

## Identifying Issues And Challenges Of Undergraduate Female Students During Industrial Training Exposure: With Reference To Haryana And Chandigarh Tricity Hotels

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### ABSTRACT

*Despite the fact that there are numerous opportunities in the hotel industry, the number of females enrolling in hotel management courses is significantly lower as compared to male students, also there is no concrete data available about number of females graduating and joining hotel industry. As a female scholar and in the field of education, she has noticed a significant number of females abandoning the hotel industry as a vocation after completing the course. Industrial training is a period when a female student for the first time comes in contact of hotel environment prior to graduation; hence, it is worth to investigate the issues and challenges encountered by female trainees during experiential learning. To derive useful information, a mixed technique that included both qualitative and quantitative data was applied. A total of 400 samples were collected through questionnaire, which was covertly designed for further analysis. All the respondents were females who have undergone industrial training from hotels of Haryana and Chandigarh Tricity. T- test was used to analyse the data before values were taken into consideration for the proper outcome. The study concluded on many elements of exposure to industrial training for female undergraduate students and identifies difficulties in statements for critical review and future study. As ratio of females entering into hotel management course is very low as compared to male it was very challenging to approach and gather authentic data. Additionally, while the study was limited to the hotels in the Haryana and Chandigarh Tricity, future research can be done with various aspects and in different regions. This study will be useful for Hotel Management Institutes, Hotels as well as female students. It will encourage and guide female students to opt and pursue career in Hotel Industry.*

**Keywords:** Female students, Industrial training, Issues and challenge.

### 1 INTRODUCTION

The hotel sector's rapid expansion has led to the creation of jobs on a global scale. The UNWTO additionally reiterated that one <sup>1</sup>of the top industries for job creation worldwide is hospitality, catering, and tourism (HCT). According to the United Nations World Tourism research, 312 million new employments will be available by 2024. If covid-19 scenario is eradicated from the page of hospitality industry it has been one of the largest employment provider sectors. There is a significant shortage of employees in India's hospitality and tourism industries, according to the Department of Tourism, Government

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of India. However, there is thought to be a sizable mismatch between the demand for and supply of personnel in the hospitality and tourism sector.

The only sector that needs a workforce split equally between men and women are the hotel and tourist sector. There is no way that certain hotel services, such as housekeeping and front desk, could function without women. Contradictory facts are presented by reality, nonetheless. There aren't enough women in the workforce compared to men. The study conducted by Howell, j. (1996). *The struggle for survival: prospects for the women's federation in post-Mao China*. World development, found that females are more likely than males to choose a career in hospitality as a result of their favourable perceptions of the sector because of natural attribute of hospitality and warmth. Contrary to popular belief, fewer women choose to major in hospitality in India. In India visits to different hospitality colleges have verified the low proportion of female students choosing hospitality studies as vocation as compared to male students. This mismatch has also had a negative impact on the sector. As a result, determining the causes of this imbalance has become critical. It has prompted the current study, which targets the undergraduate female industrial trainees enrolled in various Hotel Management courses. The industrial training exposure in academic curriculum provides an exposure to undergraduates about industry and help to choose specialisations further. However, female trainees despite the exposure gained choose to walk out from the industry instead of getting more into the field and this study revolves around identifying the issues and reasons for the walkout of undergraduate female trainees especially after the industrial training exposure. Hotels of Haryana and Chandigarh tricity hotels are selected for study. Haryana is a State in the northern region of India with 22 districts and is the nation's seventeenth most popular. Haryana alone have 5 five state IHM's. Districts namely Panchkula, Karnal, Gurugram and Faridabad have a number of luxury and star Hotels where students prefer to do their Industrial Training. .More importantly, Surajkund in Faridabad has earned fame for hosting the world acclaimed Surajkund International Crafts Mela organised here every year. Chandigarh tricity or tricity includes of 3 cities Chandigarh (UT), Panchkula (Haryana) and Mohali (Punjab). These three cities are in neighborhood of each other. In Chandigarh tricity area there are 3 towns also, which are near to Chandigarh by less than 15 Kilometers. These towns are Zirakpur, Kharar a and Derabassi. Zirakpur has shared boundary with Chandigarh city. A number of luxury hotels are present in these cities accommodating a large number of students for industrial training exposure.

