

Competencies and Performance of Hospitality Management Students: Postcovid-19 Pandemic On-The-Job Training

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Abstract—The study evaluates the skills and performance of hospitality management students who participated in OJT after COVID-19, as well as their perspectives on completing the program during this time. The majority of respondents completed their OJT at the Waterfront Hotel and Casino, primarily in the Food and Beverage Department during the opening shift. The OJT program for BS Hospitality Management students was adequate, and students reported high levels of competency in various areas, positively affecting their OJT performance ratings. The study highlights the flexibility and adaptability of hospitality management students in challenging circumstances, emphasizing the value of academic and on-the-job training programs in providing them with the necessary skills for future success in the sector. It was seen that majority of the hospitality management students were highly competent on their on-the-job training during the post-COVID-19 pandemic. The results imply that their competence and performance in terms of their knowledge and skills on their training was not affected by the pandemic.

Keywords— Post-COVID-19 pandemic, competencies, performance, on-the-job training, hospitality management students.

I. INTRODUCTION

The COVID-19 pandemic has significantly impacted the tourism and hospitality industry, disrupting hospitality education and raising questions about students' ability to demonstrate competencies and job performance during the crisis. Universities have adopted flexible educational practices to help students cope and acquire knowledge and skills for internships and future professions. International travel bans have restricted over 90% of the global population from traveling, affecting the hospitality and tourism business.

Internships in hospitality and tourism are critical for developing students' workplace skills, which are required for employment. Effective hospitality education programs offer professional learning opportunities that combine classroom theory with specific competencies. The pandemic has significantly influenced internship implementation, with a drop in industry placements.

This research study aims to determine the level of competencies and performance of hospitality management students who participated in on-the-job training during the Post-COVID-19 pandemic. Performance refers to the quality and efficiency in fulfilling duties and executing required tasks.

On-the-job training is a systematic and logical approach to learning new abilities and skills necessary for a job in a real-world setting.

Internships expose students and recent graduates to the workplace, often within a particular area related to their field of study. The pandemic hastened the transition to the fourth industrial revolution by causing a global health and social disaster.

II. CASE SUMMARY

The first goal of the study was to map out the distribution of students studying hospitality management by name of the venue, department they were assigned to, and shift they worked. The findings reveal that Waterfront Hotel and Casino was where the majority of respondents completed their on-the-job training. In their preferred hotel, the Food and Beverage Department was where the majority of responders were placed. The opening shift was given to fifty percent of the total respondents.

Results for the second goal showed that most respondents had high levels of competence in both their professional performance and personal attributes.

The final goal of the study was to assess the respondents' level of OJT compliance in terms of their personality, demeanor, and level of proficiency during the Post-COVID-19 pandemic. Using the information gathered, the results showed that almost all of the respondents were highly competent.

III. METHODS

This chapter presents the research methods to be used in the study. It includes the research design, study locale, respondents, sampling procedure, data gathering procedure, and statistical tools used.

IV. RESULTS

This chapter presents research results suggest the on-the-job training program during the post-COVID-19 pandemic.

The study was to know the distribution of Hospitality Management students' name of the establishment, designated department, and working shift. The findings showed that most of the respondents performed their on-the-job training at the

Waterfront Hotel and Casino. The findings also revealed that the majority of the respondents worked at the department of food and beverage in accordance of their chosen hotel establishment. The 50% of the respondents were assigned to the opening shift.

The results showed that the majority of the respondents were found to be highly competent in terms of their work performance. Lastly, the results of data-gathering indicated that almost of the respondents were highly competent when it comes to their personality and appearance.

1st Objective: to determine the distribution of hospitality management students in terms of the following:

TABLE 1. Demographic Profile

	Frequency	Percent
Male	9	25.71%
Female	26	74.3%
Total	35	100%

Table 1 shows that among the 35 respondents, 25.71% or 9 were males. The total number of female respondents was 74.3% or 25 out of 35.

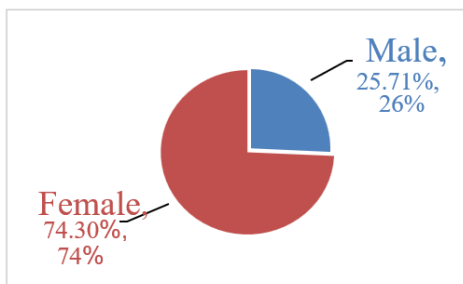


Figure 1. Demographic Profile

The hotel industry has significantly shifted its gender structure, with females outnumbering males at 74.3% and 25.71%, as shown in Figure 1.

