

EFFECTS OF THE DUALIZED TRAINING PROGRAM ON THE OCCUPATIONAL INTEREST OF THE STUDENTS ENROLLED IN BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT

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ABSTRACT

The theoretical framework of this study was based on the premise that the Dualized Training Program would affect the occupational interest of the students enrolled in Hotel and Restaurant Management in Rizal technological University. The exposure of the students in the said Program wherein they practice what is being learned theoretically in school would help them in strengthening their occupational interest or even opt for another occupational interest that will best suit the skills that they possess after graduation.

The study employed both quantitative and qualitative approach. The descriptive research specifically the survey method was used. Qualitative research interview was also administered to the participants. The study employed purposive sampling of 147 students belonging to batch 2011 enrolled last Summer 2014 who were required to engaged in various Dualized Training Program at Astoria Culinary and Training Institute and Bistro Academy from 2011-2014. A researcher-made questionnaire was used to gather data which were treated statistically using percentage, frequency distribution and t-test for correlated dependent samples.

Based on the analysis made, male respondents' occupational interest was to be in Food and Beverage Services before their exposure to the Dualized Training Program, whereas female respondents would rather be in the Front Office Operations. After the Dualized Training Program, both male and female respondents regarded Food and Beverage Services as their occupational interest. There was a significant difference in the occupational interests of respondents before and after the Dualized Training Program.

Keywords: *Dualized Training Program, occupational interest, skills, Hotel and Restaurant Management*

Introduction:

Education is a non-material culture that is close to Filipinos' heart because it is valued as wealth. In the old school, parents usually decide the course or

profession to be taken up by their children often following a continuing pattern of education within the family. The family's background normally provides the basis from which children's career plans and decision making evolve.

With paradigm shift in education since the start of the 20th century, children became techno-driven, making them more adept to what is going on around the world. The inflow of modern technology made our young people become aware of what is happening around the world. In addition, there are also other factors that affect the occupational interest of the students as they move on towards their high school lives. Appealing advertisements regarding different occupations invaded media and peer influence could also affect the occupational aspirations of our youth today.

In an article posted in www.courses.com.ph, one of the current most popular college courses in the Philippines from 2011 and is predicted to be sought-after by the year 2020 is Hotel and Restaurant Management. Moreover, the Commission on Higher Education Memorandum 01 series of 2014 listed Tourism and Hospitality Management as one of the priority courses for academic year 2014-2015 and 2017-2018.

The rise of tourism as part of the development plan of quite a number of countries here in Asia, the Middle East and some parts of Europe has also catalyzed the demand for hotel and restaurant related workers (<http://www.pinoyexchange.com/forums/showthread.php?t=511277>)

Maria Rica Bueno, director of the Department of Trade's Office Tourism Standards and Regulations mentioned in an interview that the Department of Tourism is promoting the Philippines as one of the best destinations as it aspires to reach its target of 10 million tourist arrivals every year beginning in 2016. In fact, they launched the project entitled, Philippines Improving Competitiveness in Tourism to further enrich the competitiveness of the country's tourism industry and provide opportunities for employment (Philippine Daily Inquirer October 24, 2014).

Knowing this scenario, it is not a surprise that there was an upswing of enrollees in the different colleges and universities offering Hotel and Restaurant Management as a course here in the Philippines. However, most of the time these students would take the program because of the good opportunities it offers not knowing what to expect from the course like the necessary skills needed to perform the job well or if they have those necessary skills. In the study of Asian Development Bank (2008), students belonging to the different fields of specialization often end up working in occupations for which they were not trained.