## 2 LITERATURE REVIEW

Numerous studies have been conducted worldwide to understand the role of Industrial Training and its impact on hotel management students. A few studies have been conducted on Industrial training exposure in India amongst them most relevant are” An Analytical Study of Student’s Satisfaction towards Their Industrial Training: With Reference To Undergraduates In Hospitality Programme In Uttarakhand” By Ravish Kukreti 2022 and An Evaluative Study of Industrial Training Practices In Indian Hotel Industry by Mr Sumegh in 2017. Given that previous researches have collectively analysed responses of both male and female wherein females are in very low proportion. Therefore, to specifically understand the female’s perspective this paper focuses on identifying different challenges and issues faced by undergraduate female students while undergoing industrial training in Haryana and Chandigarh Tricity hotels. Reviewing of industrial training related benefits, issues, and perception will undoubtedly help to achieve the main goals of the current study.

**(Hans, 2020)** Most of the students pursuing hotel management experience a change of perspective during industrial training exposure. Although many students are contented with way hotel sector operates still a large group of students are unassertive about joining industry once their training is complete.

**(Sakshi Mundra, 2020)** A training and learning manager should take a feedback from trainees prior to completion of internship so as to get a clear view about how much intern have learnt and also if they have faced any issues during their period of training this will enable them to address these problems more creatively and help future internships to be more productive. An exit interview can also be good resort to understand mentioned facts clearly.

**(Ibrahim, 2020)** In his study stated that although knowledgeable, devoted, and motivated fresh graduates are always preferred and are in high demand in hotel industry despite of that due to certain reasons most of them are not eager to join hotels. One of the factors that shaped their perception of the sector was their own experience while undergoing industrial training. Nearly half of respondents "agree" that the nature of the job has influenced their perception to continue a career in hotel industry, and most of these responses are from females. This analysis is in line with a previous study by Baum (2013), who noted that females are more likely to pursue employment in the tourist and Hospitality sectors as other economic sectors. They also concurred that working in the hospitality industry is challenging but also more rewarding.

**(Zhengsong Yu1, 2020)** According to the report, a disparity has been always noticed in China between the education of hotel management experts and the low rate of recruitment in the business. The findings demonstrate that interns' perceptions of university management, hotel job support, and hotel environment support have favourable influence on their internship satisfaction; however their expectations have a negative effect.

**(Sayeda, 2020)** As per the findings students expect that as they are one of the industry's stakeholders, their faculty members may supply them with organisational information. Faculty's recommendations and guidance will help them to decide on taking up an assignment with a particular hotel. On the other hand, it has been found that students themselves are not keen to join hotel industry after industrial training. Lack of interest may be due to underlying reasons such as monotonous nature of job and long shifts. The other reason for negative response could be that in Asian society working in hotel industry is not considered as a respectful vocation for females and in this study all respondents are females,

**(Marinakou, 2021)** In this study author has found out that real working conditions and the learning experience are key determinants in determining student's satisfaction during Hotel internship. All industrial trainees agreed that they faced certain challenges during their training, amongst them long shift hours, poor pay, and lack of coordination were most relevant however, students also agreed that industrial training is most effective way to connect their institutional learning with practical world.

**(Kumar, 2021).**

This study shows disparity in gender in hotel management students, amongst total respondents 91.7% were male while female accounted for only 8.3%. In response of a question regarding willingness of students to continue their career in hotels once course is completed, 54 % of students have replied no while 46% have said yes showing a negative trend towards their interest in joining hotel industry. Although there are few students who showed their satisfaction about making career in hotels while many are uncertain about joining hotels as profession. It is also noteworthy, that a large proportion of students are not willing to join industry just after completion of their course and showing their interest in pursuing higher studies even though they are well aware that it is not going to help them to fetch better opportunity both in terms of salary and position

**(Dr Amit Kumar, 2022)** In eyes of academicians standard of industrial training provided by hotels is always questionable. They are of the opine that industrial trainees are being treated as nothing more than a cheap labour by industry , in fact they are of the view that

trainees are not given adequate and appropriate training of the organisational culture. Many faculties commented that such things demean the position of industry in students eyes as a result a large number of dissatisfied students leave study even before completion of their training.

In same study some student respondents have reported that they were forced to labour for more than 14 hours per day during their internship, often without appropriate meals. A number of times they faced a lot of problem in arranging conveyance due to odd hours of shifts. They also mentioned that during industrial training exposure some students underwent stress due to long shift hours. Aforementioned problems faced by students attract our attention towards requirement of industry institute collaboration.

