

## ***CHALLENGES AND PROBLEMS FACED BY HOTEL MANAGEMENT STUDENTS***

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### **ABSTRACT:**

Background: Hotel Management is a very vast course. The students face a lot of difficulties while doing the course, also after completion of courses there is a problem low pay scale, more working hours than normal work time.

Objective: 1. Check that the students have proper guidance about the Hotel Management course. 2. To know the challenges faced by Hotel Management students in context to studies and practicals.

Methodology: The questionnaire was prepared on google form and was shared with students on whatsapp.

Conclusion: Many students did not know about subjects before choosing a course. A huge part of student respondents did not know about the work profession and payback in the field. Many students were unable to say about their satisfaction in the field.

Key Words – Hotel Management, Challenges, Students, Guidance, field.

### **INTRODUCTION:**

We all know that the hotel management course is a much-elaborated course. In this course students learn about many things; from service, culinary, front office, and housekeeping- daily operations to learning managerial skills, all this is a part of the hotel management course. Hotel management not only focuses on these aspects but also focuses on the hospitality and tourism aspects too. There are many varieties of courses available like diploma after 10<sup>th</sup> and bachelors after 12<sup>th</sup> .

#### **Certificate Courses:**

1. Food and Beverages Production
2. Front Office Operation

3. Hotel and Hospitality Management
4. Hotel Management
5. Food & Beverage Management
6. Sustainable Tourism
7. Food & Beverage service

**Diploma Courses:**

1. Diploma Hotel Management
2. Diploma Hotel Management and Catering Technology
3. Diploma Housekeeping
4. Post Graduate Diploma in Hotel Management

**UG Courses:**

1. Bachelors of Hotel Management (BHM)
2. Bachelors in Hotel Management and Catering Technology (BHMCT)
3. BSc. Hospitality & Hotel Management
4. BSc. Catering Science & Hotel Management
5. Bachelors of Hotel Management Culinary

**PG Courses:**

1. Master of Hotel Management
2. Master in Tourism and Hotel Management
3. MSc. in hotel and catering management

**Ph.D. Courses:**

1. Ph.D. Hospitality

*Top colleges offering Hotel Management course:*

### **List of Central Institutes of Hotel Management**

1. IHM New Delhi, Est. 1962 – India Today Rank 1,
2. IHM Mumbai, Est. 1954– India Today Rank 3,
3. IHM Bengaluru, Est. 1969 – India Today Rank 4,
4. IHM Hyderabad, Est. 1972 – India Today Rank 5,
5. IHM Chennai, Est. 1963 – India Today Rank 7,
6. IHM Lucknow, Est. 1969 – India Today Rank 8,
7. IHM Bhopal, Est. 1978 – India Today Rank 13,
8. IHM Gwalior, Est. 1987– India Today Rank 12
9. IHM Kolkata, Est. 1963 – India Today Rank 10,
10. IHM Bhubaneswar, Est. 1973
11. IHM Chandigarh, Est. 1990
12. IHM Ahmedabad Est. 1972
13. IHM Goa, Est. 1968
14. IHM Gurdaspur, Est. 1994 – India Today Rank 15
15. IHM Guwahati, Est. 1984
16. IHM Hajipur, Est. 1998
17. IHM Jaipur, Est. 1989
18. IHM Shillong, Est. 2002
19. IHM Shimla, Est. 1984
20. IHM Srinagar, Est. 1982
21. IHM Kovalam, Est. 1990

### **List of State Government Institutes of Hotel Management**

1. Chandigarh Institute of Hotel Management, Est. 1973
2. Delhi Institute of Hotel Management, Est. 1983

3. IHM Dehradun, Est. 2006
4. IHM Faridabad, Est. 1989
5. SIHM Gangtok, Est. 1990
6. SIHM Jodhpur, Est. 1996
7. SIHM Kozhikode, Est. 1981
8. IHM Kurukshetra, Est. 2008 – India Today Rank 24
9. IHM Bathinda, Est. 2009
10. SIHM Hamirpur, Est. 2009
11. SIHM Indore, Est. 2012
12. SIHM Tirupati, Est. 2009
13. SIHM Yamuna Nagar, Est. 2015
14. Telangana State Institute of Hotel Management, Est. 2011
15. SIHM Durgapur
16. SIHM Balangir, Est. 2004
17. SIHM Silvassa, Est 2010
18. SIHM Tiruchirapalli, Est. 1981
19. SIHM Rohtak, Est. 2009
20. SIHM Pondicherry, Est. 1991
21. SIHM Panipat, Est. 1973
22. Dr YSR NITHM, Est. 2004
23. SIHM Gaya, Est. 2009
24. SIHM Ranchi, Est. 2019
25. SIHM Udaipur, Est. 1989

#### **List of Public Sector Institutes of Hotel Management**

1. Ashok Institute of Hotel Management, Est. 2015

### List of Private Institutes of Hotel Management

1. Chandigarh College of Hotel Management, Est. 2001
2. Chitkara School of Hospitality, Est. 2005
3. Institute of Hotel Management, Est. 1987
4. Oriental School of Hotel Management, Est. 1995
5. Ranjita Institute of Hotel Management
6. Institute of HM- Shri Shakti, Est. 1993
7. SRM Institute of Hotel Management, Est. 1993
8. Munnar Catering College, Est. 1984
9. CT Institute of Hotel Management, Est. 2004
10. St. Soldier Institute of Hotel Management
11. The Lalit Suri Hospitality School, Est. 2013
12. Guru Nanak Institute of Hotel Management, Est. 2005
13. IHM Chandigarh University
14. Jodhpur Institute of Hotel Management, Est. 1996
15. Sunder Deep College of Hotel Management
16. SRM institute of Catering Technology & Hotel Management, Est. 1997
17. Dewan Vs Institute of Hotel Management, Est. 1996
18. Heritage Institute of Hotel & Tourism
19. RIG Institute of Hospitality & Management, Est. 2007
20. Poornima Institute of Hotel Management, Est. 2019
21. Ambala Institute of Hotel Management, Est. 2019
22. SRM Institute of Hotel Management
23. Leo Academy of Hospitality Tourism & Management, Est. 2007
24. Kukreja Institute of Hotel Management, Est. 2005

