

Examination of Hotel Management Aspirants' Perspectives Towards A Career in the Technologically Inclined Hospitality Sector—Special Reference to the Housekeeping Industry

Priyanka Verma

Research Scholar, Amity University, Uttar Pradesh, India.

E-mail: priyankavermakanya@gmail.com

Dr. Malini Singh

Associate Professor, Amity University, Uttar Pradesh, India.

E-mail: msingh22@amity.edu

Dr. Neeraj Aggarwal

Assistant Professor, University Institute of Hotel and Tourism Management, Panjab University, India.

E-mail: neeraj_hod@rediffmail.com

Received September 10, 2021; Accepted December 10, 2021

ISSN: 1735-188X

DOI: 10.14704/WEB/V19I1/WEB19155

Abstract

The Indian travel & hospitality industry has exponentially developed and has the substantial potential of the amazing social and chronicled legacy, landscapes, and places of natural characteristic excellence spread over the nation. The Indian hospitality and travel industry helps the nation in generating revenue and plays a highly significant role in creating sources of foreign exchange. 39 million opportunities for new jobs were created in 2020. Moreover, the no. of jobs will be increased to 52.3 million in the travel industry of India by 2028. Covid19 has a severely deleterious influence on the educational system of the entire world. Thus, the entire educational platforms i.e. from kindergarten to the universities have been shut down due to the high density of population to avoid the spread of the deadly coronavirus. Propitiously, having gained the experience from the epidemic 2003 SARS, educationalists of the hospitality world are ceaselessly changing reaction activities to the obscure pandemic situation and applying their best to keep up the activity of the training framework. The study investigates 443 students of hospitality management which are in the final year of their graduation. Thus, this paper is an attempt to understand the perception of hotel management aspirants', with special focus given to the housekeeping department.

Keywords

Career, Perception, Hospitality Industry, Hotel Management Aspirants, Housekeeping Industry.

Introduction

The Indian travel & hospitality industry has ascended as one of the critical motivations for the development in India. The Indian hospitality world has a substantial perspective about the amusing social and chronicled legacy, assortment in bionomics, landscapes and places of natural characteristic excellence spread over the nation. The Indian hospitality and travel industry helps the nation in generating revenue and plays a highly significant role in creating sources of foreign exchange. 39 million opportunities for new jobs were created in 2020. Moreover, the no. of jobs will be increased to 52.3 million in the travel industry of India by 2028 (IBEF, 2021). The small and medium industry contributes towards generating total employment up to 60% and adds 40% to Gross Domestic Product. Effectively growing a venture is an expertise that is acquired continuously. (Saxena, 2020) States that as indicated by the reports of the World Bank, SME's contributes up to 60 percent of the complete work around the planet and contribute 40% of the overall Gross Domestic Product. Effectively growing an endeavor is an expertise that is mastered slowly. Organizations, for example, the working Distinctive and effective skilling projects are introduced by the Ministry of Skill Development and Entrepreneurship and National Skill Development Corporation of India to profit individuals.

(Schoffstall, 2013) states that the students must understand the ergonomics of the hospitality industry and thus prepare for practical knowledge. Therefore, to gather real working experience and knowledge, the educational organizations conduct internship which helps the students to experience industrial learning. (Singh & Amandeep, 2017) found that understudies change their insight about the business after their industrial exposure period. The optimistic insights generally transform into destructive which are causing a delay in satisfying the prerequisites of the business. Also, these prerequisites ask instructive associations and institutes to consider and produce adroit, talented, and most extreme experts' hospitality aspirants in the business. The Hospitality business has been ceaselessly demanded skilled aspirants that have the abilities and capabilities to satisfy the current necessities of the hospitality industry. These insights are the consequence of their experience during mechanical preparation. The expression "perception" can be portrayed as the demonstration of comprehension and perceiving. Subsequently, the understudies who take admissions in the travel and hospitality industry have various assumptions and anticipations before going along with it, however, these assumptions may get altered because of what they comprehend during the learning process in-classroom training and industrial training.