(Nga Thi Vo, 2022) As per one the respondent's opinion of study, a trainee's health/physical condition should be considered prior to assigning any task during industrial training,, rather if feasible a mentor may be assigned to trainees. In the same research certain other issues came up in light, in which trainees mentioned that senior employees take benefit of their positions by assigning them extra work, assigning inappropriately, pressurising during work, may use inappropriate language, students are discouraged to share any ideas and feedback in regard to businesses what they in person faced and also raised a question/concern that What should be appropriate behaviour of students in such case? While another respondent have a different point of view according to him "Trainees should be open minded to learn from practical exposure, they should be mentally prepared to get best out of training, should invest their time in learning professional skillset hey should constructively add to the value of hotels rather than expecting these issues to be resolved by hotels as organisation do not have time to spent on such trivial issues.

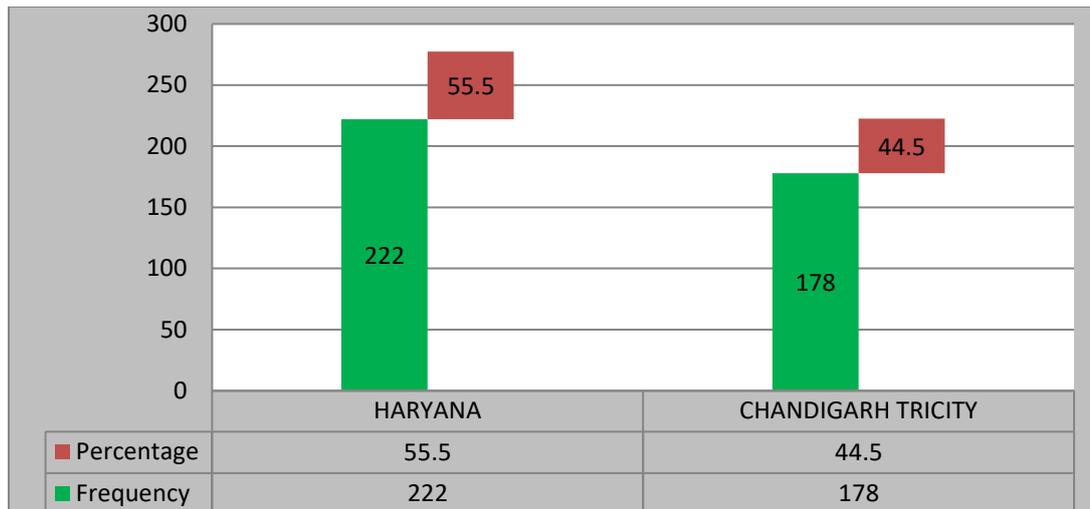
### **3 RESEARCH METHODOLOGY**

A null hypothesis h01, which states that "female students did not face any issues and challenges during industrial training exposure," was developed and tested in order to accomplish the aforementioned goal. A one sample t-test was used on 10 statements characterising the problems and difficulties typically encountered by students throughout industrial training in order to evaluate the null hypothesis described above. Each assertion had to be rated on a 5-point Likert scale. The respondents rated how strongly they agreed or disagreed with each statement on a scale from strongly agree to strongly disagree. On a 5-point likert scale, the participants' degrees of agreement and disagreement were computed as follows: strongly agree = 5, agree = 4, neutral = 3, disagree = 2, and severely disagree = 1.