TABLE 2. Name of the Establishment

	Frequency	Percent
ANC Grand Pacific Corporation	1	2.9%
Club Paradise	1	2.9%
De Luxe Hotel	7	20%
Lahos Airport Hotel and Restaurant	2	5.7%
New Dawn Hotel	7	20%
Park Inn by Radisson	1	2.9%
Waterfront Hotel and Casino	9	25%
Waterfront Insular Hotel	7	20%
Total	35	100%

Respondents chose Waterfront Hotel and Casino for real-life training, undergoing intensive training and international certifications from AHLEI, an acknowledged hospitality education and training institution, according to the WHC (2018).

Table 3 shows that 25.7% conducted their training at Waterfront Hotel and Casino, 20% at De Luxe Hotel, New Dawn Plus, and Waterfront Insular Hotel; 5.7% at Lohas Airport Hotel and Restaurant; and 2.9% at ANC Grand Pacific Corporation, Club Paradise, and at Park Inn by Radisson.

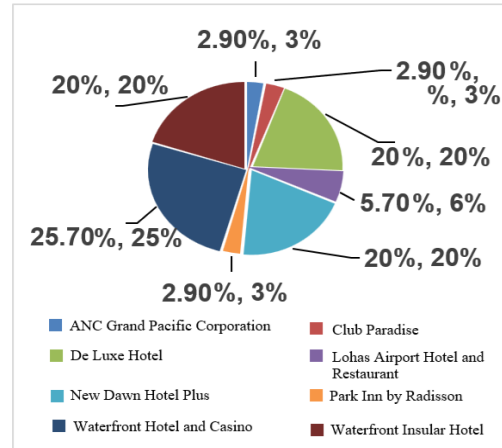


Figure 2. Name of the Establishment

TABLE 3. Assigned Department

	Frequency	Percent
Banquet	2	5.71%
Food and Beverage	14	40%
Front Office	9	25.71%
Housekeeping	10	28.57%
Total	35	100%

Table 3 shows that out of 100%, 40 were assigned to Food and Beverage Department; 28.57% to Housekeeping Department; 25.71% to Front Office Department; and 5.7% to Banquet Department.

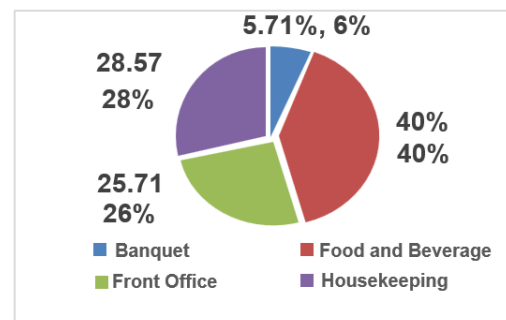


Figure 2. Assigned Department

Figure 2 shows that among all departments stated above, Food and Beverage

The food and beverage department in the hospitality industry has the highest turnover rate among non-management hotel employees and management staff, according to research projects.

TABLE 4. Working Shift

	Frequency	Percent
Graveyard	4	11.43%
Mid-shift	13	37.14%
Opening	18	51.43%
Total	35	100%

Table 4 shows that 51.43% were assigned to an opening shift, 37.14% were working in the mid-shift, and 11.43% to the graveyard shift.

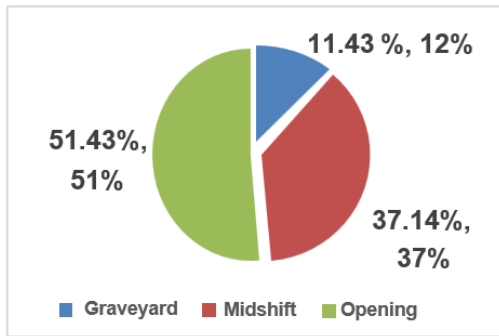


Figure 3. Working Shift

Figure shows that the increasing economic market demands in recent decades have led to the need to reorganize labor. Shift work is becoming more common, especially in industries with continuous labor, that is, 24 hours per day, as is the case with the hospitality sector (Moon et al., 2015).

2nd Objective: to measure the OJT compliance level of the respondents during the Post-COVID-19 pandemic in terms of the following:

TABLE 5. Work Performance

	Average	Interpretation
Q1	4.5	Highly Competent
Q2	5	Highly Competent
Q3	5	Highly Competent
Q4	4	Competent
Q5	4.5	Highly Competent
Q6	4.5	Highly Competent
Q7	5	Highly Competent
Q8	5	Highly Competent
Q9	4.5	Highly Competent
Q10	4.5	Highly Competent

Table 6 reveals respondents' competence in on-the-job training, job satisfaction, and accomplishments at work, providing context for the study's findings.