The vocational training and educational programs plays an important role in promoting any hospitality personnel, which help him or her to compete for the career opportunities in the hospitality. Internship experiences are likely to alter student attitudes regarding employment in the hospitality business. Student desire and dedication to a career in hospitality vary and is heavily influenced by their work experiences, particularly during industry internships (Le, Klieve, & McDonald, 2018). However, (Nkengasong, 2020) states the beginning of the new decade of the year 2020 led to the occurrence of unusual disease which was declared as an epidemic later. With the expansion of the human populace, the requirement of agricultural food, transport, and other necessity has also increased which led to uncovering domesticated animals and people to contaminations in nature. The covid-19 has had a significant impact on the hotel business. Lockdowns, social removing, stay-at-home requests, travel, and portability limitations were used to control and smooth the effects of COVID-19. These tactics resulted in the closure of many lodging organisations and a significant drop in interest for those that were allowed to continue working (Gursoy & Chi, 2020). The majority of the study on the perceptions of the hospitality students is only conducted to find the general perceptions of the students; however, a little attention appears to have been paid to how hospitality and tourism undergraduate students' career perceptions differ. Thus, this study is focused to understand the perception of hotel management aspirants', with special focus given to the housekeeping department. The implications of the study to benefit the hospitality aspirants, hospitality industry and the hospitality educators are discussed.

Literature Review

Impact of Corona-Virus 2019 on the Education System of Hospitality & Tourism

(Tiwari, Séraphin, & Chowdhary, 2020) adds to the currently available research on the effect of coronavirus-2019 on the education of the travel industry. The states that the thought to re-think the updation in travel industry training ought to be grounded on the current ideas of helices model for durable provisions and versatility during predicaments. The study emphasizes that the education system catering to the travel industry can be transmuted by multiple-level strategies to upgrade and accelerate fundamental improvement. (Tiwari, Séraphin, & Chowdhary, 2020) collates the study with the other co-existing research with the "triangulation process" and finds that the students may face desolate professional prospects and lack of freedom in occupational opportunities. This might cause the dissolution and withdrawal of several courses. Coronavirus affected the conveyance of courses by causing a compelling need for the advancement of teaching methodologies and techniques.

(Adedoyin & Soykan, Covid-19 pandemic and online learning: the challenges and opportunities, 2020) states that “digitized learning” is not a completely new practice in academics but has been a part of the teaching since the 1980s. Digitized learning depends on the technology which can be efficiently used with the help of mechanisms, apparatuses, and the internet. However, affording it can be a cause of distress for those who can't bear its cost. Encroachments by the members of the family and domesticated animals can also cause distraction. It is also further stated that digitized learning has brought abundant opportunities for pliability, interactivity, and malleability. Although digitized learning demands certain developments to enhance assessment tactics which may help in bereft duplicitous and plagiarism.

(Ye & Law, 2021) Covid19 has a severely deleterious influence on the educational system of the entire world. Thus, the entire educational platforms i.e. from kindergarten to the universities have been shut down due to the high density of population to avoid the spread of the deadly coronavirus. Propitiously, having gained the experience from the epidemic 2003 SARS, educationalists of the hospitality world are ceaselessly changing reaction activities to the obscure pandemic situation and applying their best to keep up the activity of the training framework. Thus, the travel industry and the hospitality industry have swiftly moved from offline versions of classes to online setup. Most showing classes, courses, workshops, seminars, and webinars are conveyed out online to avoid the spread of the covid19.

Technological Evolution in the Hospitality Industry

(Pine, 1992) coined that the practice of information technology in the operations of hospitality has been a pragmatic stimulus on the productivity of hoteliers. (Pine, 1992) Emphasizes that technology is restricted to only the use of new equipment, apparatuses, and mechanism, but it also represents the support of "human resources". (Mogelonsky, 2018) States that the housekeeping department has been an intensively physical job, thus, it necessitates a plenty of bodily work to execute the regular manoeuvres of the division. Even though, revolutions in innovation and technology have facilitated in mounting the progress of proficient expansion for the unit. (M.Karthik, 2015) sustenance the use of technological expertise in operations of housekeeping division. The investigator additionally lays claim to the use of ecological practices in routine responsibilities and the task of the housekeeping department, use of advanced information technology practices in housekeeping, usage of security & safekeeping practices.

(Powell, 2018) states that the housekeeping division must scuffle, parallel to the further subdivisions of the inn to retain its significance in running a property. The hotel's chief personnel department, the housekeeping division had to combat probabilities to arise to the close of the outlooks and presumptions of the hotel's customers. The editorial also stresses that the department has now upgraded, and it has been accomplished to get the superior technologies in use to uplift routine tasks. It also mentions new techniques in the housekeeping department that have been implemented in recent years such as "screen-time" a manoeuvre linked with the Facility management system, "droid-cleaner", "live hospitality web drill" etc.

