

# Student's Perception toward Online Classes during COVID-19 Pandemic - Hotel Management Students

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## ABSTRACT

COVID-19 ('CO' stands for corona, 'VI' for the virus, and 'D' for disease) has been categorized as a pandemic in March 2020 by WHO. Due to this pandemic, the academic institutions were closed on orders by various state and central government agencies of India. The academic institutions were shut down in between the running academic session. Thus the teachers adopted various online modes for conducting classes to cover the syllabus which was pending. With the help of various technological tools like Zoom, Cisco, Google meet, etc., the academic institution could cover their syllabus. This study was performed to study the student's perception toward the online classes during COVID-19 Pandemic. The study was performed on the present students who are pursuing Hotel management courses at undergraduate and postgraduate levels from various academic institutions of India.

**Keywords:** COVID-19, Academic, Online classes, perception, Hotel management, Institutions.

## INTRODUCTION

The year 2020 was a year that experiences a complete lockdown in various parts of the world due to the COVID 19 outbreak which was declared a pandemic by the World Health Organisation (WHO). One of the feasible solutions to curb this disease was social distancing. Because of COVID 19, in most parts of the world, educational institutes were completely closed by March 2020.

In India, the educational institutes were completely closed by mid of March 2020. The education system in India is majorly through physical mode but due to the pandemic, following the old traditional method of education was not possible. Because of the closure of the educational institutes, the students were having academic loss and the academic system in India was lagging as per the academic schedule. Thus the government started promoting education through digital mode. Various online platforms like Zoom classroom, Google meet, etc. were promoted to conduct the classes and cover the syllabus on time. This was considered a revolution in the education system in India. The stakeholder most affected by this are the students. Understanding their perspective is therefore important. In the present study, we have studied the perception of hotel management students. In the India Ministry of Tourism, the Government of India established a society by the name of the National Council for Hotel Management and Catering Technology (NCHMCT) which was established in the year 1982. It was established with the objective of growth and development of hospitality education in India (National Council for Hotel Management and catering Technology, 2021) Most of the students in the study are from institutes affiliated with NCHMCT. Students from Institute of Hotel Management, Kolkata, Institute of Hotel Management, Guwahati, Institute of Hotel Management, Srinagar, Institute of Hotel

Management, Ahmedabad, Institute of Hotel Management, Chennai has been considered for the study so that student's perception from all major parts of the country can be studied. Thus students from the north, south, east, and western part of India was been covered.

## **LITERATURE REVIEW**

The open and distance learning (ODL) system in India has emerged as an important mode for providing education to diverse sections of society. Besides, the changing dynamics of the ODL system in the last six decades have been encouraging. With the rapid increase of Information and Communication Technology (ICT), the boundaries of classroom or campus are becoming blurred (Distance Education Bureau, 2021)

In India, 35 million students are enrolled in higher education contributing to a small gross enrolment ratio of 26 percent, whereas China's gross enrolment ratio is 51.6 percent. As per the new education policy 2020, India has a target of 50% gross enrolment ratio by 2035, thus if we want to achieve this target then online mode of education is one of the major methods by which this target can be achieved. (Mantha, 2021)

A report by KPMG and Google on online education in India 2021 gives a comprehensive overview of the current trends and challenges in various segments of online education and projects the market to grow around 9 times to hit USD 1.96 billion by 2021. The report covers all different kinds of users of online education, their reasons for choosing the online mode of education, consumption and payment preferences, and factors driving the acquisition and retention of students in online education. (Online Education in India: 2021, 2017).

Online learning is now the new norm in educational institutions all across the globe especially necessitate by the Covid 19 situations. The transition and the adoption of this mode of learning-teaching were

made possible because the required infrastructure was already available. It was only that barring a few advanced and innovative institutions, the rest were hesitant to adopt, and many not aware of the available technology of online learning. Teachers initially needed training and acquainting with the new tools of teaching but they eventually adjusted, adopted, and many even improvised. For the students, who are at the receiving end, they had an added responsibility to not only adjust to the new methods but also to comprehend all that is being taught. Knowing the perception of the most affected stakeholder-the students is therefore important. A growing number of researchers have started working on the perspective of students regarding the change in the teaching-learning process The studies explored student's preferences for various attributes of online classes like their readiness, availability of resources.