There is a large variety of subjects included in the courses apart from the main core subjects. But here we are going to talk about the BHTM course done in Rajkot, Gujarat. The course tries to impart the full knowledge about the hotel sector, working of the hotel, managerial skills required in the hotel, tourism sector, working in the tourism sector, etc. It not only focuses on the core departments in the hotel but also lays knowledge on the other internal departments in the hotel like HR. Thus the subjects are also in such a way that they cover these all aspects. These subjects are not only taught theoretically but are also taught practically as a part of the curriculum.

People have the dilemma that Hotel Management is all about cooking. Students have to study 6 subjects in each semester like any other bachelor's degree course. The importance of theory is as much as practical. Students take up this course with a feeling that it would be very easy, which is more technical than many courses but not as much as they think.

Students have many problems and challenges attached to the course which makes it very hard for the students to reach their goals. Firstly the students are not even guided by anyone to do Hotel Management which makes it very difficult for the students to know about the course and choose it. After such problem too, if a student gets to know about the course, they have a lack of knowledge about the course, subjects, future aspects, etc. They only get the knowledge or information which is available on the internet or through some other person. Then after overcoming such problems, if a student decides to take up the Hotel Management course as a career choice the family becomes the barrier. Due to a lack of awareness about the course, career options, and other things, the family becomes the hurdle and does not support the student in taking up the course.

Due to family and society restrictions, the students also take the least interest in knowing the course and then choosing it leads to problems of failing and dropping out. After every hurdle also if a student reaches a decision of continuing Hotel Management he faces the problems related to practicals: The first and foremost problem the students face is non-vegetarian kitchen practicals. The second very casual problem students face is shyness in doing service on tables as a practical. Then comes to clean the water closet and cleaning the whole bathroom with the room. Such problems need to be counseled, as these small problems and challenges can be a reason for students' loss of interest in the course.

Students face the severity because they had least or no knowledge in the field about the work profession and the pay scale as a return. After knowing about these kinds of stuff the student is likely to lose interest in the course and in the field too. Then they start finding a new way in the new field to fulfill their requirements and expectations. Not everybody's aim is only to earn money, they also need a simple and peaceful life. Students doing Hotel Management have a lot to take care of apart from their academics and exams. If a student has a piece of proper knowledge about the course, subjects, academics they would not have to struggle then in colleges.

Not only the parents or society thinks that Hotel Management is very easy and anybody can take it but in some case student themselves too before coming to the college thinks the same. Some take up the course as they feel that it is an easy course to pass as their only motive is to get the degree. The students knowing

about the course think that it is a professional course and so all the focused and dedicated students or fellow mates only choose Hotel Management. There is a lack of awareness in society about the course.

The students doing Hotel Management have to go to training known as Industrial training in one of their semesters to get experience and understanding about the Hotel operations, their working, work profile, etc. Many students are unable to take in the load of work. The first problem over there in the hotel is that instead of making you comfortable and welcoming the new member in the industry they feel and take it in a way that they found a worker or their subordinate to assist them. With this mentality, the students break down. The second problem and challenge the student in the industrial training face is the social breakdown. Due to 12 or more hours of working the social life of and students comes to an end. You can work for motive/s only, without any goal or an aim a person cannot work. The motive here should not be money but should be learning. But such low stipends make the student morale down. It is the responsibility of the hotel to make a student well known and comfortable in the industry during the industrial training considering them humans or employees rather than working robots. Many hotels do the same because everyone knows that these students are the future of the industry and if they run away then there is no hope.

One of the main concern that a student sometimes has is about high fess; due to the high fees, the colleges charge some students have no option than taking loans. The value for money is not seen and satisfaction is lost.

With all these barriers or problems or challenges a student tries to does Hotel Management. It's true that problems are everywhere but it is always about your site. But if a student gets proper mentorship and is guided properly, all such hurdles do not block the road of growth of a student in the city of life.

## **LITERATURE REVIEW:**

Chan, et al. (May 2015), did a study on Investigating learning challenges faced by students in education which indicates 8 main learning challenges faced by students in education namely- coherent challenge, be an active learner, coping from reading materials, guidance problem, language as a barrier, time management from students' side, burden of work allotted, and cultural difference in higher education. Based on the findings, it was suggested that higher learning institutes should primarily think about building knowledge through active participation taken from students which became a platform for the students to come up with the learning challenges they face while having an education.

Siddhant Grover (November 2020), wrote on the inability to be able to select a pace of learning of their own which indicates in today's world, students face many problems related to academics. The students face exam stress, lack of interest in class, and difficulty in understanding subjects. This leads to parental pressure and mental or psychiatric problems. These things make them copy or cheat in their exams because of their academic failure. Every student cannot be treated in the same way, some personal assistance is required by every student. To a solution to this problem, online platform RUBEX aims at providing live personal sessions as per their comfort and they only need to pay for the classes they scheduled.