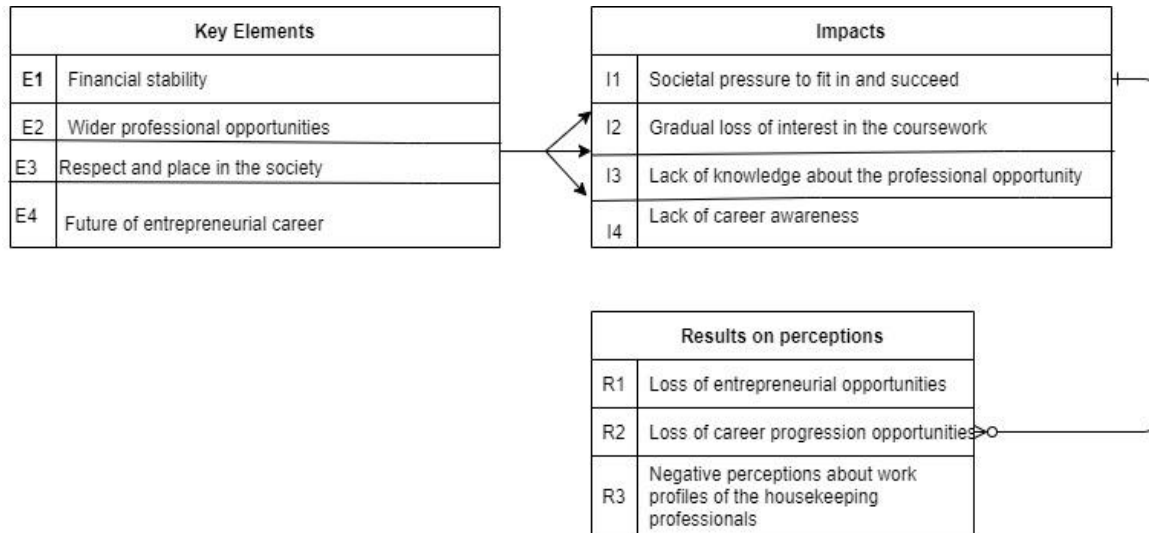
Perceptions of the Hospitality Aspirants towards Building Career in Hospitality

(Beck, Lopa, & Hu, 2003) expresses "career" as a vocation taken by a person for a particular range to gain ground throughout everyday life to earn a good life, money, status, and acknowledgment. At the underlying phase of a vocation, an individual needs to distinguish a pertinent association where the person can upgrade their fundamental abilities and capacities by earning monetarily, getting status and acknowledgment. At the beginning phase of the profession, the individual figures out how to find self-actualization and gains insight. (Raybould & Wilkins, 2006) accentuates the administrative, directorial, and supervisory abilities into leadership skills to keep up with the growing demands of the hospitality sector. The study further expresses that the hospitality business' anticipates that the hospitality aspirants should upgrade their capabilities to satisfy the current necessities and demands by effectively complete the daily routine activities, tasks, and work assignments productively and successfully.

It is likewise expressed by (Raybould & Wilkins, 2006) that the educational plan should be refreshed and upgraded to satiate the expanding changes in the business. (Wen, Xiaoye, & Kwon, 2019). Finds in their exploration that 57% of representatives in china find employment elsewhere, thus, they withdraw. Consequently, the study recommends that educators and trainers of the hospitality and hotel administration ought to comprehend the perspectives of understudies of the hospitality sector to hold them in the accommodation business to progress with better career opportunities. (Kumar, Singh, Kumar, & Dahiya, 2014) clarifies career anchor as a fundamental motivator that assists an individual with driving their thought processes and to find their qualities and shortcoming. (Kumar, Singh, Kumar, & Dahiya, 2014). Also learned that the viewpoint of the understudies is pessimistic when contrasted with the third-year understudies on the variable that is assigned as administrative appointments or managerial designations can be accomplished. The factors such as work-environment, environment during working hours,

nepotism, professional experience, and year of study states the commitments of the students towards the choices they make for their career progress (El-Dief & El-Dief, 2019).

Conceptual Framework



Source: Author

The perception of a person is defined as the awareness of certain physical objects that can be sensed (Angell, 1906). The perceptions are a recognised conceptual structure for figuring out what motivate people. The way one sees the world is referred to as perception. Perception is an especially personal experience. One can only draw from one's own experience (McDonald, 2012). The conceptual framework depicts the key elements that effect the perception of the hospitality aspirants and the results of the impact on the perceptions of the hospitality aspirants. The key elements are stated as financial stability, wider professional opportunities, respects, and prospects of an entrepreneurial career in the field of hospitality industry. The key elements are the significant factors of perceptions which have direct impact on the decision-making process of the students. The factors depict what students perceive about the career in the hospitality industry. Nature of work atmosphere, career progress, significance and repute in the society, compensatory benefits, promotion opportunities are the factors which (Anandhwanlert & Wattanasan, 2017). The most crucial skill required to build a successful career are the initiative aptitudes. Thus, the graduates should focus to learn more about the initiative aptitude and explore the demands of the industry from industry's point of view (V, Fukey, & Balasubramanian, 2014).