Students enrolled in Hotel and Restaurant Management course in Rizal Technological University were exposed to the skills of the different area of the restaurant and hotel management and operations. In the area of Food and Beverage Services, respondents were trained to skills and competencies in bartending, preparation of hot and cold coffee concoctions, banquet and catering management, gueridon service and fine dining experience. In Housekeeping area, respondents were trained not only in the upkeep of

cleanliness and orderliness of the hotel but also in managing the different areas of the department as well as proper documentation. In the Front Office department, respondents were trained on the process of forecasting hotel demand and establishing room rates, night audit, explaining the role of the front desk before, during, and after a guest checks into the hotel, the use of technology such as Management Information System. Further, it was in the Hot and Cold Kitchen where respondents experienced the longest exposure since they have to learn the different areas and expertise of Culinary Arts ranging from butchery, baking, salad and dessert preparation, sandwich and various appetizers, plate presentation and design, fruit and vegetable carving, Western and Asian Cuisine, and butchery. Event Management and Administrative has been intertwined in the different areas of the hotel operations.

The researchers believed that letting the students experienced the real world of their chosen career will help them either to strengthen or change their occupational interest early in the course of their tertiary life where they can be more successful.

The theoretical framework of this study is based on the premise that the Dualized Training Program will affect the occupational interest of the students enrolled in Hotel and Restaurant Management. This framework serves as the focal point for the researchers to determine the impact of the Program to the mind-set of the students pertaining to their occupational interest before and after the Program. Anchoring on the Connectionism Theory by Thorndike, the researchers believed that learning is the outcome of the relationships between stimuli and responses. Thorndike's Law of Exercise concerns the important role of practice in the learning practice.

The main problem of the study was to determine the effect of the Dualized Training Program on the occupational interest of the students enrolled in Bachelor of Science in Hotel and Restaurant Management at Rizal Technological University. Specifically the study sought to answer the following questions;

1. What are the respondents' occupational interests prior to the Dualized Training Program?
2. What are the respondents' occupational interests after the Dualized Training Program?
3. Are there significant differences in the occupational interests of respondents before and after the Dualized Training Program?

Materials and Methods:

The study employed both quantitative and qualitative approach. The descriptive research specifically the survey method was used. Qualitative research interview specifically the closed-fixed response was also administered to the participants. The interview was used in order to get the experiences of the respondents during the Dualized Training Program.

This study employed purposive sampling using the entire population of batch 2011 students totalling to one hundred and fifty one (151) enrolled last Summer academic year 2013-2014 in Bachelor of Science in Hotel and Restaurant Management, College of Business and Entrepreneurial Technology in Rizal Technological University which were required to engage in various Dualized Training Program at Astoria Culinary and Training Institute and Bistro Academy from 2011-2014 to hone their skills in the different areas of the hotel and restaurant industry. A researcher-made questionnaire was used to gather data. The researchers also prepared an Interview Guide which was used during the interview process to get some needed information that may strengthen the findings of the study.

The researchers made use of percentage and frequency distribution and T-test for correlated dependent variables were used to analyze the data.

Results and Discussion:

1. Occupational interest of the students before the Dualized Training Program

It could be gleaned from the above table that before the exposure of the respondents to the Dualized Training Program, majority of male respondents would like to be in the Food and Beverage Services with a frequency of 28 or 49.1 % while female respondents would rather be in the Front Office Operations with the same frequency of 28 or 31.11%. Male and female respondents regarded Hot and Cold kitchen (culinary) as second in their occupational interest with frequencies of 14 (24.6%) and 26 (28.89 %) respectively. Male respondents opted for front office as the third option registering a frequency of 8 or 14%, the female respondents singled-out Food and Beverage Services with 22 respondents or 24.44%. Next to be picked up by the respondents is in the Event department with a record of 4 male (7%) and 9 female (10%) respondents. Female chose housekeeping area as the last in rank among the occupational interest with a low frequency of 5 with a percentage of 5.56% and showed no interest in Administrative services. Whereas, male respondents registered a frequency of 2 (3.5%) in the Administrative services and a very low frequency of 1 or 1.8% in the Housekeeping area.

