

A Study on the Perceptions of the Hotel Management Graduates about the Career in Housekeeping Department in the Hotel Industry: Pune City

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Abstract

As the Hospitality Industry is getting back on track it is also observed that a few departments are doing relay well where as other departments are still facing the attrition issues. The purpose of this study is to try and analyze a few perceptions and reasons of the Final Year Students for joining a particular department. After the Industrial Training, students based on their experiences form perceptions about the various departments. These perceptions can be something related to the working hours, perks at work, how the department is, how the environment is. Researchers have adopted a questionnaire pattern to collect the data from the students from various colleges. Random sampling method is being selected for the collection of data. Purposive sampling has been applied to get the data only from hotel management graduates of Pune city. In this study we observe that what are few pre conceived notions about the core departments by the student. The paper focuses on the reasons provided by the Final Year Students.

Keywords: Hotel, Housekeeping, Industry, Perceptions, Questionnaire

INTRODUCTION

Housekeeping may be defined as ‘provision of a clean, comfortable, safe and aesthetically appealing environment’. The housekeeping Department in a hotel is responsible for the cleanliness, maintenance & aesthetic upkeep of hotel. The housekeeping department takes pride in keeping the hotel clean and comfortable. The room sale is dependent on, apart from the several other things,

the quality of room décor, room facilities, cleanliness of room and how safe it is. This criterion by which each guest decides whether a room is good or bad is strictly personal. This manual attempts five readers that technical and human approach to housekeeping which will make their hotel most sought after.

Importance of Housekeeping Department

- Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings.
- The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in the hotel.
- Housekeeping is the backbone of the hotel.
- The HK department not only prepares clean guest-rooms on a timely basis for arriving guests, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business.
- HK is an ancillary department that contributes in a big way towards the overall reputation of a property. HK department is 24x7x365 operation.
- It stacks the needed linen to make up all the beds in a hotel, the huge amount of bathroom supplies, guest room supplies etc.
- Housekeeping department also deals with the cleaning equipment and cleaning agents with the right cleaning procedures for the maintenance of the hotel property.

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- Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more.
- Contract housekeeping is becoming a lucrative entrepreneurship venture these days.

OBJECTIVES

- To know the views of the hotel management graduates of housekeeping Department.
- To understand the perceptions of the students about career in housekeeping department.
- To find out the root cause for not liking the housekeeping department.
- To analyze the interest of the hotel management graduates for opting other department as a best career.

NEED OF THE STUDY

The reason behind the selection of this topic is to find out the root causes about the liking and disliking of housekeeping department amongst hotel management graduates. It is needed to know the opinions and the views of the hotel management graduates about the best career option in the hotel industry.

REVIEW OF LITERATURE

In recent study by Mr. T. S. Natarajan (2018), he spoke about growing tourism we have noticed high demand in human capital. There are so many different opportunities for Hotel Management graduates to grab. Catering institutes have a vital role to play, as they will be making skilled labor available to the industry. One has to understand that there are going to be internal and external factors which are going to influence the preferences of the students while choosing the department that they would wish to work for. Hotel jobs are perceived in both the positive and in the negative ways. So it completely depends on the individual how willingly they are taking up the opportunity based on their experience and imagination about the Hotel Industry. Mr. Rahul Choudhary (2021) the study talks around the employment that has been created by the hospitality industry. Talking specifically about the Indian Hospitality market we have to make sure we encourage considerable amount of hospitality jobs that