Various studies have been conducted across different countries to determine medical student's perceptions of E-learning. A study was done on Pakistani medical and dental students in which students did not prefer e-teaching over face-to-face teaching during the lockdown situation. 77% of students had negative perceptions of e-learning. (Abbasi, 2020)

According to a study done by Chandrika N on students perception of online teaching during covid19 lockdown had few findings which state that Students are more aware of using online resources, Network issues are faced by the students, Problem with the students in understanding practical subjects, Many of the students were dissatisfied with online teaching. It founds that students believe that online teaching is less effective. (N, 2020)

The government of India is also taking initiatives to promote online education. They have started Swayam through which they are offering free education and certification courses to all. The main objective of this initiative is to provide quality education for which they have tied up with IITs, IIMs and NPTEL. .

Government has started an online National Digital Library in which 17 million digital books & journals are available. There are 32 lakhs registered users are accessing NDL free of cost. The government has provided a Wi-Fi facility to all the central universities. (Jindal, 2020)

Hospitality courses involve in-depth and hands-on laboratory work to acquire knowledge and skills in specific operational areas of Front Office Operation, Food and Beverages Services, Food production, etc. In such a setting, practical classes through online classes come with their challenges. This is the reason it is a challenge for hotel management teachers and students both to produce the desired outcome after the completion of the Hotel Management course by the students.

## RESEARCH METHODOLOGY

**Respondents:** The participants in the survey were the final year students of 3 and a 4-year degree in Hotel management and students from M.Sc. in hospitality and hotel administration programs from the various institutes of hotel management in India.

**Procedure:** Structured questionnaires were designed with the help of available literature and informal discussion with the students who were attending online classes for their hotel management course. Pre-testing was done with 10 students and their opinion was considered while designing the final questionnaire.

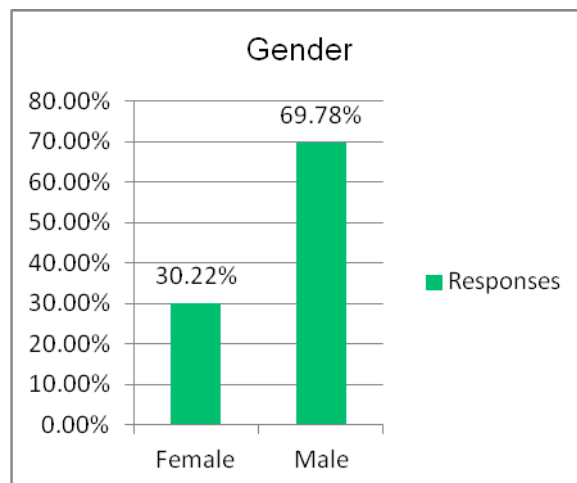
**The domain of the study:** The link for the Google form was sent to faculty of various hotel management institutes in India, to share it among the students WhatsApp group of the students of their respective institute. The link was available to the students for 5 days for their feedback. On the 6<sup>th</sup> day, the link was disabled. Till the last day total of 360 responses was received out of which only 354 were complete and considered for the analysis.

## Analysis and Interpretation of responses regarding student's perception toward

## online education in hotel management curriculum during COVID 19

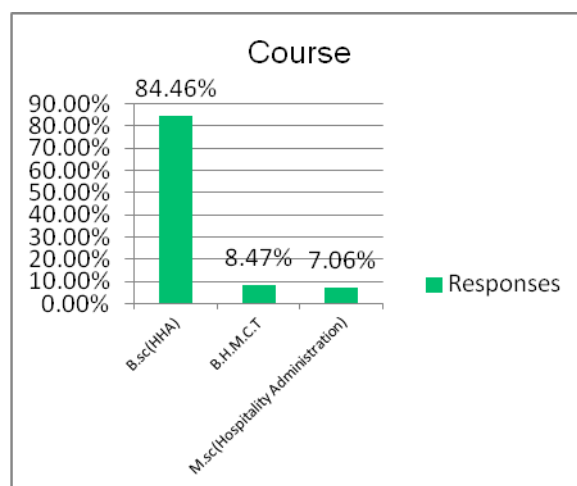
The descriptive analysis of the data has been discussed in detail.

### Demographic details of the respondents



A total of 354 respondents were analyzed for the study which includes 69.78 % male students and 30.22% female students. The ratio of student participation shows that the hotel management course is very much popular among the Male students as compared to female.