TABLE 6. Personal Qualities

	Average	Interpretation
Q1	5	Highly Competent
Q1	4.5	Highly Competent
Q1	5	Highly Competent
Q1	5	Highly Competent
Q1	4.5	Highly Competent
Q1	5	Highly Competent

Table 7 shows that all respondents were highly competent regarding their personal qualities.

3rd Objective: to identify the respondents' level of competency in the implementation of On-the-Job Training relative to the following:

TABLE 7. Personality and Appearance

	Average	Interpretation
Q1	5	Highly Competent
Q2	5	Highly Competent
Q3	5	Highly Competent
Q4	4.5	Highly Competent
Q5	4	Competent
Q6	4.5	Highly Competent
Q7	4.5	Highly Competent
Q8	5	Highly Competent

Most respondents were competent in personality and appearance, with job performance and satisfaction varying based on frequency of interaction with hotel guests. Most had part-time hospitality experience.

TABLE 8. Competency

	Average	Interpretation
Q1	4.5	Highly Competent
Q2	5	Highly Competent
Q3	3.5	Competent
Q4	5	Highly Competent
Q5	4	Highly Competent
Q6	5	Highly Competent
Q7	5	Highly Competent
Q8	4.5	Highly Competent

Table 8 demonstrates respondents' competency in on-the-job training, emphasizing the importance of understanding guest and staff demands, identifying complaints, and using listening and customer service skills to make informed decisions.

V. CONCLUSIONS

Based on the findings of the study, the following conclusions are drawn: The researcher recognized that the on-the-job training program of the BS Hospitality Management students was adequate and that the student trainees were satisfied with the program, especially on the factors of work performance, personal qualities, personality and appearance, and competence. The study used a survey questionnaire to evaluate the students' competencies and performance during OJT. Results yielded positive scores on most section levels, resulting in the students' high competence rate. Most sections were interpreted as highly competent. Competency and performance levels positively affected a student's OJT performance ratings. Overall, the results of the students' evaluations showed high scores, close to a hundred on all levels.

LIST OF ABBREVIATIONS

1. OJT - On-the-Job Training
2. COVID-19 - Coronavirus Disease 2019
3. BS - Bachelor of Science
4. WHC - Waterfront Hotel and Casino
5. AHLEI - American Hotel & Lodging Educational Institute
6. GCU - Grand Canyon University
7. AB - Bachelor of Arts
8. SY - School Year
9. UK - United Kingdom
10. USA - United States of America
11. ASEE - American Society for Engineering Education

Declarations

Ethics Approval and Consent to Participate:

Ethics approval for this research study was obtained from thesis committee of the Department of Hospitality Management. All participants provided informed consent before participating in the study. The research adhered to ethical guidelines and principles, ensuring the rights and

confidentiality of the participants were respected throughout the research process.

Consent for Publication:

All authors of this paper consent to its publication. The manuscript, including the text, figures, and any supplementary materials, does not violate any copyright or ethical restrictions and is not under consideration for publication elsewhere.

Availability of Data and Material:

The datasets and materials used in this study are available upon reasonable request. Researchers interested in accessing the data and materials for validation, replication, or further analysis may contact the corresponding author at s.oro.unica@cmu.edu.ph for more information.

Competing Interests:

The authors declare that they have no competing interests related to this research. Financial, professional, or personal conflicts of interest that could influence the research findings or interpretation of the data have been disclosed.

Funding:

This research received no specific grant from any funding agency in the public, commercial, or nonprofit sectors. The study was conducted as part of the academic research activities of the authors, and no external funding or sponsorship was involved in the design, data collection, analysis, or interpretation of the research findings.

Authors' Contributions:

Oro, Unica, Natividad Jeralgen and Balhon, Princess Crissa A, contributed to the conception and design of the study, data collection, analysis, and drafting of the manuscript. Dubria, Lino II, Henojales, Lennie and Martinez, Angel have participated in data analysis, interpretation of results, and manuscript revisions. Matilos, Flora May D, Alegrado, Randelle Vivien L, Arroyo, Rubie A have provided guidance and expertise related to the hospitality industry and contributed to the critical review of the manuscript. Tabanag, Larah Lynne M. assisted in data collection and analysis. Unabia, Kieth D and Vilon, Khizza Claire A contributed to the literature review and manuscript editing.

ACKNOWLEDGMENTS

The authors would like to express their gratitude to Department of Hospitality Management- Central Mindanao University for providing support and resources for this research. We also extend our appreciation to the participants who generously shared their time and insights, making this study possible. Additionally, we acknowledge the valuable input and feedback received from our colleagues and advisors during the course of this research.

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