Brooker, et al. (March 2017), did a study on First-year students’ perceptions of their difficulties which indicates the problems faced by first years. The students experience multiple difficulties at one go. Time management about their studies and personal time, the workload of assignments, and parents’ and others’ expectations were the most prominent and biggest difficulties. Students who appraised their difficulties as challenging or as part of learning were happier with how they addressed their difficulties than those who appraised difficulties as painful or threatening. Implications include the benefits of addressing more prominent issues, understanding that students face multiple difficulties, and helping students change their point of view of their difficulties and challenges.

### METHODOLOGY:

The study was descriptive in nature. The study was done in Rajkot, Gujarat, India. The students of Hotel Management college were identified as a sample for collecting data. A convenience sampling method was opted to identify a sample. The study was based on an online survey. The students of all years (1,2,3,4 and diploma) were contacted through WhatsApp, Instagram and a link of a structured questionnaire were sent to the students through Google forms. This yielded a sample of fifty-five respondents.

### RESULTS AND INTERPRETATIONS:

Students aware about the subjects in Hotel Management.

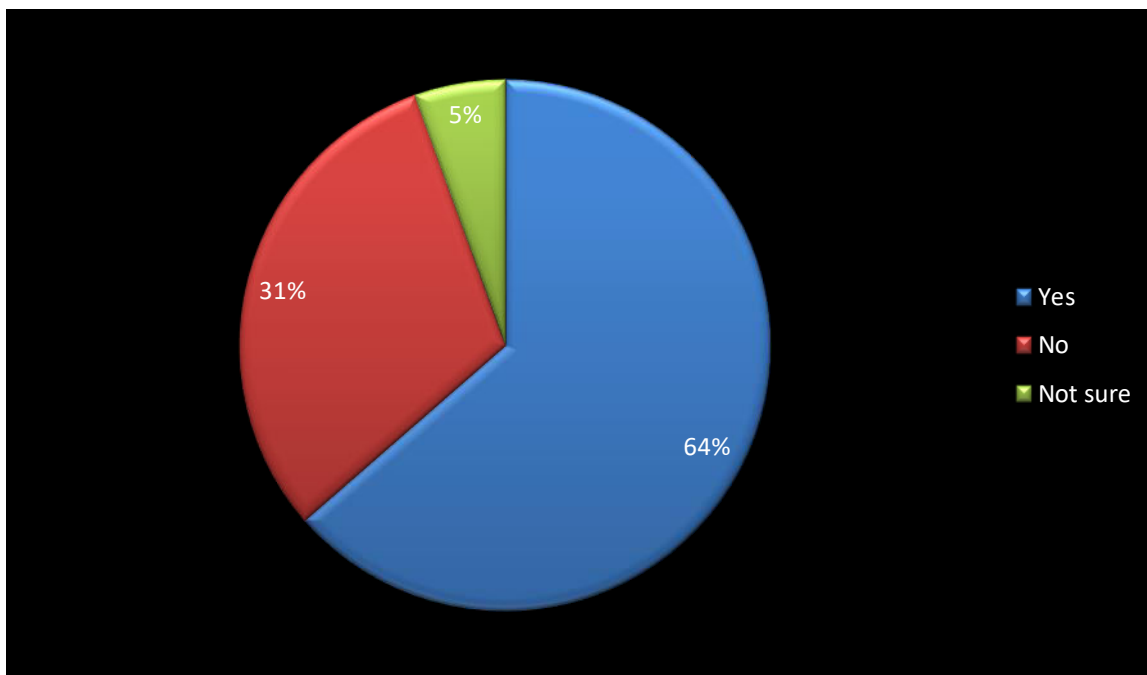


Fig. 1 - Students aware about the subjects in Hotel Management.



The students should always know about the subjects before choosing the course. 31% of the students did not have an idea about the subjects of the course. 6% of the students were not sure about the knowledge of the subjects. 64% of students had knowledge about the subjects in the Hotel Management course before joining the college.

Students aware about the work profession after Hotel Management in context to type of work and pay scale before choosing Hotel Management