The hospitality industry is a vivacious and alluring field. It is a glamorous job because this department gets to meet a lot of people from all walks of life making it an exciting one. This might be the reason why most female students would like to be in the Front Office Department before the Program. This department is considered to be the nerve center of the hotel. Women are good in welcoming the guests because women are charming and more approachable than men. Front Office department faces the clients first and finally checks them out. The last prioritized area among female

respondents is the housekeeping department probably due to the nature of the job which is not as glamorous compared to front office work.

On the other hand, male respondents could have chosen the Food and Beverage Department because it is often type-casted as a man's world because we see a lot of male food servers, bartenders and baristas. Male respondents classified housekeeping as the least priority maybe because of the nature of the job which is more inclined to be done by females.

2. Occupational interest of the students after the Dualized Training Program.

It can be deduced from the table that after the Program, both male and female respondents regarded Food and Beverage Services as their occupational interest with a high frequency of 23 (40%) and 44 (49%) respectively. Male respondents recognized Hot and Cold Kitchen as the second occupational interest with a frequency of 19 (33%) while 26 (29%) female respondents identified Front Office. Male respondents took notice of Events as the 3rd occupational interest having a frequency of 8 (14%) while female regarded Hot and Cold Kitchen with a frequency of 17 (19%) . 4th in the occupational interest of both male and female respondents is Housekeeping having a frequency of 4 (7%) and 3 (3%) respectively. A negligible frequency of 3 (5%) for Front Office and 0 (0%) frequency for Administrative were distinguished for male respondents. Further, for female respondents, they identified the least among the occupational interest as Housekeeping with a frequency of 3 (3%) and none (0%) for Events and Administrative.

From the findings, male respondents considerably regarded Food and Beverage Services as their choice of work after graduation. This is the same as their priority before DTP. Accordingly, during informal conversations of the researcher to her students, they said they get generous tips especially from foreigners and tourists. Not mentioning the fact that the Food and Beverage Department is basically a man's world.

Whereas, female respondents prioritized Food and Beverage Services. This is in contrast to the chosen occupational interest prior to DTP which is Front Office department. This can be attributed to the fact that women now are more empowered and capacitated than ever. In a report jointly developed by the World Tourism Organization (UNWTO) and UN Women, the Global Report on Women in Tourism 2010, findings revealed that women make up a large proportion of the global tourism sector, which offers a wide range of opportunities for their economic empowerment (www2.unwto.org/en/publication/global-report-women-tourism-2010).

Moreover, findings also revealed that neither male nor female respondents would like to work in the administrative or events department. This only shows that the respondents may be weak in decision making,

critical thinking skills as well as the managerial skills at the moment. Being exposed to the reality of the daily operations of the hotel industry could have given them the idea that it is better to start from the entry level than splurge right away into the Administrative Department where critical thinking, right judgement and managerial skills are needed.

3. Significant differences in the occupational interests of respondents before and after the before and after the Dualized Training Program (DTP)

It can be gleaned from table 4 that before the introduction of the DTP, 36 students wanted to be in the Front Office, however, after the DTP, it was reduced to 29. For those who favored Food and Beverage, 50 students wanted it prior to DTP and the number increased to 67 after DTP. Only 6 students elected housekeeping before the DTP and 7 students after DTP. 40 students singled-out Hot and cold kitchen prior to DTP and tapered into 36 after DTP. 13 students tapped Events/Guest Relations before DTP and greatly dwindled into 8 after DTP/ Only 2 students opted to work in the Administrative side of the industry before DTP and surprisingly, none of the students wanted to be in this area after DTP.

Further, the table disclosed the tabular value of 2.571 with t computed values at 2.534 which showed that there was a significant *difference* in the occupational interests of respondents before and after the Dualized Training Program.

This can be attributed to the fact that the hands-on training as mentored by the industry experts, the collaborative learning experiences of the participants together with the hotel and restaurant employee coupled by classroom learning either changed the mindset of the students with regards to their occupational interest or re-enforced their occupational interest. The study only strengthened the Law of Exercise where this research was anchored. The Law of Use, first part of the Law of Exercise states that the more often an association is used, the stronger it becomes.