Research Methodology

Study Area and Sampling

The research was performed on the hospitality aspirants of Delhi NCR in colleges and academies that are providing education and training on hospitality and hotel administration. These include government establishments (IHM), state government establishments, and private hotel management establishments. The targeted establishments provide education through different variants of the courses by following the curriculum of 3-year or 4-year degree course like BHM stands for Bachelors in Hotel Management, B.Sc. stands for Bachelors in Science in Hospitality and Hotel Administration, and BHMCT which stands for Bachelors in Hotel Management and Catering Technology. Nonetheless, the research was never aimed to the study was never expected to earmark any specific programme. Thus, all the respondents of the different educational establishments were handled with equal importance during the conduct of the survey. The questionnaire was distributed to 900 students of final year. However, the response received was only 480 but 47 were rejected due to error. Thus, for this study 433 students were surveyed who were in their final year and are about to graduate (Shah, Chowdhury, & Gupta, 2021).

Research Instruments

To accomplish a valuable survey, a structured questionnaire was framed with the help of an extensive literature review. The well-structured questionnaire was created on the Likert scale of one to five range (Kusluvan & Kusluvan, 2000). The questionnaire was partitioned into two sections in which section A was intended to gather the segment profile of the members and part B was created to gather the subtleties of the view of understudies on the Likert scale on a size of 1 to 5. The Likert scale stands for "strongly disagree" whereas the Likert scale 5 stands for "strongly agree". The gathered data was analyzed on version 20 of SPSS. The Bartlett's test of sphericity and Kaiser-Meyer-Olkin were utilized to investigate suitability of the information. Cronbach's alpha reliability coefficient was used for each component to attain the uniformity of each scale, where a value that is higher than 0.7 depicts applicable consistency of all the analysed data. Research papers, books, magazines, authorized published data informs reports, and articles were studied to gather extensive secondary data. To analyse the data collected through the survey, descriptive and exploratory research is conducted. To analyse the demographic details of the respondents' analytical tools like frequency analysis is used. Factor analysis is also executed to lessen big no. of variables into less no. of variables. This tool extricates maximum common variance from all factors and places them into a typical score.

Furthermore, with the help of a table, the Greatly Chosen and Slightest Chosen Factors are depicted.

Analysis and Results

Table No.1 showcases the details of the demographic features of the respondents who participated in the survey by depicting the characteristics of the participants, their total numbers, and their percentage. The numbers of respondents pursuing B.Sc. are 206 with 46.5 percent, BHM is 108 with 24.3 percent and BHMCT is 129 with 29.11 percent. The respondents with 3-year degree courses are 70.8 percent i.e. 314 and the numbers of respondents with 4-year degree courses are 29.1 i.e. 129. The number of male respondents is 344 with 77.6 percent, whereas the female respondents are 99 with 22.3 percent. The age group may vary from 17-18, 19-20, 21-22, and above 22 with 38.1 percent, 43.5 percent, 12.1 percent, and 6.09 percent respectively. The Reason to Pursue Hospitality Education by the graduates are categorized as *Influence of friends & family* are 83 with 19.7 percent. The number of graduates chose *Zeal* are 103 with 23.2. 163 graduates chose *Prospect of promising career* with percentage of 36.7. the number of graduates opted *Attracted towards enticing glamour of the industry* are 63 with 14.2 percent. However, 31 graduates chose *no other option left to pursue a career* is 6.9 percent.

Table 1 Demographic Details of the Respondents

Participants characteristics	N	%
Course		
B.Sc.	206	46.5
BHM	108	24.3
BHMCT	129	29.11
Period of Degree Completion		
3 years	314	70.8
4years	129	29.1
Sex		
Male	344	77.6
Female	99	22.3
Age-group		
17-18 years	169	38.1
19-20 years	193	43.5
21-22 years	54	12.1
Above 22 years	27	6.09
Reason to Pursue Hospitality Education		
Influence of friends & family	83	19.7
Zeal	103	23.2
The prospect of a promising career	163	36.7
Attracted towards enticing glamour of the industry	63	14.2
No option left to pursue a career	31	6.9