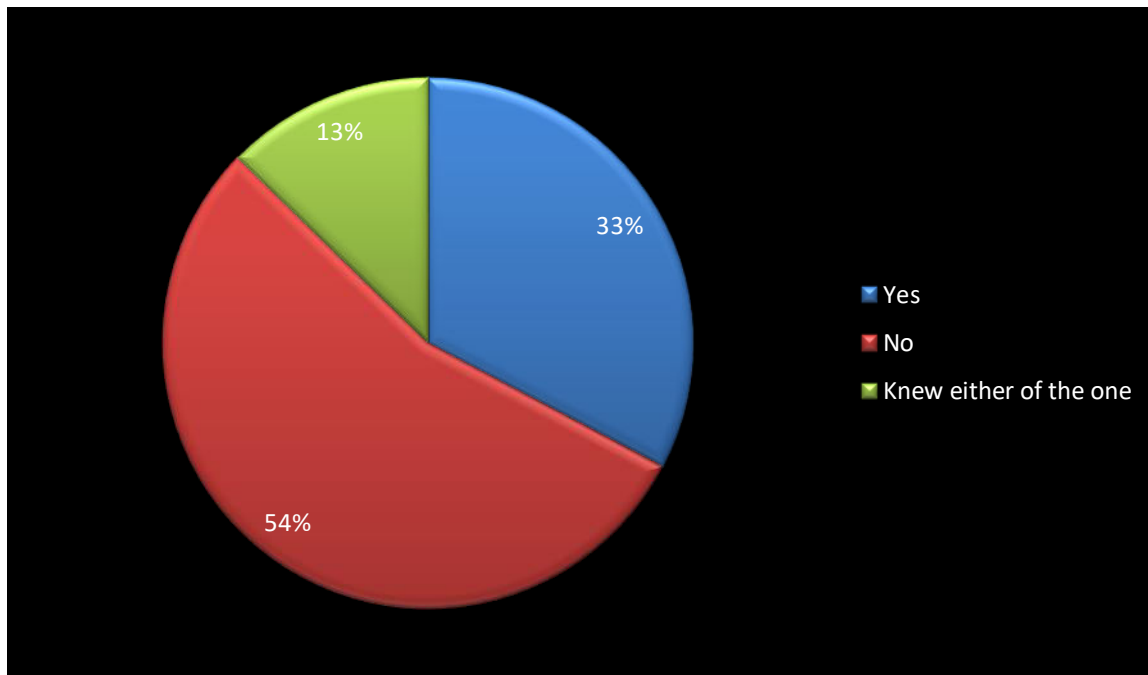


Fig. 2 - Students aware about the work profession after Hotel Management in context to type of work and pay scale before choosing Hotel Management.

The students choose Hotel Management thinking it is easy to do. Many of the students don't even know the job profile and pay scale after doing the Hotel Management course. 54% of students from the survey did not know about the same. 33% of students had an idea about the job profile and pay scale after doing Hotel Management. 13% of the students had an idea about one of the two things from job profile and pay scale.

### Students happy with their decision of choosing Hotel Management

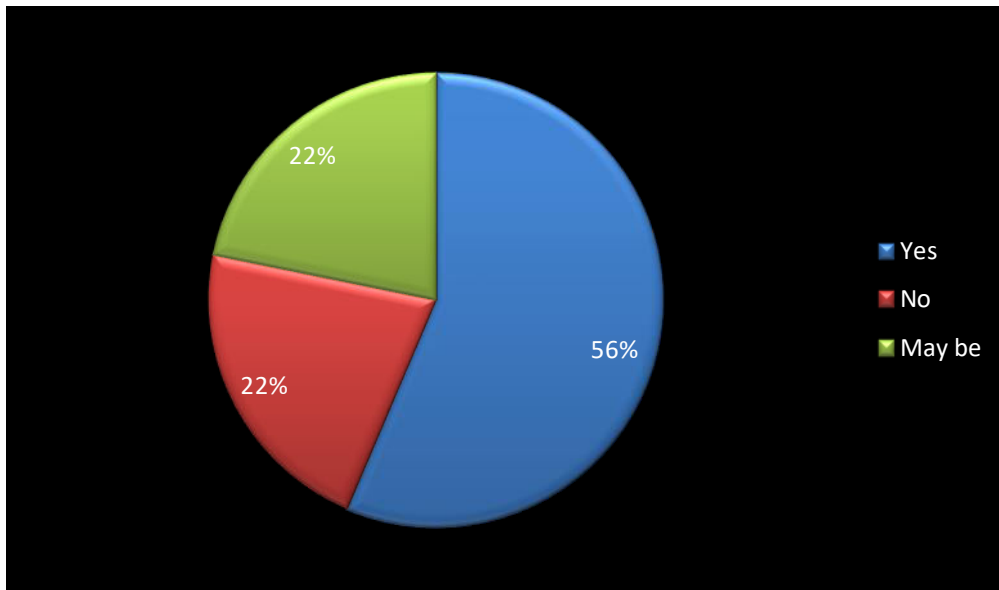


Fig. 3 - Students happy with their decision of choosing Hotel Management.

In any field, not only in Hotel Management the student should be happy and satisfied with their decision of choosing a course. In the survey, there were 56% of students were happy doing Hotel Management but also there were 22% of students who are not happy with their decision of doing Hotel Management. Again 22% of students had no idea about their feelings that are they happy or not doing Hotel Management.

If students get a chance to change their field without any loss, would they change it.

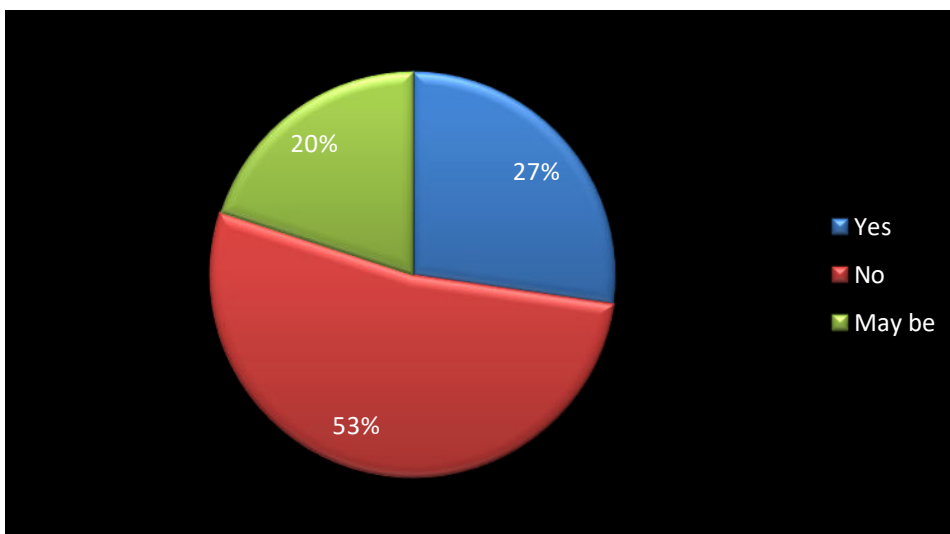


Fig. 4 - If students get a chance to change their field without any loss, would they change it.

