EVALUATION ON THE EXTENT OF LEARNING TOWARDS ROOMS DIVISION INTERNSHIP: BASIS FOR CURRICULUM IMPROVEMENT

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Abstract

This study focuses on students' evaluation on the extent of their learning in their Rooms Division Internship. Respondents were third year students taking Cruise Line Operations in Hotel Services (CLOHS) of Lyceum of the Philippines University–Laguna. This study aims to achieve the following: to determine the extent of learning of the respondents on the following courses: (a) Housekeeping Operations, (b) Front Office Operations, and (c) Computer System for Front Office Operations; to determine the extent of application of the respondents' learning in their following courses (a) Housekeeping Operations (b) Front Office Operations (c) Computer System for Front Office Operations; to determine the significant difference between the extent of learning and application of learning; and to propose a recommendation for curriculum improvement. This research study used the descriptive method and subjected to statistical treatment like weighted mean and T-test. Results show that the extent of learning of the respondents in Rooms Division were moderate and their learning in their courses was moderately applied during their internship. Overall, there is no significant difference between the extent of learning and the extent of application of learning in all courses. Both were moderately extent and applied. On the other hand, there are certain areas in the curriculum that should be enhanced.

Keywords: Rooms Division, learnings, application, Housekeeping Operations, Front Office Operations, Computer System for Front Office Operations

INTRODUCTION

Hospitality industry is facing a wide range of competition throughout the world. This is one of the world's largest and fastest-growing industries. Nowadays, it is positioned as the largest employer in the world next to the government; it provides different jobs in different areas such as hotels and restaurants. As a result of this growing industry, it needs more knowledgeable and well-trained staff to sustain the demands of the people in each and every sector of the establishment (Jin-zhao, 2009).

One of the departments in hospitality industry is the Rooms Division Department which is one of the busiest and the most important departments in the hospitality industry. It includes the Housekeeping Operations, Front Office Operations, and Computer System for Front Office Operations. Rooms Division is involved in the sales of rooms and is responsible for the services and facilities for

the guests (Baker et al., 2001). It has two (2) sub-departments which are: (1) Housekeeping Operations Department which is the busiest and the most important department since the hotel's main product is the room (Hsu et al., 2011), and (2) Front Office Operations Department which is the nerve center of the hotel. It communicates to all the departments inside the hotel. Under this is the Computer System for Front Office Operations which is responsible for the reservations, arrival of the guests, housekeeping services, checking the status of the rooms, check-out, and restaurant operations (Pizam et al., 1997).

In Lyceum of the Philippines University–Laguna (LPU–Laguna), the said three (3) courses are being offered. The institution trains students to be more competitive in their field. Students are provided learning opportunities in terms of productivity, career, attitude, and technical skills. Each department in LPU–Laguna works with the Palaestra Consortio Office, an internship office which provides training for the students. The students are assigned to their respective fields, in tourism and hospitality. They are assigned in establishments like hotels, resorts, restaurants, theme parks, airlines, and travel agencies.

Other hospitality students were assigned in departments such as food and beverage (F&B), housekeeping, front office and kitchen wherein their skills and knowledge will be applied (Felicen et al., 2014). The students are required to have four (400) hundred hours of training to fulfill their requirements in the specific course.

Internship is one of the most important trainings of the students because they are being exposed to their actual workplace. Moreover, Dotong (2014) said that internship program has a great impact to the students for the reason that it gives more opportunity to practice what they have learned from the theoretical studies and principles. All the learnings in schools, knowledge and skills will be enhanced when they start to experience the actual work environment. The main goal of the internship is to prepare the students for their field of specialization. They will be given opportunity to improve their strengths and weaknesses through the evaluation of their mentor.