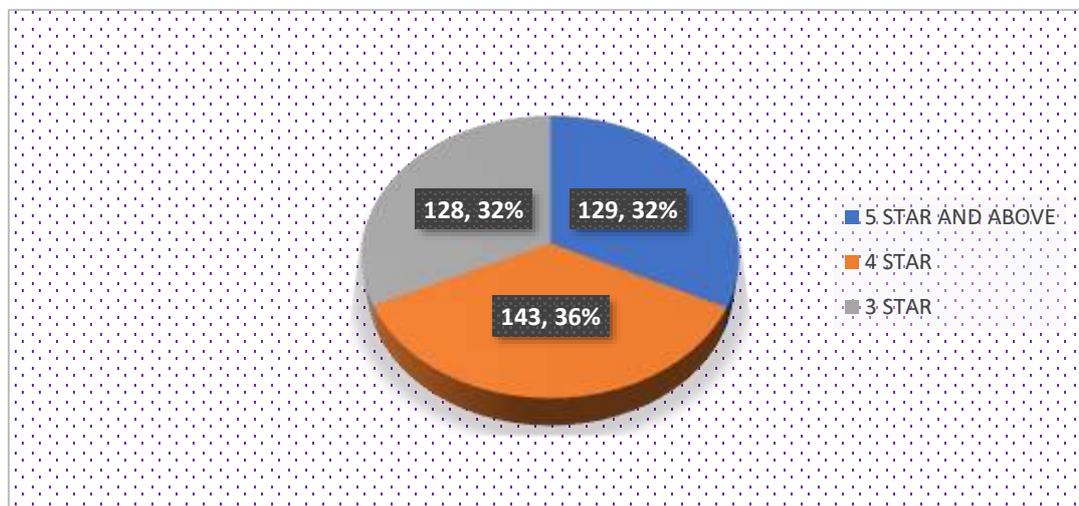
### **4 DATA ANALYSIS**

The questionnaire was circulated to undergraduate female students who have undergone industrial training exposure from Haryana and Chandigarh Tricity hotels. 400 responses were collected in all and data was analysed using t- test.

**Figure:1.1 Location of Hotel in which the female students have undergone Industrial training**



**Figure:1.2** Category of hotel in which the female students have undergone Industrial training



## 5 RESULTS AND FINDINGS:

The findings of the survey through the questionnaires are as under:

**Objective:** To identify issues and challenges of female students during industrial training exposure

To achieve the above-mentioned objective, a null hypothesis  $h_01$  i.e. “female students did not face any issues and challenges during industrial training exposure” was formulated and tested. To test the above mentioned null hypothesis, a one sample t-test was applied on 10 statements defining the issues and challenges faced by students during industrial training usually. A 5-point likert scale was to be used to rate each assertion. On a scale from strongly agree to strongly disagree, the respondents indicated how much they agreed or disagreed with each statement. Their levels of agreement and disagreement were calculated using a 5-point likert scale as follows: strongly agree = 5, agree = 4, neutral = 3, disagree = 2, and strongly disagree = 1. The detailed results of hypothesis testing and conclusions are presented below.

**Table: 1.1** T-Test statistics for issues and challenges faced by female students during Industrial Training Exposure

S.no	Variables	N	Mean	S.d	T	Df	P-value
1	During industrial training trainees were not satisfied with the accommodation.	400	4.1550	.74992	30.803	399	.000
2	Meals in the hotel staff cafeteria were not nutritious and varied enough.	400	4.2750	.67862	37.576	399	.000
3	It was never easy to adjust from class room set up to hotel's new	400	4.1050	.81279	27.190	399	.000
4	During industrial training commuting was an issue as hotel did not provide smooth pick up and drop facility	400	4.2600	.77064	32.700	399	.000
5	During industrial training managing clean uniform was an issue as hotel did not provide uniform and	400	4.2375	.74665	33.148	399	.000
6	During banquet function or peak season female trainees had to	400	3.0925	1.40673	1.315	399	.189*
7	Female trainees felt existence of some harassment during industrial training exposure.	400	3.0825	1.41091	1.169	399	.243*
8	Inhouse medical facility is not available round the clock for	400	3.1025	1.39889	1.465	399	.144*
9	Whenever assigning any task to female industrial trainees inherent gender	400	3.0775	1.44281	1.074	399	.283*
10	Hotel training tasks were exhausting and tiring for females as there was lot of	400	3.0950	1.40567	1.352	399	.177*

The table 1.1 above depicts the t test statistics pertaining to data for issues and challenges of 400 female students during industrial training exposure. It is clearly shown in the data that for statement defining the issues and challenges of female students during industrial training exposure, 5 statements (\*) out of 10 were not having significant p value. These statements were “during banquet function or peak season female trainees had to stay back in hotel after shift.” [t (399) = 1.315, (p= .189\*)]; “female trainees felt existence of some harassment during industrial training exposure.” [t (399) = 1.169, (p=.243\*)]; “in house medical facility is not available round the clock for female trainees” [t (399) = 1.465, (p=.144\*)]; “whenever assigning any task to female industrial trainees’ inherent gender differences are not considered well.” [t (399) = 1.074, (p=.283\*)] and “hotel training tasks were exhausting and tiring for females as there was lot of physical work.” [t (399) = 1.352, (p=.177\*)]. The above analysis shows that for above mentioned five statements the p value was not less than the threshold values of 0.05, implying that the female students did face these issues and challenges. Hence for these five statements our null hypothesis  $H_0$  i.e. “female students did not face any issues and challenges during industrial training exposure” is rejected and for the remaining five statements, our null hypothesis  $H_0$  is accepted.