The first and foremost thing for any student to stick to their, they need satisfaction from the field. Here when Hotel Management students were asked about their decision of changing their field or not, 27% said Yes. 53% said that they will not change their field, one of the main reasons is a lot of career choices in the field. 20% of students did not even know that will they change or not.

Students guided by anyone before choosing Hotel Management.

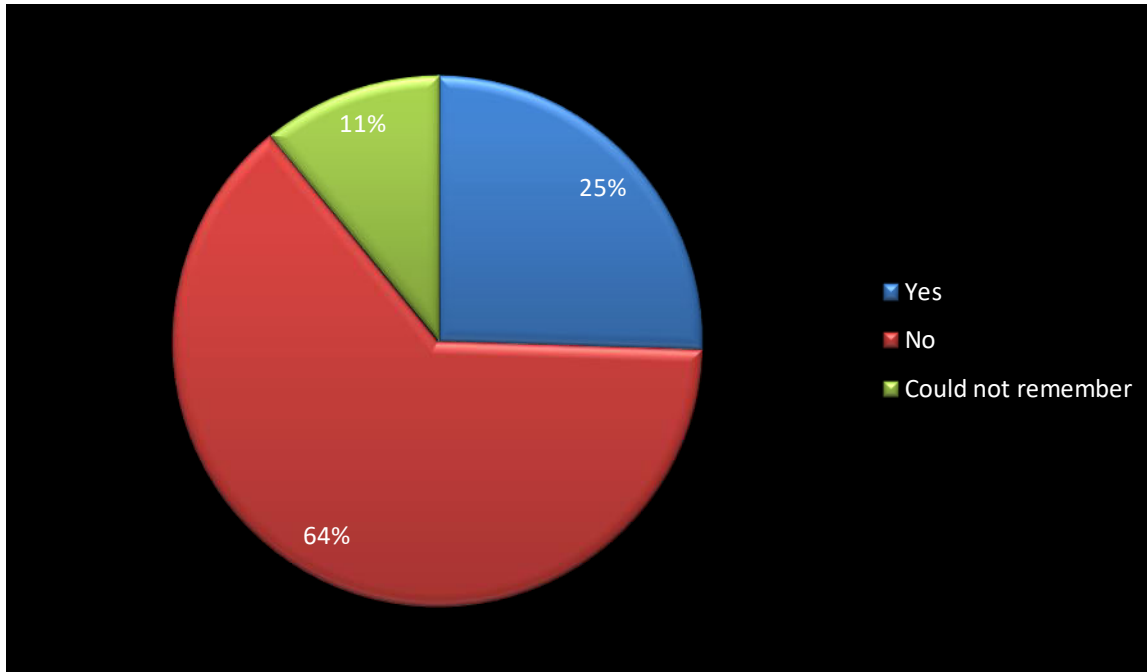


Fig. 5 - Students guided by anyone before choosing Hotel Management.

We all agree to a point that students should be guided before choosing any field. But in the survey when Hotel Management students were asked that if they were guided or not, only 26% of students said Yes that they were guided. A huge 64% of students said No that they were not guided by anyone before choosing Hotel Management. There were 11% of students who were unable to remember any guidance.

From where did students get the information about Hotel Management.

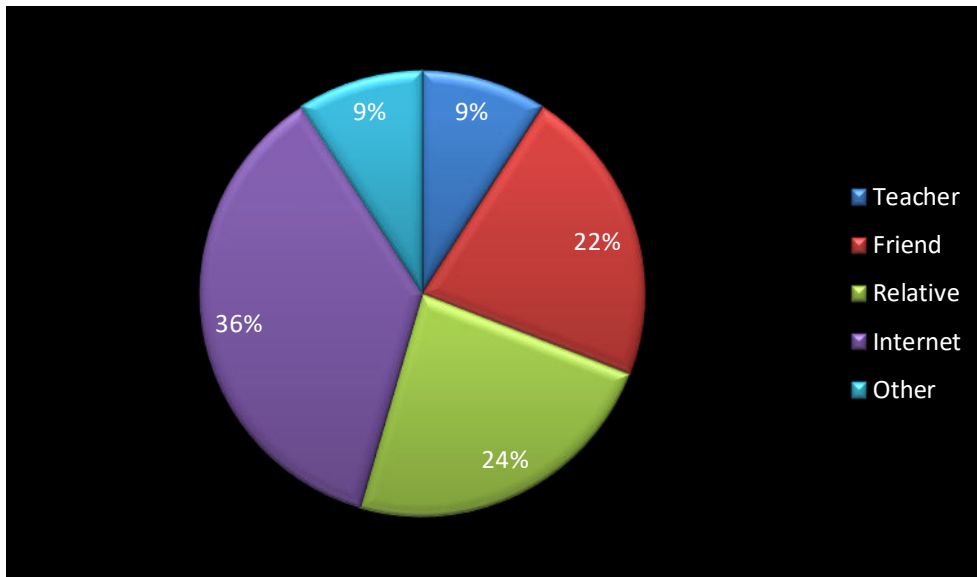


Fig. 6 - From where did students get the information about Hotel Management.

The survey shows us the source of information on the Hotel Management course for students. 9% of students were guided by their teachers. 22% of the students were guided by the friends of the students. 24% of students got information through the internet. 9% of students again, got the information on Hotel Management through other sources than these (self-awareness, father, etc)

Students recommend any of their loved ones to choose Hotel Management.