According to Spady (1994), Outcomes-based Education (OBE) is a learning result that the students can demonstrate at the end of the significant learning experiences. This outcome is the application of learnings into performance of the students. With that, the students' competence using the content, information, ideas, and tools will be considered. It is one of the most important things so that students can apply what they know and it is a major step beyond knowing itself. He also said that outcomes include the actual performance, not just knowing and purely mental processes, students must show it through actions. The educators should explain and elaborate more what they are discussing. They must use observable action verbs such as describe, explain, design or produce, unlike the non-demonstration processes like how, understand, believe, and think.

The researchers came up with this study because they are more interested specifically in their Rooms Division course, if the learning that they got from their courses in the institution were applied in their internship. The researchers are also

Cruise Line students who have undergone their Rooms Division onboard training and observed that there is a gap between the learning and the application of that learning in internship. Hence, the researchers aimed to know the said gap, if there is any. At the same time, this study aimed to improve the curriculum of Cruise Line Operations in Hotel Services (CLOHS).

Conceptual framework

The researchers will determine the extent of learning based on their curriculum. They will also survey the extent of application based on the experiences of the respondents during their onboard internship. The results of this will be tabulated to come up with the proposal and recommendation for curriculum improvement.

Objectives of the study

This study aimed to determine the learning that the students got from their Rooms Division courses and the application of them in their internship. More specifically, it seeks to achieve the following: to determine the extent of learning of the respondents on the following courses: (a) Housekeeping Operations, (b) Front Office Operations, and (c) Computer System for Front Office Operations; to determine the extent of application of the respondents' learning in their following courses: (a) Housekeeping Operations, (b) Front Office Operations, and c) Computer System for Front Office Operations; to determine the significant difference between the extent of learning and application of learning; and to propose a recommendation for curriculum improvement.

METHODOLOGY

The researchers of this study employed descriptive research in conducting the study. The researchers used the descriptive method for the reason that they have the necessary information coming from the syllabus of the three (3) courses which are the Housekeeping Operations, Front Office Operations, and Computer System for Front Office Operations that will be answered by their respondents. The descriptive research is being used as the researchers' survey questionnaire and the researchers will use quantitative method to gather the results. Descriptive research method is not just for collecting data and tabulating facts but this method encompasses proper analysis, interpretation, comparison, and identification of trends and relationships (Salaria, 2012).

The researchers conducted this study at Lyceum of the Philippines University–Laguna (LPU–Laguna). The respondents of this study were the third year Cruise Line Operations in Hotel Services (CLOHS) students; a total of 30 students. It is more efficient to conduct to these students who had just finished their on-board internships and who are accessible to the researchers. There will be no

sampling method done in this study since the total population will be the total sample.

The researchers used a survey questionnaire to gather the necessary information. The questionnaire is based on the syllabus of Housekeeping Operations, Front Office Operations, and Computer System for Front Office Operations. These questions are the Student Outcomes (SOs) of the mentioned courses stated in the syllabus. Over all, there are 160 statements to be answered by the respondents. The researchers personally distributed the questionnaires to the respondents.

The survey questionnaire has two parts: the extent of learning and the extent of application. The first part has 19 statements about the learning of Housekeeping Operations, 30 statements about Front Office Operations, and 23 statements about Computer System for Front Office Operations. The second part about the application of learning has the same numbers like the extent of learning in Housekeeping Operations, Front Office Operations, and Computer System for Front Office Operations.

The questionnaire was validated by three (3) professionals: professor/instructor, adviser, and statistician.

This study sequenced the following procedure. The researchers proposed a topic to their respected adviser. The researchers read different articles about their topic. Through their reading and review about their topic, they came up with four (4) objectives. Then, the questionnaires were prepared by the researchers and were distributed to the respondents. Then, the researchers tabulated and interpreted the results and prepared recommendations for curriculum improvement.

The researchers made sure that all the answers of the respondents are fully confidential. This research will serve as a recommendation for further improvement of CLOHS curriculum. Results will not reflect the institution.