Source: Author

Table no. 2 depicts that the "Factors considered while selecting a career post-pandemic" is documented with the high-ranking eigenvalue (6.404), 30.982 of the total variance, and

has Cronbach's alpha 0.846. Further, the factor is classified into five different variables. These are a) Fiscal Security and other reward benefits b) Career visions and prospects c) Premier title in the organization d) Exposure through networking e) Societal stature. The factor number two used in factor analysis is “Aspects that are well-thought-out by hospitality establishments while hiring a prospective candidate” with eigenvalue.314, 16.235% of the total variance and trustworthiness alpha of 0.824. This factor is beyond illustrated by five variables: a) Familiarity with technological updates b) Personality c) Skill d) Educational Credentials e) Inter-personal and soft skills. The factor number three is “Area of interest to pursue in the hospitality industry after corona-virus” with eigenvalue 1.332, 9.112 of total variance and reliability alpha of.838. The factor is further categorized into 5 variables: a) Hotel establishments in form of Inns, Lodging and Café b) Voyage liners c) Retail business d) Air travel services e) Hospital management. The factor number four used in the analysis is “Area of interest in different sub-divisions of the hotel after pandemic” with eigenvalue 3.312, 18.225 % total variance, and reliability alpha of.866. The elements are further labelled into five categories a) Food and beverages services b) Food production c) Hotel Housekeeping operations d) Front desk/office and e) Sales & marketing. Conversely, a factor “the effect of faculty in selecting subdivision for pursuing a career” was recorded on more than one-factor loading and consequently rejected. Several other aspects were likewise excluded because of the minor value of alpha coefficient (.23).

Table 2 Factor Analysis Of Students’ Perceptions and Expectations from Housekeeping Department As An Impact of Covid-19

Factor	Loading	Eigenvalue	Variance Explained (%)	Reliability Alpha
<i>Factor considered while selecting a career post-pandemic</i>		6.404	30.982	.846
Fiscal security and other reward benefits	.623			
Career visions and prospects	.733			
Premier title in the organization	.721			
Exposure through networking	.523			
Societal stature	.745			
<i>Aspects that are well-thought-out by hospitality establishments while hiring a prospective candidate</i>		3.314	16.235	.824
Familiarity with technological updates	.712			
Personality	.512			
Skills	.503			
Educational credentials	.611			
Interpersonal and soft skills	.613			
<i>Area of interest to pursue a career in hospitality Industry after covid</i>		1.332	9.112	.838
Hotel establishments in form of Inns, Lodging and Café	.715			
Voyage liners	.702			
Retail business	.512			
Air travel services	.711			
Hospital management	.501			
<i>Area of interest in the hotel to pursue a career after the pandemic</i>		3.312	18.225	.866
Food and beverage services	.613			
Food production	.812			
Accommodation operations	.612			
Front office	.518			
Sales and marketing	.510			

Source: Author

Table No. 3 depicts the descriptive statistics of the perceptions of the hotel management aspirants' towards pursuing a profession in the housekeeping-hospitality industry. The minimum no. of aspirants selected 3 which is "Neutral" whereas the maximum aspirants elected 4 which is "Agree", with 4.48 mean and .687 as standard deviation and stated that "housekeeping department can help them to achieve career success". The aspirants furthermore selected 4 as a minimum which is "Agree" and 3 as Maximum which is "Neutral", with the mean value of 4.46 and .777 standard deviation for the factor that whether "housekeeping can provide you financial freedom and security as compare to the other departments". Likewise, for the "housekeeping has potential to pursue entrepreneurship" the aspirants scored 2 as minimum and 4 as maximum with the mean value of 4.32 and .718 as standard deviation.

Table 3 Descriptive Statistics of Perception of Hotel Management Aspirants

	N	MINIMUM	MAXIMUM	MEAN	STD. DEVIATION
Do you think the Housekeeping department can help you to achieve career success?	443	3	4	4.48	.687
Do you think Housekeeping can provide you financial freedom and security as compared to the other departments?	443	4	3	4.46	.777
Do you think Housekeeping has the potential to pursue entrepreneurship?	443	2	4	4.32	.718

Source: Author

Table No.4 and 5 depict the outcome of Multivariate analysis of variance which shows that the Male and females aspirants have a difference of perceptions and anticipations from the housekeeping division. It also shows that the aspirants of the hospitality of various ages and sex have critical contrasts in their corresponding discernments and perceptions with respect to accommodation and housekeeping division. The post hoc assessment with turkey measurements (p value <more than.01) indicates that there are various perspectives of the respondents between 18-19 years and 20-21 age group. This shows that understudies with progression in age recognize it more effectively as compared to understudies of the younger age faction.