can be directly or indirectly linked with the industry. Attrition trend that we see in India is much higher than that of any country together. There many different reasons to have such trend, examples like less remuneration, excessive number of working hours and further more. After the industrial training there is this perception that sets in about the industry in the minds of the student. There will be few students who find it attractive to work in the industry and plan their career accordingly but with a few students it will be like an unsure decision. Institution also has an important role to play in to clear the unrealistic expectations set by the students for themselves. According to Mr.Kukreti (2020) Hospitality Industry is very complex in nature and has various sub departments to it, so it is difficult to gauge what exactly the employee is looking for from the Housekeeping department. It can be observed that having thorough knowledge about the department can also influence a few decisions while choosing the department. Study of four clusters of motives has been found from the study which is shown in the finding part. Recent study is just considering the selected hotels of North India but it can be helpful for the researchers, who are doing research in similar field. Dilbag Singh, 2017, Hospitality industry is more intricate than how simple it seems to be. In the industry there various other sectors such as hotels, food industry, tourism, retail sectors, event companies, theme parks, transportation and many more. Over a period of time Hospitality industry has emerged to be one of the most profitable and beneficial sector and also the one to bring in considerable amount of foreign exchange. Following this trend we have been seeing different famous hotels chains have started to expand their hotels across the world. To have these institutions operational they need trained and skilled staff in the hotel. Due to this there is an educational need which has been created in the market worldwide. It was concluded that a hospitality management graduate general notion about the industry appears to be both positive and negative. It was realized that students happen to have less positive perception post their industrial training. Companies are trying to create positive determinants by offering various incentives, different management trainee courses to keep up with the positive perception building. Similarly final placement followed with a global prospect in the field of hospitality industry will also act as a positive determinant for the student. Zubaidah Mohd. Ali Tan (2016) talks about the model explaining 45% variation in the commitment to the hospitality industry. The study

stressed upon two major influencing factors causing perceptions which are most likely to be Social Status and pay benefits. Social status holds the major contribution to the commitment to the hospitality industry. The negative perceptions about the industry have drastically reduced the count of employees or the job seekers in this industry. It is important for the industry players as well as the academicians to focus on attracting potential hospitality graduates in different ways. As per Pang (2010) Many Hotel Management graduates do not take up the job in the Industry even though they have enrolled for the 4 year program. Over a period of time we have observed that students find the nature of work to be stressful and strenuous. Findings of this study were also on the lines of remunerations offered in the first jobs and long working hours under unpredictable circumstances. Other reason for high attrition in the industry is semi-professional nature of the hospitality industry as compared to other industries like education, law, engineering and business related industries. Good suggestion that can be derived from this study is as an institution in the industry there should be certain changes in the working environment. Having 5 working days a week, a few more unique ways to appreciate and recognize staff. These practices can engage staff and make them feel valued at work. There various other supporting incentives schemes offered by the government which can also help the staff in the Hospitality industry.

Sampling Frame

For this study, the researchers have collected the data from the hotel management graduates. The sample has taken into consideration for the research and analysis. This sampling frame helped a lot to conclude.

RESEARCH METHODOLOGY

Primary Data

Primary data shall be collected from the universe mentioned above. For responses samples representing the hotel management graduates of Pune. The data has been collected from the students as per the topic mentioned.

Secondary Data

Secondary data shall be collected from published/

unpublished literature on the perceptions of the hotel management graduates on the career in housekeeping department of Pune city. Latest references available from journals, newspapers, research publications and magazines, and other relevant sources like the internet.

Scope of the Study

The scope of the study is to consider the importance of housekeeping department for the better career opportunities in the hotel industry. This study would help the students for understanding the significance of housekeeping department for the better career option in housekeeping.

DATA ANALYSIS AND INTERPRETATION

Table 1

Age	Respondents
17-20	34
21-23	1
24-25	12

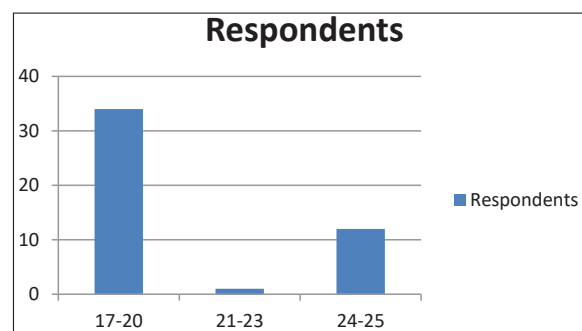


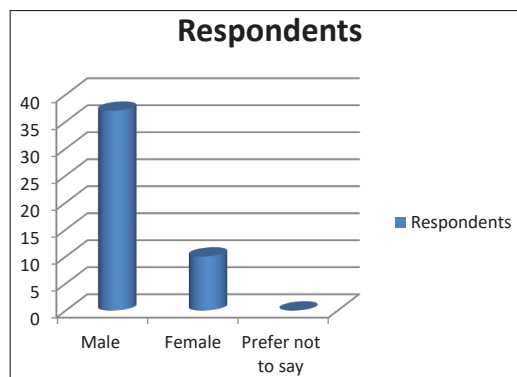
Fig. 1

Interpretation

As per the data collected from the respondents. The maximum respondents are from the age range of 17-20, followed by 24-25 years old i. e. 15. Then 2% respondents from the age of 21-23.