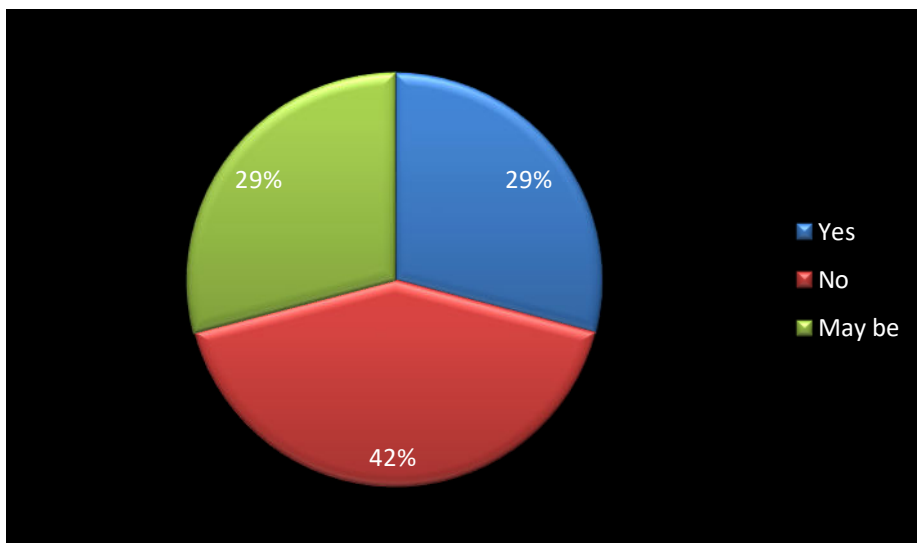


Fig. 7 - Students recommend any of their loved ones to choose Hotel Management.

When will we recommend anything to our loved ones, it is when we are happy with it. When Hotel Management students were asked that will they recommend doing a Hotel Management course to their loved ones 29% of respondents said Yes. A big 42% said No that they will not recommend it to their loved ones. Another 29% of students were unable to take a decision on the same.

Students' experience of practical's done in the College.

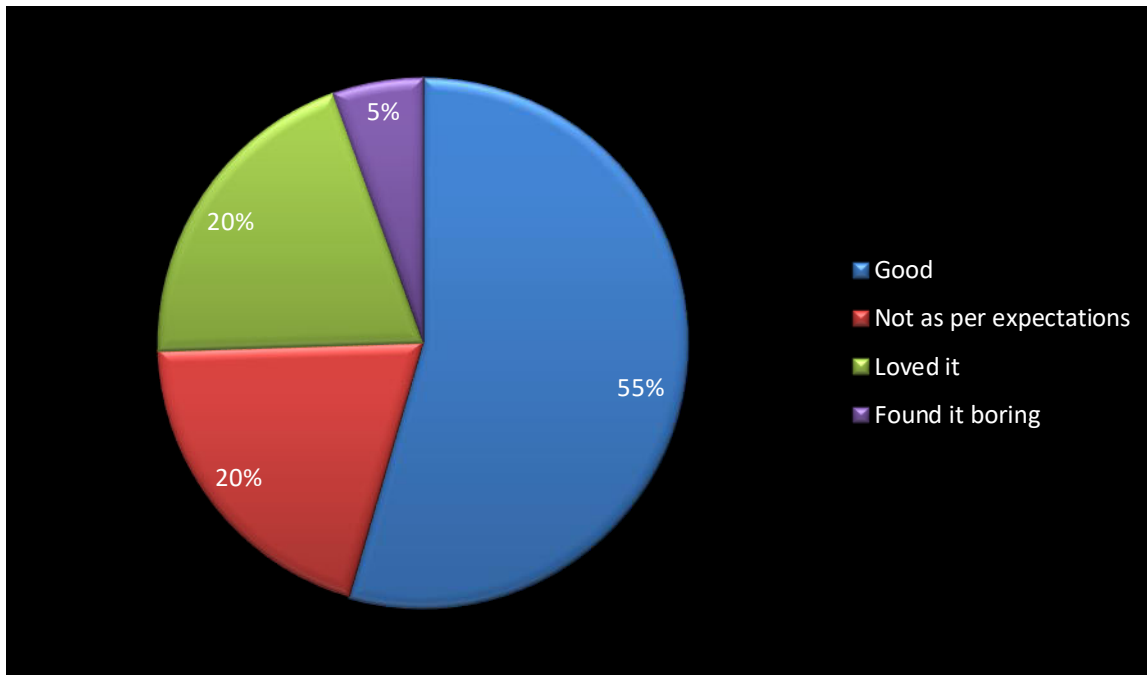


Fig. 8 - Students' experience of practical's done in the College.

The above survey talks about the experienced each student faced doing their practical's as in Hotel Management practical's plays an important role and are inevitable for the students to do it. 55% of the students said that the practical's experience was good. 20% said that the practical sessions were not as per their expectations. 20% loved the practical sessions. 5% found the practical's experience to be boring

Students think that they will be continuing to work in Hotels after knowing about challenges in the same.

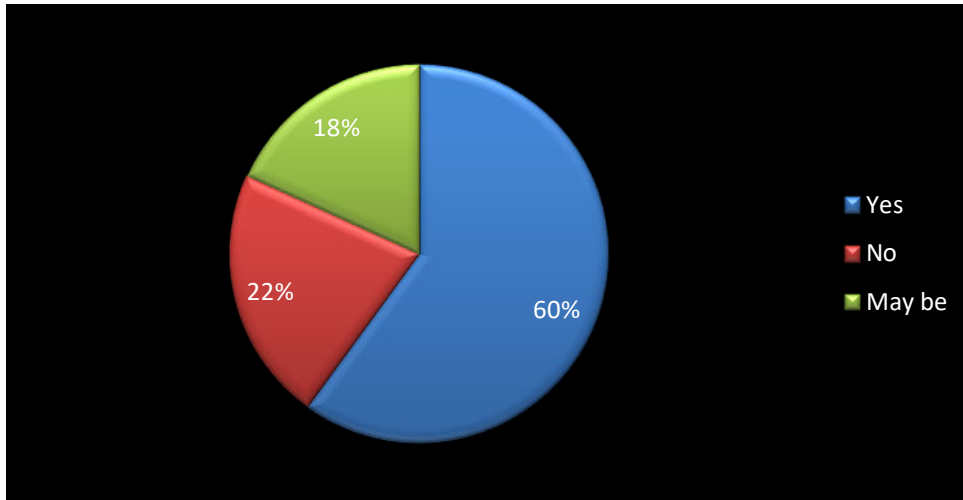


Fig. 9 - Students think that they will be continuing to work in Hotels after knowing about challenges in the same.