The researchers used different tools in collecting the data. The rating scale reflects how much the respondents answered each statement using the Likert scale: HE – Highly Extent; E – Extent; ME – Moderately Extent; LE – Less Extent—for the extent of learning; and HA – Highly Applied; A – Applied; MA – Moderately Applied and LA – Less Applied—for the extent of application.

To interpret the extent of learning and application of the respondents on the following courses: Housekeeping Operations, Front Office Operations, and Computer System for Front Office Operations, the researchers used weighted mean.

To measure the significant difference between the extent of learning and extent of application, T-test was used.

RESULTS AND DISCUSSION

Extent of learning in Housekeeping Operations

Overall, it can be noted based on the results that majority of the respondents have enough learning in showing professional gestures and positive attitude during internship. This can be attested because based on the experience of the researchers when they took the course, most of the times spent in classroom instruction were focused on these topics. However, the respondents also stated that the extent of learning about demonstrating skills was moderate. This means that instructors need to focus on this since the students have no enough knowledge on this.

Kaufman (2014) stated that students are more comfortable on how they present themselves more than their actual skills and knowledge of the profession.

Extent of learning in Front Office Operations

It can be noted, based on the results, that majority of the respondents have extent of learning in identifying body language and facial expression. This can be attested because based on the experience of the researchers, when they took the course, most of the times spent on classroom instruction were focused on this topic. However, the respondents also stated that the extent of learning about applying micros opera in Property Management System such as hotel room planning, reservation, arrival, housekeeping services, checkout, and restaurant operation is moderate. This means that instructors need to focus on this since the students lacked this kind of learning.

The study of Blackburn (2011) stated that relationship with clients and peers is one of the hotel's important valuable asset. Building and maintaining it should be done on every hotelier's heart for the growth of the company.

Extent of learning in Computer System of Front Office Operations

Overall results show that students answered Moderately Extent in all Student Outcome. This means that they all have the learning that is needed but there are some areas that need to be improved or developed for the reason that they can have better understanding or knowledge in these key areas.

Sachdev et al. (2004), stated that having a quality service is important for the reason that it controls, ensures, and improves quality.

Extent of application of learning in Housekeeping Operations

The overall result shows that majority of the students have applied their leaning in their internship moderately. There are some areas that need to improve.

Wrigh et al. (2012), stated that having an effective job description is necessary. One needs to collect and know information about the job, responsibilities, as well as limitations. She also added that this is important that a worker does his or her job very well.

Extent of application of learning in Front Office Operations

It can be noted based on the results that majority of the respondents have shown professional gestures and positive attitude in the workplace. This can be attested because based on the experience of the researchers when they took the course, most of the times spent on classroom instruction were focused on this topic. However, some of the respondents stated that the application of learning in comparing customer value and satisfaction is moderate. This means that instructors need to focus on this since the students are not that knowledgeable.

Boehlke (1967) stated that having a good and positive attitude along with positive thinking will reflect on what one does and makes him or her a more productive employee.

Extent of application of learning in Computer System of Front Office Operations

It can be noted based on the results that majority of the respondents were able to apply their learning in the institution in proper coordination to ensure privacy, security, and confidentiality of all guests. This can be attested because based on the experience of the researchers when they took the course; most of the times spent on classroom instruction were focused on this topic. However, majority of the respondents stated that the extent of application of learning about demonstrating the ability to handle complaints, providing and handling guest service, and displaying awareness in emergency procedures is moderate. This means that instructors need to focus on this since the students do not have much knowledge on this.

Richa (2012) stated that it is important to ensure that a business excels in achieving the customer needs and meets the organization goals.

Table 1 presents the difference between the extent of learning and the extent of application of learning in Housekeeping Operations course. Results show that there is no significant difference between the extent of learning and the extent of application in terms of Housekeeping Operations for the reason that the learning taught in the institution were applied during internship.