## 6 DATA INTERPRETATION

The data displayed in figure below displays the mean score of issues and challenges faced by female students during industrial training exposure. It was observed that statement had the highest mean score was “meals in the hotel staff cafeteria were not nutritious and varied enough. (meat, fish, chicken, vegetables, salad, etc.)”, ( $\bar{x} = 4.275$ ) followed by statement “during industrial training commuting was an issue as hotel did not provide smooth pick up and drop facility to female trainees as per their shift timing”, ( $\bar{x} = 4.26$ ); “during industrial training managing clean uniform was an issue as hotel did not provide uniform and laundry facility”, ( $\bar{x} = 4.2375$ ); “during industrial training trainees were not satisfied with the accommodation”, ( $\bar{x} = 4.155$ ); “it was never easy to adjust from class room set up to hotel’s new learning environment”, ( $\bar{x} = 4.105$ ); “in house medical facility is not available round the clock for female trainees”, ( $\bar{x} = 3.1025$ ); “hotel training tasks were exhausting and tiring for females as there was lot of physical work”, ( $\bar{x} = 3.095$ ); “during banquet function or peak season female trainees had to stay back in hotel after shift”, ( $\bar{x} = 3.0925$ ); “female trainees felt existence of some harassment during industrial training exposure”, ( $\bar{x} = 3.0825$ ) and “whenever assigning any task to female industrial trainee’s inherent gender differences are not considered well”, ( $\bar{x} = 3.0775$ ).

**Figure 1.3: bar chart of mean responses of female students regarding issues and challenges faced by them during industrial training exposure**



## 7 CONCLUSION

This study revolved around on identifying issues and challenges encountered by hotel management undergraduate female students during Industrial training. The responses could be helpful to incorporate certain policies and facilities for females in hotels culture that will encourage more females to join hotel industry and enhance their positive experience during industrial training exposure. All together 10 challenges and issues were analysed, amongst them this research identified five important issues and challenges that can have considerable impact on female student' intension to join hotel industry upon graduation. They are to be discussed in order to get wide view of the study.

- During banquet function or peak season female trainees had to stay back in hotel after shift.
- Female trainees felt existence of some or other form of harassment during industrial training exposure.
- In house medical facility is not available round the clock for female trainees
- Whenever assigning any task to female industrial trainees' inherent gender differences are not considered well

- Hotel training tasks were exhausting and tiring for females as there was lot of physical work.

Female trainees face unique and significant challenges during industrial training in hotels. Despite the progress made towards gender equality, the hospitality industry still grapples with deeply ingrained stereotypes and biases that affect trainee's experiences and opportunities. Throughout their training, female trainees encountered various obstacles, including accommodation issues, limited medical facilities, workplace discrimination, and inadequate support system from HR and operational departments. This perpetuates the cycle of underrepresentation and discourages female trainees from pursuing long-term careers in the industry. Moreover, the physical demands of some roles and the prevalent culture of long and irregular working hours can disproportionately affect psychology of trainees in respect to their future goals after graduation. The lack of flexibility and support for long hour shifts further impedes their progress. To overcome these challenges, there is a pressing need for hotels and the hospitality industry as a whole to promote a more inclusive and equitable environment. This involves ensuring better accommodation and medical facilities, and providing training programs to sensitize employees and management on gender-related issues. Furthermore, enforcing strict policies against harassment and discrimination and establishing grievance redress mechanisms are essential for cultivating a safe and respectful workplace. Addressing the challenges faced by female trainees during industrial training at hotels requires a collective effort from all stakeholders, including hotel management colleges, industry associations, policymakers, and society as a whole. By addressing and resolving issues and challenges faced by females during industrial training exposure the hospitality industry can encourage more females to join hotel management courses, motivate them to join hotel industry, to retain and make their career in same field, so as to unlock the full potential of its female workforce, leading to a more diverse, innovative, and successful future instead of dropping out just after graduation.

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