The students know about the real challenges of a profession or field after going to college or after their industrial training. So when students were asked about their opinion that will they work in the hotels after knowing about the challenges they have to fight with, a huge 60% said Yes that they are ready for the challenges. 22% said No that they will not be able to continue in working hotels after knowing the challenges. 18% were not sure with their decision yet.

Students think that the payback after spending so much on studies is enough in the field.

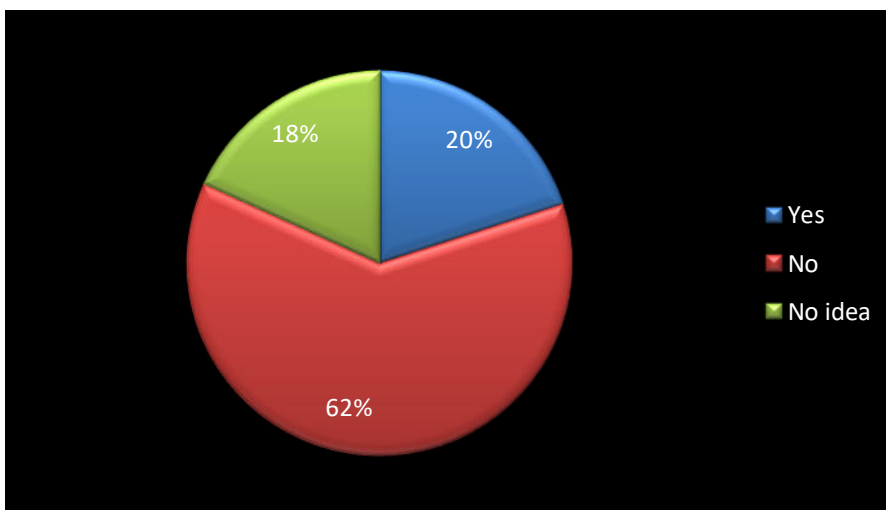


Fig. 10 – Students think that the payback after spending so much on studies is enough in the field.

All the students aim at earnings after their college. All the students want their pay scale to be higher. So when Hotel Management students were asked that were they satisfied with the pay back in the industry after spending a huge amount of money for their studies, only 20% said Yes. A huge 62% of students said that they were not happy and satisfied with their pay backs in the industry or field. 18% of students had no idea about the same.

Students feel value for money in context to course fees appropriate.

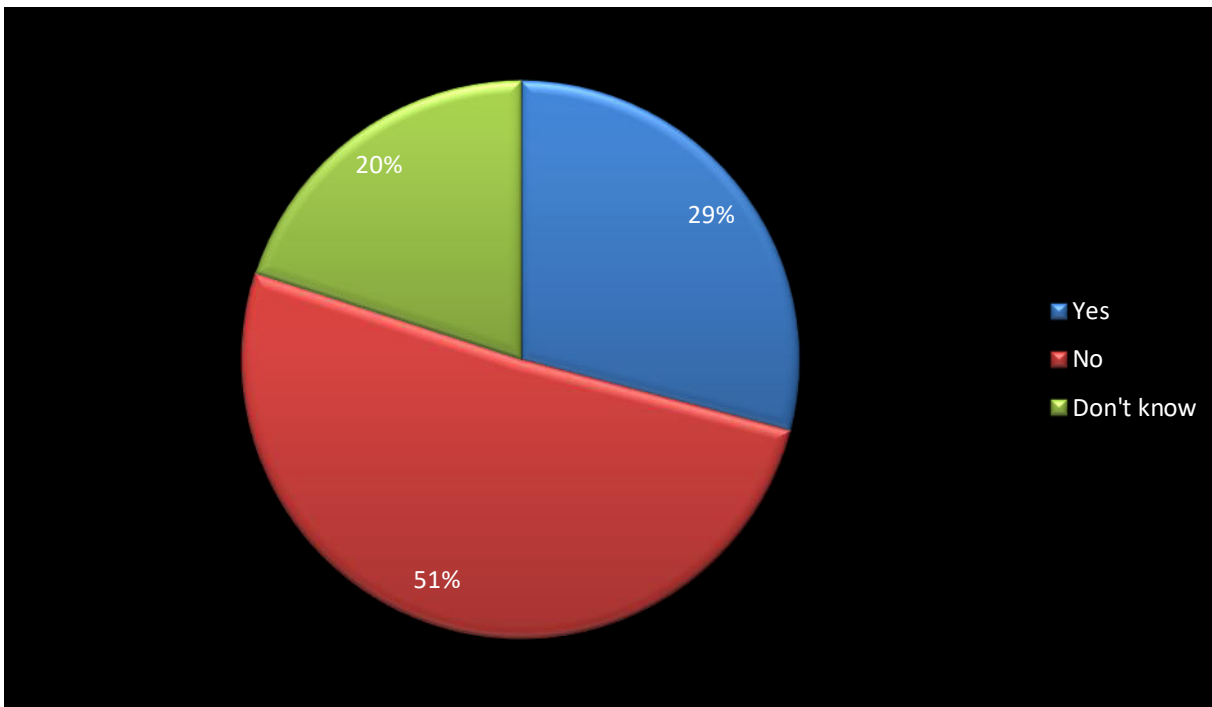


Fig. 11 – Students feel value for money in context to course fees appropriate.