Findings:

1. Respondents' Occupational Interests Prior to the Dualized Training Program

Before the exposure of the respondents to the Dualized Training Program, majority of male respondents would like to be in the Food and Beverage Services with a frequency of 28 or 49.1% while more female respondents would rather be in the Front Office Operations with the same frequency of 28 or 31.11 %.

2. Respondents' Occupational Interests after the Dualized Training Program

A great number of male and female respondents regarded Food and Beverage Services as their occupational interest with a high frequency of 23 or

40% and 44 or 49% respectively after the Dualized training Program.

3. Differences in the occupational interests of respondents before and after the Dualized Training Program

There was a significant difference seen on the occupational interest of the respondents before and after the Dualized Training Program as reflected in the tabular value of 2.571 with t computed values at 2.534, thus, accepting the hypothesis.

Conclusions:

1. Majority of the male respondents elected Food and Beverage Services before their exposure to the Dualized Training Program, whereas, more female respondents would rather be in the Front Office Operations.
2. A great number of male and female respondents regarded Food and Beverage Services as their occupational interest after their exposure to the Dualized Training Program.
3. There was a significant difference in the occupational interests of respondents before and after the Dualized Training Program.

Recommendations:

In the light of the findings and conclusions of this study, the following are recommended;

1. Now that the Philippines is K 12 compliant, Secondary education curriculum should prepare students towards a wide array of careers by incorporating subjects like career planning, proficiency in decision making, correct work habits and attitudes, career opportunities, knowledge and skills that are needed for a specific course so students can become properly acquainted with the occupation they have in mind.
2. RTU on the other hand, should adopt an enterprise-based training such as the Dual Training Program to promote the RTU's mission vis-à-vis the National Higher Education Goals. The University through its Cooperative Education Program should come up with a stronger institutional innovation through proper industry linkages with government and private sectors in order to inter-twine students' knowledge learned in school and skills learned in the industry.
3. Future studies should be made on the effect of Dualized Training Program to the industry performance of its graduates to better understand the benefits of the Program.

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Table 1: Respondents’ Occupational Interests Prior to the Dualized Training Program

Occupational Interest	Male			Female		
	Frequency	Percentage	Ranking	Frequency	Percentage	Ranking
1 Front Office	8	14.0%	3	28	31.11%	1
2 Food and Beverage	28	49.1%	1	22	24.44%	3
3 Housekeeping	1	1.8%	6	5	5.56%	5
4 Hot and Cold Kitchen	14	24.6%	2	26	28.89%	2
5 Event/Guest Relations	4	7.0%	4	9	10.0%	4
6 Administrative	2	3.5%	5	0		
	57	100.0%		90	100.0%	

Table 2: Respondents' Occupational Interests after the Dualized Training Program

	Occupational Interest	Male			Female		
		Frequency	Percentage	RANKING	Frequency	Percentage	Ranking
1	Front Office	3	5%	5	26	29%	2
2	Food and Beverage	23	40%	1	44	49%	1
3	Housekeeping	4	7%	4	3	3%	4
4	Hot and Cold Kitchen	19	33%	2	17	19%	3
5	Event/Guest Relations	8	14%	3	0	0%	5.5
6	Administrative	0	0%	6	0	0%	5.5
		57	100.0%		90	100%	

Table 3: Occupational Interest of Students before and after the Dualized Training Program

Occupational Interest	Total <i>f</i> before	Total <i>f</i> after	D	D ²	tcv	Interpretation
	DTP	DTP				
Front Office	36	29	7	49	2.534	significant
Food and Beverage	50	67	17	289		
Housekeeping	6	7	1	1		
Hot and Cold Kitchen	40	36	4	16		
Event/Guest Relations	13	8	5	25		
Administrative	2	0	2	4		
			ΣD=36	ΣD²=384		
