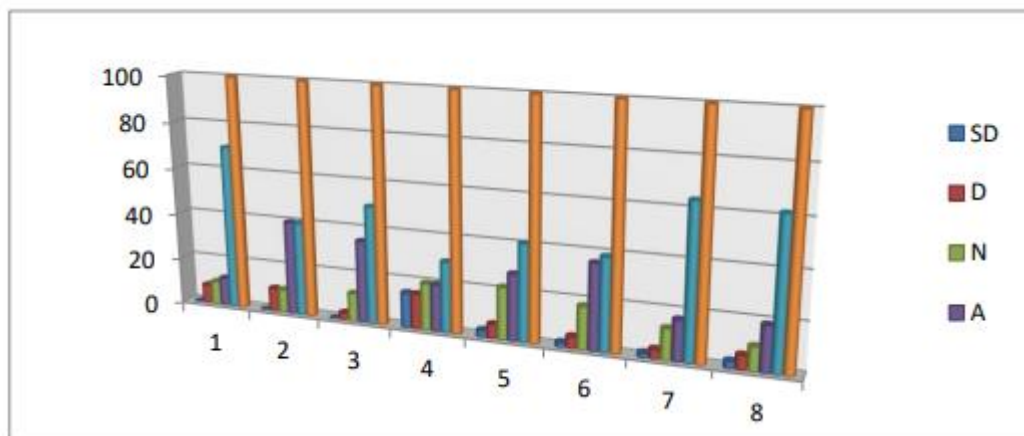


Figure 1 Graph 1

The analysis that was conducted for the research paper also found that there are certain gaping holes between the academic course for hotel management and the requirements of the sector. A significant number of students said that their participation in industrial training provided them with access to information that went beyond what they would have studied in a classroom setting and taught them additional standard operating procedures or processes. In addition, students from a wide range of educational institutions and institutions of higher learning said that their industrial training experience provided them with the opportunity to learn about recently developed raw materials and equipment in hotel departments that enhance standard operating procedures. During the course of their academic pursuits, these pupils had been unaware of the existence of these resources or pieces of technology. A few of the pupils even said that they had contributed to the development of recently created software that makes the procedure easier.

Table 3 Requirements for Hotel Management

SNO.	PARTICURAL	MEAN SCORE
1	My industrial training experience equipped me with knowledge that goes beyond what I learned in the classroom.	3.8
2	I was not aware of the latest equipment in hotels while I was studying in class.	3.9
3	Throughout my industrial training, I have observed new raw materials.	4.1
4	I developed new software.	2.17

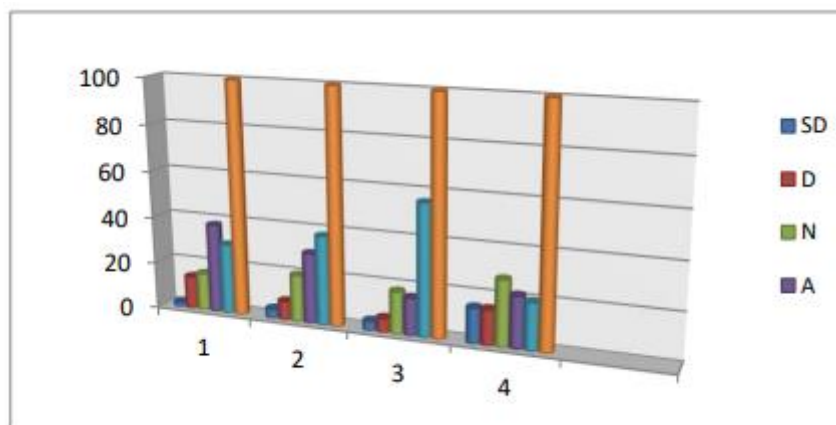


Figure 2 Graph 2

## CONCLUSION

The students believe that working in a hotel has a number of advantages, including the fact that it is interesting and exciting, as well as the fact that it offers opportunity for learning on a regular basis. Following the completion of their industrial training, the students reported that they experienced excessive strain and stress as a result of the high expectations that were placed on them by their instructors. In spite of the fact that some students offered unpleasant comments, which may have been the consequence of a negative experience with their supervisors, the students, on the whole, agreed that their colleagues were helpful and taught them a variety of skills. There is a wide range of experiences that the students have had with the working environment associated with the hotels in which they are completing their industrial training. It is possible that this is due to the fact that some of the students have remained in hotels that are of a lesser class and have fewer contemporary amenities, such as locker rooms, staff rooms, bathrooms, and cafeterias, compared to hotels that are in the five-star category. Students who have never worked in the sector have a more positive outlook on their future jobs and how they will grow within the business. On the other hand, students who have received industrial training have the perception that professional progression is challenging and needs years of effort.

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