The students have to think of their family background too while choosing a field. So when the colleges take a lot of money as fees, there should be satisfaction and value of money to the students. When Hotel Management students were asked about the same they 29% of students said that Yes they feel the value of money in context to their fees. A big 51% said No, that they feel that the colleges are charging more than the required .fees. 20% of the students had no idea about the same

Family of students happy & supportive about them doing Hotel Management.

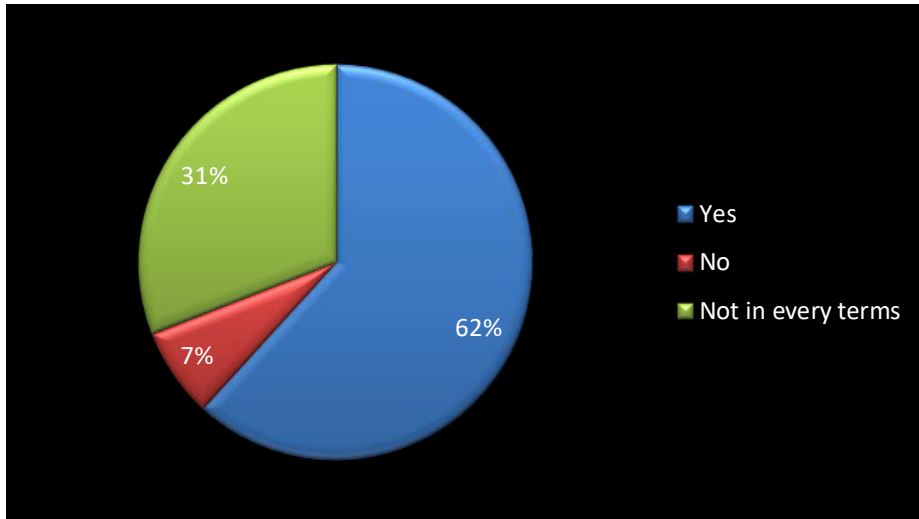


Fig. 12 - Family of students happy & supportive about them doing Hotel Management.

A student’s morale gets boosted when their family is happy and supportive with the work or study the student is doing. When in the survey students were asked about the same, a huge 62% of the students said Yes that their families are supportive and happy of them doing Hotel Management. 7% said No that their family is not happy and supportive of them doing Hotel Management. 31% of students said that their family is not supportive in every term, they are either sad or angry about some aspects of them doing Hotel Management.

Students feel that the subjects are appropriate and necessary as per course.

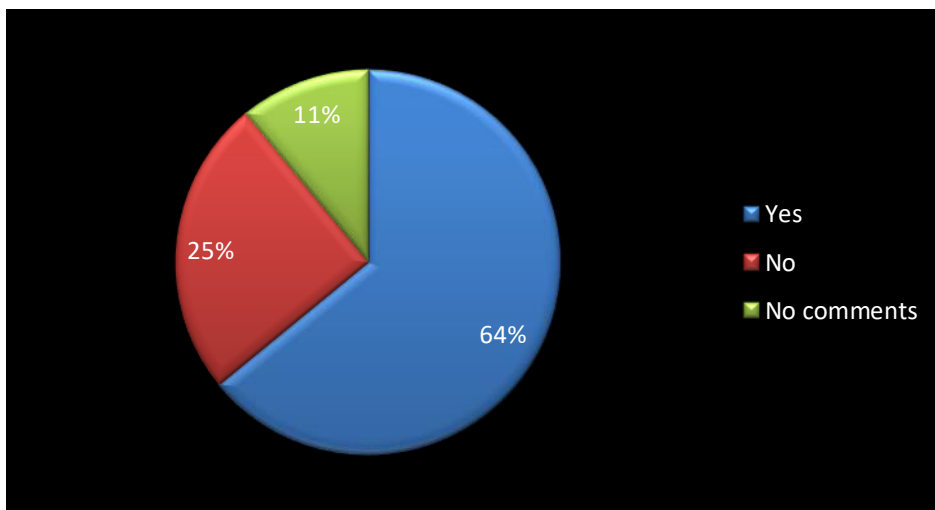


Fig. 13 - Students feel that the subjects are appropriate and necessary as per course.



There will be many subjects in the course we do. But Hotel Management students are an all-rounder in the same. From engineering to accounts they study many other subjects than their core subjects. When asked to the respondents that do they feel that the subjects they study in their course are appropriate and necessary, a huge 64% said Yes. 25% of the students said No that the subjects they have to study are not required. 11% of the students opted for No comments on the subjects' necessity in the course..

## CONCLUSION:

After taking the survey from many students, it is realized that students face many problems and challenges in and after doing Hotel Management. Many students did not know about subjects before choosing a course. A huge part of student respondents did not know about the work profession and payback in the field. Many students were unable to say about their satisfaction in the field. Many students are ready to change their field and leave Hotel Management if given chance. Most of the students are not guided about the course and its importance in the Hotel Management field. The practicals' experience was not so good for some students. The paybacks are very low after the Hotel Management course. The working hours and job profile after doing Hotel Management is also a huge problem for students thinking of future aspects. There are many other common problems of homesickness, disinterest in the studies, lack of information about important aspects of college.

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