Table 4 MANOVA of Age

Mean		MANOVA/ANOVA
Variable	>17 17 – 18 19 – 20 21 – 22 <22	F Value p Value
Vocation	3.5823 3.2530 3.4757 3.8381 3.7125	3.188.014
Employment	2.7743 2.7200 2.7501 2.8470 2.8114	0.194.931
Prospect in Hospitality	2.6515 2.6510 2.711 2.0768 2.6049	2.157.074
Prospect in Hotel	2.6322 2.3221 2.6200 2.0420 2.533	1.142.046

Note: For ANOVA, *df* = 4. For MANOVA, Wilk's lambda = .861, F value = 2.193, p = .007.

A significant difference (p <.05) was found in the Tukey test. Source: Author

Table 5 MANOVA of Gender

Mean	MANOVA/ANOVA	
Variable	Male Female	F Value p Value
Vocation	3.3752 3.3508	3.060.081
Employment	2.4643 3.0412	12.963.000
Prospect in Hospitality	2.4236 2.5364	0.025.925
Prospect in Hotel	2.5121 2.3212	1.113.036

Note: For ANOVA, $df = 1$. For MANOVA, Wilk's lambda = .833, F value = 4.820, And $p = .002$

Source: Author

Table No.6 displays the greatly chosen and slightest chosen factors by the aspirants of the hospitality sector. The greatly chosen factors are Zeal to be successful in the hospitality industry, Attracted towards enticing glamour of the industry, Career visions and prospects, and Societal stature. The least or slightly chosen or ranked factors are Influence of friends & family, No option left to pursue, Retails sectors, Accommodation operation, Front office department. This research mulls over that there is a need to upsurge mindfulness among understudies about vocational prospects to grow in the housekeeping division. The understudies are more disposed to join different divisions of the hospitality and hotel industry. Although there is the utilization of winning innovation to do the day-by-day job, yet the understudies feel hesitant to pick the housekeeping division over other divisions. The reasons that understudies don't pick the housekeeping division to seek after they feel that vocations in housekeeping department may majorly include tasks such as Cleaning of Public region of the hotel such as the foyer, toilets and restrooms, Low-eminence occupations, Low development and pay scale, less creativity in the work as compared to the other departments.

Table 6 Findings: Greatly Chosen and Slightest Chosen Factors

<i>Greatly Chosen or Ranked Factors</i>	<i>Slightest Chosen or Ranked Factors</i>
Zeal to work in the hospitality industry	Influence of friends & family
Attracted towards enticing glamour of the industry	No option left to pursue
Career visions and prospects	Retails sectors
Societal stature	Accommodation operation
Food Production department	Sales and Marketing

Practical Implications

The study is aimed to benefit the hospitality aspirants, hospitality industry and the hospitality educators are discussed. The perceptions of the graduates contribute in shaping their career. The study provides pathway to the students to understand about the different

sectors of housekeeping industry where they can build their career. The study states the negative perceptions of the students which restrict them to join the housekeeping sector of hospitality industry. Likewise, the impact of internship also imposes negative impacts on the hospitality aspirants and likely to impact their perceptions (Le, Klieve, & McDonald, 2018). It is highly imperative to uplift the status of the hospitality sector to inspire students to join hospitality industry (El-Dief & El-Dief, 2019). It is very much essential for the graduates to learn more about the industry's perspective and demands (V, Fukey, & Balasubramanian, 2014).

Discussions and Suggestions

The housekeeping administrations and services are turning out to be a rewarding business adventure for any aspirants who are ready to dive in and explore the vocational opportunities as prospective entrepreneurs. This study proposes the impact of innovation in fascinating understudies to seek after a vocation in the housekeeping division over other divisions of hotels. This examination can be utilized further by Housekeeping experts and Recruiters to plodding away at the impression of the understudies concerning the housekeeping division. This investigation finds that there is an enormous requirement for the housekeeping business to generate mindfulness and cognizance in the understudies about the vocation possibilities and opportunities in the housekeeping division across the accommodation business as well as in every service-oriented sector. The housekeeping division has now developed into an industry, which isn't restricted to the hospitality sector but is also demanded in every industry to attract business. Hence, the aspirants of hospitality have a wide range of options to pursue their professional careers beyond the hotel sector. Likewise, entrepreneurship in the housekeeping sector has an incredible scope for development and growth.

