

Assessing the Efficacy of Online Practical Sessions in Hospitality Management Institutes

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Abstract: *This research articles focuses only on conducting of online practicals of core subjects in hotel management colleges in Mumbai .The sample size was 1170 for which students from various hotel management institutions were identified. The instrument for collecting of primary data was questionnaire and it was collected using simple random sampling technique. The findings of study are (1) online practicals of food production subject were conducted more regularly on an average 8 to 10 online practicals were conducted. There are more disadvantages of conducting online practicals than the advantages of online practicals. We can conclude that the practicals conducted online are not that effective as physicals practicals conducted in college.*

Keywords: Online Practicals, Hotel Management, Food Production, F & B Service, Housekeeping, Rooms Division Management.

I. INTRODUCTION

Hotel management and catering technology is very practical oriented programme. The curriculum of these courses is planned by considering the requirements of the hotel industry. Hotel has three major departments namely kitchen (Food Production), Food and Beverage Service, Rooms Division Management which includes Housekeeping and Front office departments which deals with various guests in the Hotel. There are many other supporting departments like Human Resource Management, Maintenance etc. which plays important role as well. These four core subjects are practical based which is always related with theory taught in the classroom. The practicals are the main heart of hotel management programmes without it entire course will lose its essence. Comparatively more hours are allotted to practicals than theory since practicals are very much the essence of the programme but since colleges were closed during pandemic the only mode to conduct practicals were the online platform. The teaching platform has been changed from physical to virtual. Even the practicals of all hotel management colleges have been conducted online. The scope of the study is pertaining to hotel management colleges in Mumbai City. Attempt has been made to find how colleges have conducted online practicals as it is so important.

Objectives

- Gather students' perspectives on the implementation of online practical sessions.
- Describe the advantages of carrying out practical sessions online
- Discover the pros and cons of implementing online practical sessions.

II. RESEARCH METHODOLOGY

The sample technique used is simple random sampling which is one of the types of probability sampling method. The locale of research was various colleges from Mumbai City.

The sample size was 110 students from Hotel Management Technology and Catering colleges was selected for the purpose of collecting responses. The primary data was collected by devising a questionnaire and sending it to students of various management colleges by google form.

The secondary data was collected by referring numerous websites on finding research papers through internet.

The secondary data was collected by referring numerous websites on finding research papers internet. Google scholar was used for pertaining to the online practicals conducted in technical programmes.

III. RESULT AND DISCUSSIONS

Data was tabulated after downloading excel file from the google drive. Responses were collected from 14 respondents out of that 60 were male respondents and 56 were female respondents. Data was collected from the students those are doing Bachelors of Hotel Management and Catering Technology (BHMCT) and Bachelors of Science in Hospitality Studies BSc (HS) programme. 96 responses from BSc(HS)students were received from across hotel management students

Fig : 1 Online Practical's conducted in subjects

Name of Subject	Front Office	Housekeeping	Food Production	F & B Service
% of responses	34	59	96	43

Fig: 2 Means to conduct the Online Practicals

Means of conducting Practical's	Send Videos to students of practical's conducted by experts	Live practicals performed by teacher	Watch recorded videos of others	Watch recorded videos of faculty
% of responses	20	30	15	35

Faculty members employed various methods for conducting practical's online. The most commonly used methods are mentioned in the.

The most commonly used method was sent recorded videos to the students which is prepared by experts. Second method was Live Practical's performed by teacher.

Unfortunately not many students appreciated the fact of conducting the online Practical's

Fig: 3 Disadvantages of conducting Online Practical's

Disadvantages of conducting Online Practical's	Lack face to face interaction	Technology Issues	Self-Discipline	Sense of Isolation
% of responses	65	20	10	5

Many students complained -they wanted face to face interaction like regular practicals which was lacking in case of Online Practicals.

IV. CONCLUSION

Mumbai boasts an abundance of over 35 tourism management colleges, offering various degree programs with a duration of three to four years. These programs prioritize hands-on experience over theoretical aspects. However, since the outbreak of the COVID-19 pandemic in March 2020, educational institutions have been closed. The transition to online practicals for hotel management programs has proven to be challenging due to the necessity for extensive practice and the lack of required resources at students' homes.

Online practicals were attempted for subjects like food production, F&B service, housekeeping, and front office, with some colleges requiring students to document their activities in their respective subject journals. However, the response from students was mixed. Some found online practicals to be convenient and time-saving, but the majority expressed dissatisfaction. They pointed out that online practicals lacked the exposure and face-to-face interaction that are crucial in these hands-on fields. Additionally, students noted a lack of discipline and motivation during the online format.

In conclusion, the analysis of the data suggests that online practicals were not highly effective for these hotel management programs.

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