Table 1. Difference between learning and application in Housekeeping Operations

Student Outcome		Mean	SD	t-value	p-value	Interpretation
SOa	Learning	2.23	0.57	-1.186	0.240	Not Significant
	Application	2.43	0.73			
SOc	Learning	2.20	0.61	-1.157	0.252	Not Significant
	Application	2.40	0.72			
SOd	Learning	2.33	0.61	-0.557	0.580	Not Significant
	Application	2.43	0.77			
SOe	Learning	2.50	0.63	1.000	0.321	Not Significant
	Application	2.33	0.66			
SOi	Learning	2.47	0.78	-0.486	0.629	Not Significant
	Application	2.57	0.82			
SOn	Learning	2.60	0.77	0.501	0.618	Not Significant
	Application	2.50	0.78			

Table 2 presents the difference between the extent of learning and the extent of application of learning in Housekeeping Operations course. Results show that there is no significant difference between the extent of learning and the extent of application in terms of Housekeeping Operations for the reason that the learning taught in the institution were applied during internship.

Table 2. Difference between learning and application of learning in Front Office Operations course

Student Outcome		Mean	SD	t-value	p-value	Interpretation
SOa	Learning	2.47	0.68	1.089	0.281	Not Significant
	Application	2.27	0.74			
SOb	Learning	2.37	0.76	0.872	0.387	Not Significant
	Application	2.20	0.71			
SOc	Learning	2.33	0.76	-1.439	0.156	Not Significant
	Application	2.60	0.67			
SOe	Learning	2.57	0.68	1.300	0.199	Not Significant
	Application	2.33	0.71			
SOf	Learning	2.57	0.77	0.308	0.259	Not Significant
	Application	2.50	0.90			
SOg	Learning	2.57	0.68	1.398	0.168	Not Significant
	Application	2.30	0.79			
SOh	Learning	2.17	0.65	-0.478	0.634	Not Significant
	Application	2.27	0.94			
SOi	Learning	2.37	0.72	0.187	0.852	Not Significant
	Application	2.33	0.66			
SOl	Learning	2.37	0.76	1.356	0.180	Not Significant
	Application	2.10	0.76			
SOn	Learning	2.33	0.71	0.345	0.732	Not Significant
	Application	2.27	0.78			

Table 3 presents the difference between the extent of learning and the extent of application of learning in Computer System for Front Office Operations course. Results show that the extent of learning and the extent of application of learning has no significant difference.

Table 3. Difference between learning and application of learning in Computer System for Front Office Operations course

Student Outcome		Mean	SD	t-value	p-value	Interpretation
SOa	Learning	2.53	0.68	0.177	0.860	Not Significant
	Application	2.50	0.78			
SOb	Learning	2.37	0.76	0.901	0.371	Not Significant
	Application	2.20	0.66			
SOc	Learning	2.37	0.67	0.739	0.463	Not Significant
	Application	2.23	0.73			
SOd	Learning	2.37	0.61	0.832	0.409	Not Significant
	Application	2.23	0.63			
SOe	Learning	2.37	0.72	-1.488	0.142	Not Significant
	Application	2.63				
SOh	Learning	2.53	0.57	0.612	0.539	Not Significant
	Application	2.43	0.68			
SOi	Learning	2.40	0.72	0.729	0.469	Not Significant
	Application	2.27	0.69			
SOj	Learning	2.37	0.67	0.317	0.708	Not Significant
	Application	2.30	0.70			

CONCLUSION

Results show that the extent of learning in Rooms Division in terms of Housekeeping, Front Office Operations, and Computer System for Front Office Operations courses were moderate. This means that the institution provided the necessary learning needed by the students. This also means that the institution has an effective curriculum because the students were able to learn what they need in their internship.

Results also show that the respondents' learning in their Rooms Division courses was moderately applied during their internship. This means that the

learning they have acquired in the institution were applied though there were some areas that need to improve.

There is no significant difference between the extent of learning and the extent of application of learning in all courses. Both were moderately extent and applied.

The curriculum of the institution is almost ready to expose the students to the actual workplace. Appropriate curriculum was provided for the students but there are certain areas in the curriculum that should be enhanced.

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