However, this investigation was bound to the understudies of Delhi and the housekeeping division, hence, further examination can be led by different analysts and researchers for different areas and with alternate departments and divisions of the hotel. The significantly preferred factors are zeal to work in the hospitality industry, attracted towards enticing glamour of the industry, Career visions and prospects, and Societal stature. The slightest or faintly chosen factors are effect of friends & kinfolk, no option left to pursue, retails sectors, accommodation operation, front office department. This research ponders over that there is a requirement to improve mindfulness among aspirants about "employment prospects" to nurture growth in the housekeeping division. The aspirants are more willing to work in the various other divisions of the hospitality and hotel industry. Although there is the application of novelty techniques and procedures to do the day-by-day job, yet the

aspirants feel restricted to prefer the housekeeping division over other divisions. The causes that aspirants don't prefer the housekeeping division is that they feel that their profession as a housekeeper includes responsibilities such as cleaning of the public region of the hotel such as the foyer, toilets, and restrooms, cleaning, and maintenance of guestrooms. They find housekeeping as a low-eminence occupation that has low development and pays scale, less creativity in the work as compared to the other departments.

Limitations

This study was limited to the aspirants of Delhi NCR, who are pursuing education in hospitality and hotel administration in different educational establishments which included private institutes, govt. institutes, and universities. The study was restricted to research the outlook of hotel management aspirants' perception on housekeeping-hospitality learning. Thus, future research can also be conducted to find the perspective post-covid-19 recruitments in the housekeeping department as well as another department.

References

- Abad-Segura, E., González-Zamar, M.D., Infante-Moro, J.C., & Ruipérez García, G. (2020). Sustainable management of digital transformation in higher education: Global research trends. *Sustainability*, 12(5), 2107.
- Adedoyin, O.B., & Soykan, E. (2020). Covid-19 pandemic and online learning: the challenges and opportunities. *Interactive Learning Environments*, 1-13.
- Anandhwanlert, T., & Wattanasan, C. (2017). Career Perception of Undergraduate Students on Tourism and Hospitality Industry in Thailand. *Global Advanced Research Journal of Management and Business Studies*, 5(10), 339-346.
- Angell, J.R. (1906). *Psychology: An Introductory Study of the Structure and Function of Human Conscious (3rd ed.)*. New York: Henry Holt and Company.
- Beck, J., Lopa, J.L., & Hu, A. (2003). Career Anchors of Hospitality and Tourism Educator. *Journal of Hospitality & Tourism Education*, 15(4), 5-12.
<https://doi.org/10.1080/10963758.2003.10696771>
- El-Dief, M., & El-Dief, G. (2019). Factors affecting undergraduates' commitment to career choice in the hospitality sector: Evidence from Saudi Arabia. *Journal of Human Resources in Hospitality & Tourism*, 18(1), 93-121.
- El-Houshy, S.S. (2014). Hospitality Students ' Perceptions towards Working in Hotels: a case study of the faculty of tourism and hotels in Alexandria University. *Tourism in a Changing World: Opportunities & Challenges*, 800-819.
- Fry, K. (2001). E-learning markets and providers: some issues and prospects. *Education+Training*, 43, 233-239.

- Gössling, S., Scott, D., & Hall, C.M. (2020). Pandemics, tourism and global change: a rapid assessment of COVID-19. *Journal of Sustainable Tourism*, 29(1), 1-20.
- Gursoy, D., & Chi, C.G. (2020). Effects of COVID-19 pandemic on hospitality industry: review of the current situations and a research agenda. *Journal of Hospitality Marketing & Management*, 29(5), 527-529.
- IBEF. (2021). India Brand Equity Foundation. India Brand Equity Foundation.
<https://www.ibef.org/industry/tourism-hospitality-india.aspx>
- Kukreti, R., & Dani, D. (2020). Perception and Preferences of Hospitality Management Students Towards Working in Hotel Industry. *International Journal of Psychosocial Rehabilitation*, 24(06), 4965-4971.
- Kumar, A. (2018). Hospitality education in India: Issues and challenges. *Journal of Hotel and Business Management*, 7(1), 169.
- Kumar, A., Singh, P.K., Kumar, A., & Dahiya, S. (2014). Changing Perception of Students toward Hospitality Industry: A Comparative Analysis. *International Journal of Tourism & Hospitality*, 1(1), 7-12.
- Kusluvan, S., & Kusluvan, Z. (2000). Perceptions and attitudes of undergraduate tourism students towards working in the tourism industry in Turkey. *Tourism management*, 21(3), 251-269.
- Le, A. H., Klieve, H., & McDonald, C.V. (2018). Tertiary students' perceptions of hospitality careers in Vietnam. *Empirical Research in Vocational Education and Training*, 10(1), 1-25.
- Karthik, M. (2015). A New Trend in Hotel Housekeeping Practices and Challenges. *International Journal of Innovative Research in Science, Engineering and Technology*, 4(6), 4169-4173.
- McDonald, S.M. (2012). Perception: A Concept Analysis. *International Journal of Nursing Knowledge*, 23(1), 2-9.
- Mobility Foreign sights. (2020). Hotel Industry in India 2019-2025. Mobility Foreign sights.
- Mogelonsky, L. (2018). Hospitalitynet.
www.hospitalitynet.org,
<https://www.hospitalitynet.org/opinion/4088766.html>
- Mukerjee, D. (2020). A quick look at skilling initiatives in 2020. India: People Matters.
<https://www.peoplesmatters.in/article/outlook2020/a-quick-look-at-skilling-initiatives-in-2020-24420>
- Nkengasong, J. (2020). China's response to a novel coronavirus stands in stark contrast to the 2002 SARS outbreak response. *Nature medicine*, 26(3), 310-311.
<https://doi.org/10.1038/s41591-020-0771-1>
- Pine, R. (1992). Technology transfer in the hotel industry. *International Journal of Hospitality Management*, 11(1), 3-22.
- Powell, C. (2018). hotelier magazine.
<https://www.hoteliermagazine.com>,
<https://www.hoteliermagazine.com/housekeeping-is-being-slowly-transformed-by-technology/>