Table 2

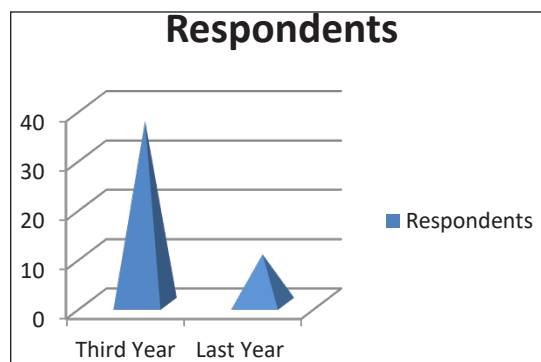
Gender	Respondents
Male	37
Female	10
Prefer not to say	0

**Fig. 2***Interpretation*

As per the data collected by the researcher, 79% male has responded to the response and 21% female. It revealed that maximum male students attended this questionnaire.

*Classes / Year***Table 3**

Class	Respondents
Third Year	37
Last Year	10

**Fig. 3***Interpretation*

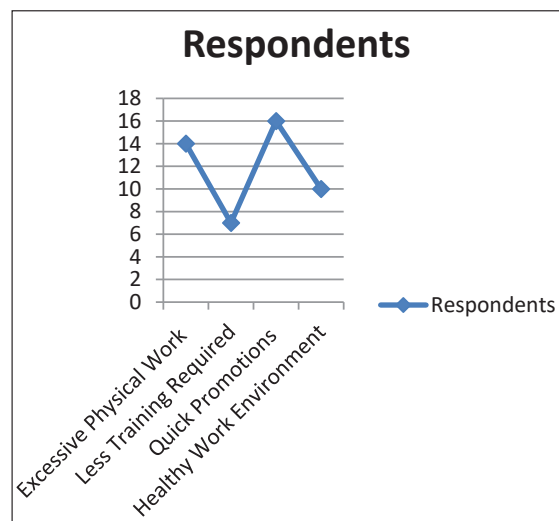
As per the data collected from various graduate students of the hotel management. It is been found that maximum graduate students answered the questionnaire.

Q.1) what is your opinion about Housekeeping Department?

Table 4

Class	Respondents
Excessive Physical Work	14
Less Training Required	7

Class	Respondents
Quick Promotions	16
Healthy Work Environment	10

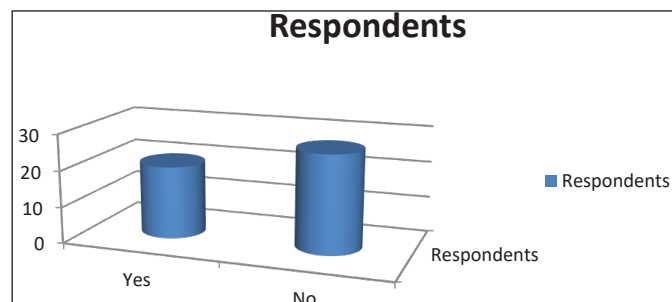
**Fig. 4**

As per the data collected from the hotel management graduates. It is been found that Maximum students said promotions happen very quickly in the housekeeping department. In the Housekeeping department excessive physical work happens. It is a healthy work environment as far as training is concerned, very less training required in HK.

Q.2) Would you like to work in housekeeping department (HK)?

Table 5

Like to Work in HK	Respondents
Yes	20
No	27

**Fig. 5**

Interpretation

As per the data collected from hotel management graduates. It is been found that Maximum students would like to work in housekeeping department (HK).

If no then why?

The reason behind not liking the housekeeping department, students are interested in Food production and Food and beverage service. They are more passionate about patisserie and culinary.

However, some of the students also showed their interest to work in housekeeping if they get good opportunities with good salary. They are also interested to work in front office department.

Some of the students have mentioned they don't have interest in work in housekeeping department.

Q.3) What are your perceptions about the career in housekeeping department? On the basis of 5 point rating scale please tick?