- Raybould, M., & Wilkins, H. (2006). Generic Skills for Hospitality Management: A Comparative Study of Management Expectations and Student Perceptions. *Journal of Hospitality and Tourism Management*, 13(2), 177-188.
<https://doi.org/10.1375/jhtm.13.2.177>
- Saxena, S. (2020). Are small enterprise benefits the new BIG focus in 2020? India: People Matter.
<https://www.peoplesmatters.in/article/outlook2020/are-small-enterprise-benefits-the-new-big-focus-in-2020-24421>
- Schoffstall, D.G. (2013). *The benefits and challenges hospitality management students experience by working in conjunction with completing their studies*. Iowa.
- Shah, C., Chowdhury, A., & Gupta, V. (2021). Impact of COVID-19 on tourism and hospitality students' perceptions of career opportunities and future prospects in India. *Journal of Teaching in Travel & Tourism*, 1-21.
- Singh, D., & Ad, A. (2017). perception of students towards hotel management courses and industry-A study of Central University of Haryana. *International Journal of Management and Social Sciences Research*, 6(6), 25-28.
https://www.researchgate.net/publication/318030444_Perception_of_Students_towards_Hotel_Management_Courses_and_Industry-Study_of_Central_University_of_Haryana
- Tiwari, P., Séraphin, H., & Chowdhary, N.R. (2021). Impacts of COVID-19 on tourism education: Analysis and perspectives. *Journal of Teaching in Travel & Tourism*, 21(4), 313-338.
- UNSECO. (2020). <https://en.unesco.org/covid19/educationresponse>
- Jaykumar, V., Fukey, L.N., & Balasubramanian, K. (2014). Hotel managers perspective of managerial competency among graduating students of hotel management programme. *Procedia-Social and Behavioral Sciences*, 144, 328-342.
<https://doi.org/10.1016/j.sbspro.2014.07.303>.
- Walsh, K., Chang, S., & Tse, E.C.Y. (2015). Understanding students' intentions to join the hospitality industry: The role of emotional intelligence, service orientation, and industry satisfaction. *Cornell Hospitality Quarterly*, 56(4), 369-382.
<https://doi.org/10.1177/1938965514552475>
- Wang, S., & Huang, X. (2014). College Students' Perceptions of Tourism Careers in China: Implications for the Industry and Education Providers. *Journal of Human Resources in Hospitality & Tourism*, 13(3), 211-233.
- Wen, H., Li, X., & Kwon, J. (2019). Undergraduate students' attitudes toward and perceptions of hospitality careers in Mainland China. *Journal of Hospitality & Tourism Education*, 31(3), 159-172. <https://doi.org/10.1080/10963758.2018.1487787>
- World Travel and Tourism Council. (2021). Economic Impact Reports.
- WTTC. (2019). Travel and Tourism Economic Impact. seville, spain: World Travel and Tourism Council. <https://www.wttc.org/-/media/files/reports>
- WTTC 2021; Hospitalitynet. (2021). WTTC Data Shows U.S. Maintains Position as Biggest Travel & Tourism Market Despite Suffering 41% Slide in GDP. Hospitalitynet.org.
- Ye, H., & Law, R. (2021). Impact of COVID-19 on hospitality and tourism education: a case study of Hong Kong. *Journal of Teaching in Travel & Tourism*, 1-9.