Table 6

Sr. No.	Particulars/Process	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		1	2	3	4	5
1	Do you think that hotel management graduates get a job in housekeeping easily?	17	2	17	7	4
2	Do you believe that promotions are easy in housekeeping department?	7	5	19	11	5
3	Housekeeping jobs are more on labour-oriented job?	12	6	11	15	3
4	Housekeeping jobs are low level jobs?	8	25	10	2	2
5	Do you agree that today's generation won't like any cleaning jobs?	9	9	14	10	5
6	Do you feel that housekeeping jobs are not fully professional jobs?	9	23	11	2	2
7	Do you think that there is no any special job profile in Housekeeping department?	5	27	7	7	1
8	Do you think that HK employee work more than other employees?	8	17	17	4	1
9	Do you think skill set developed by HK employee is less competent as compared to other employees?	6	22	14	3	2
10	Do you think that less confident People opt for HK as career Opportunities?	6	23	10	7	1
11	Do you think incentives/ tips provided for Housekeeping Employees are less?	9	12	17	7	2
12	Do you think Housekeeping Employees are not given the equal Opportunity as Front Office Employees to communicate with Guest?	5	15	16	9	2
13	Do you think other sub departments in housekeeping are adding to one's knowledge (for example: Laundry, Horticulture, Equipment handling, Carpet Crew, etc)	12	3	15	13	4

Interpretation

- Respondents agreed that the hotel management graduates get the job in housekeeping department. Students also said that they are not too agreed also for the same.
- Maximum numbers of students are neutral that promotions are easy in housekeeping department.
- Students are agreed that the housekeeping jobs are more on labour-oriented jobs.

- Majority of students replied that housekeeping jobs are low level jobs.
- Respondents are not strongly agreed nor strongly disagree about the statement that today's generation won't like any cleaning jobs. They chose to go for neutral.
- Majority of students replied that housekeeping jobs are not fully professional jobs.
- Maximum numbers of students are replied that there is no any special job profile in

housekeeping department.

- The number of students thought that HK employee work more than other employee.
- Majority of students thought that skill set developed by HK employee is less competent as compared to other employees.
- Most of the students agreed that less confident people opt for HK as career opportunities.
- Respondents are not strongly agreed nor strongly disagree about the statement that incentive/tips provided for housekeeping Employees are less.
- Maximum numbers of students are replied that they are not strongly agree nor disagree, however they are agreed that employees are not given the equal opportunity as Front Office Employees to communicate with Guest.
- Majority of Students are not strongly agreed nor strongly disagree about the statement that other sub departments in housekeeping are adding to one's knowledge (for example: Laundry, Horticulture, Equipment handling, Carpet Crew, etc). Some students also agreed that other sub departments in housekeeping are adding to one's knowledge (for example: Laundry, Horticulture, Equipment handling, Carpet Crew, etc).

Q. 4) Do you think that Housekeeping department is best for the better career opportunities?

Table 7

<i>HK Best for Career Opportunities</i>	<i>Respondents</i>
Yes	14
No	5
May Be	28

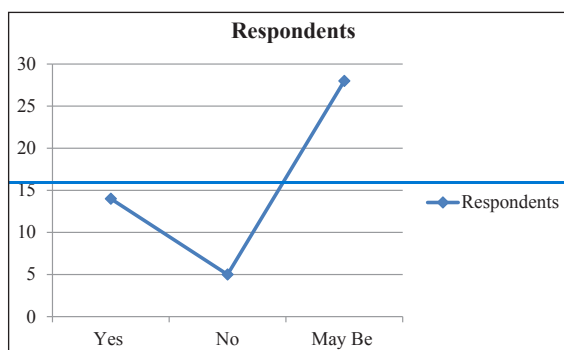


Fig. 6

Interpretation

As per the data collected from hotel management graduates. It is been found that Maximum students said housekeeping department may be good option for the career.

Q.5) According to you which department is good for career in the hospitality industry?

Table 8

<i>Good Department for Career in Hospitality Industry</i>	<i>Respondents</i>
Housekeeping Department	1
Front office department	11
Food Production Department	18
Food and Beverage Department	17

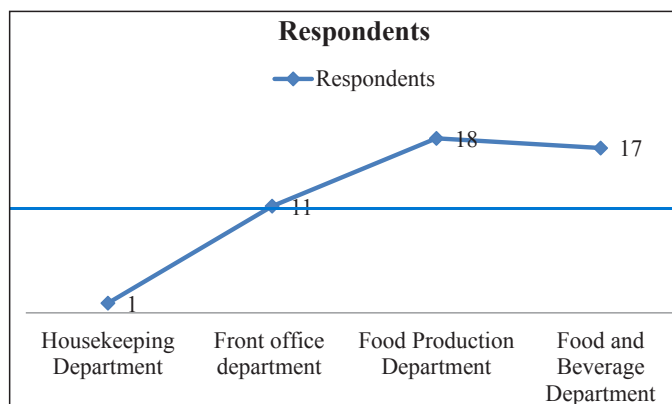


Fig. 7

Interpretation

As per the data collected from hotel management graduates. It is been found that Maximum students would like to work in Food and Beverage department followed by Food production, Front office and extreme less in Housekeeping department (HK).

FINDINGS

The above questions were asked to the final year students during the survey. It is observed that various experiences faced by the students during the industrial training are the deciding factor of which department they would like to

work in.

Findings show us the interest levels of students in Food and Beverage Department and also towards Kitchen. While looking for the reasons why an individual would not opt for Housekeeping as the core department, we see very less rather negligible students opting for it.

Talking about a specific reason can be difficult as there are no extreme responses. We as Institution and Industry should come up with engaging courses and environment to have students select Housekeeping as a potential career option.

RECOMMENDATIONS AND SUGGESTIONS

The following suggestions and recommendations can be helpful for the Hotel Industry and the Institutions:

- Students should be well aware about the various departments, sub departments and all the career paths in Housekeeping Department.
- Hotels should adhere to the Training Calendars for the Industrial Trainees so that students get exposure in all the departments and can identify the pros and cons of all the departments and also understand the coordination in between them.
- Students should be taught about the importance of all the core departments and also should be briefed about the uniqueness of various other departments.
- Students should be made familiar with the best practices of other departments.

CONCLUSION

As per the research about the perceptions of the hotel management graduates for career in housekeeping department in the hotel industry of Pune city. The maximum respondents are from the age range of 17-20. It revealed that majority of male students attended this questionnaire. Graduate students answered the questionnaire very well. Students said promotions happen very quickly in the housekeeping department and excessive physical work. It is a healthy work environment department. As far as training is concerned,

very less training required in HK. Students would like to work in housekeeping department (HK). The reason behind not liking the housekeeping department i.e students are interested in Food production and Food and beverage department. They are more passionate about patisserie and culinary department as well. However, some of the students also showed their interest to work in housekeeping if they get good opportunities with good salary. They are also interested to work in front office department.

Some of the students are mentioned they doesn't have interest to work in housekeeping department. Respondents agreed that the hotel management graduates get the job in housekeeping department. Students also not agreed also for the same. Maximum numbers of students are neutral that promotions are easy in housekeeping department; jobs are more on labour-oriented jobs, low level jobs. Respondents are not strongly agreed nor strongly disagree about the statement that today's generation won't like any cleaning jobs. They chose to go for neutral. Majority of students replied that housekeeping jobs are not fully professional jobs, there is no any special job profile in housekeeping department, HK employee work more than other employee, skill set developed by HK employee is less competent as compared to other employees, less confident people opt for HK as career opportunities. Respondents are not strongly agreed nor strongly disagree about the statement that incentive/tips provided for housekeeping Employees are less. They are not strongly agreed nor disagree, however they are agreed that employees are not given the equal Opportunity as Front Office Employees to communicate with Guest. Students are not strongly agreed nor strongly disagree about the statement that other sub departments in housekeeping are adding to one's knowledge (for example: Laundry, Horticulture, Equipment handling, Carpet Crew, etc). Some students also agreed that other sub departments in housekeeping are adding to one's knowledge (for example: Laundry, Horticulture, Equipment handling, Carpet Crew, etc). Students said housekeeping department may be good option for the career. Students would like to work in Food and Beverage department followed by Food production, Front office and extreme less in Housekeeping department (HK).

LIMITATION

- The study is limited to the Pune City.
- The responses have been collected only from the hotel management graduates.

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