### Educational Background of the students

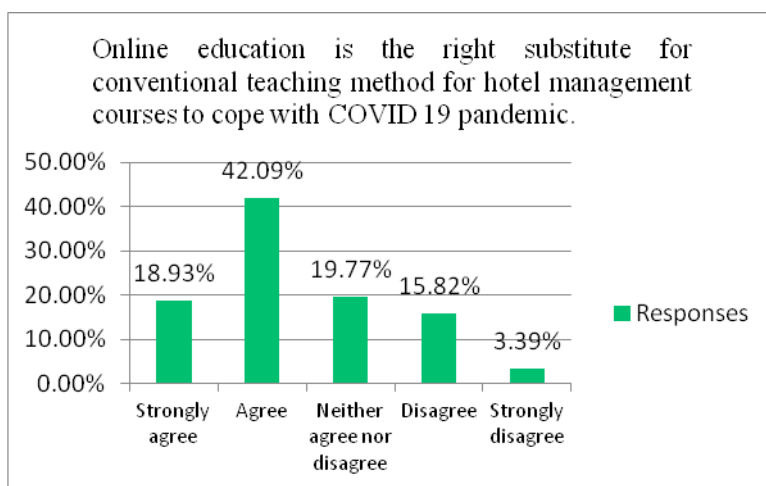


Total 299 respondents were pursuing B.Sc. in Hospitality and hotel administration which constitutes 84.46%, 30 students which constitute 8.47% of respondents were pursuing bachelors in hotel management

which are a 4-year degree course and approved by AICTE. Only 25 respondents were pursuing MSc in Hotel Management. With the participation of students pursuing masters course in hotel management is

around 7% only could be concluded that students are not much keen to pursue master's course in the field of hotel management.

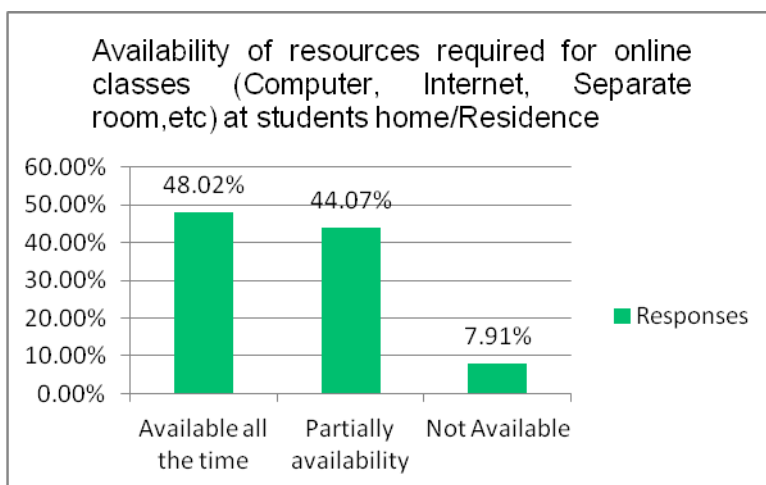
**Online education is the right substitute for conventional teaching methods for hotel management courses to cope with COVID 19 pandemic.**



While checking the student's opinion towards online education as the right substitute for conventional teaching method for hotel management course we got to know that due to COVID 19 students are not able to go to their colleges thus 18.93% students strongly agreed with the statement, 42.09% agreed. 19.77% of students were neutral, but 15.82% disagreed with the

statement and 3.39% strongly disagree. This means that not all students are comfortable with online teaching of the course as around 19% of the students disagreed that online education is the right substitute for conventional teaching methods for hotel management courses during the covid19 pandemic.

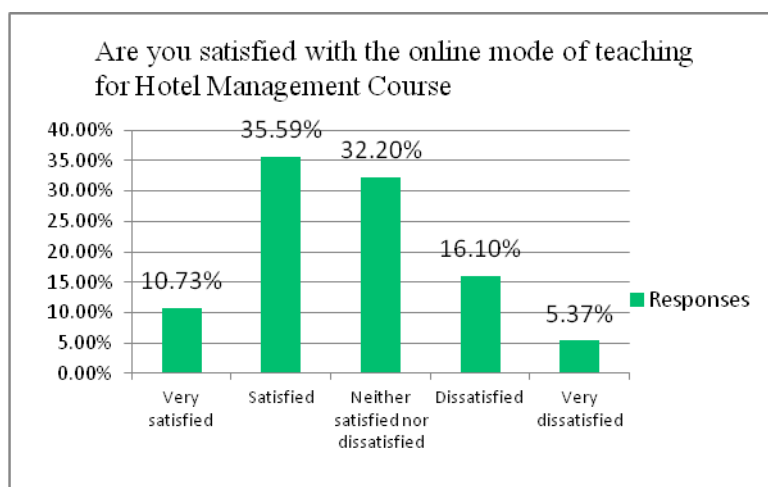
**Students have the resources required for online classes (Computer, Internet, Separate room, etc.) at your home/Residence**



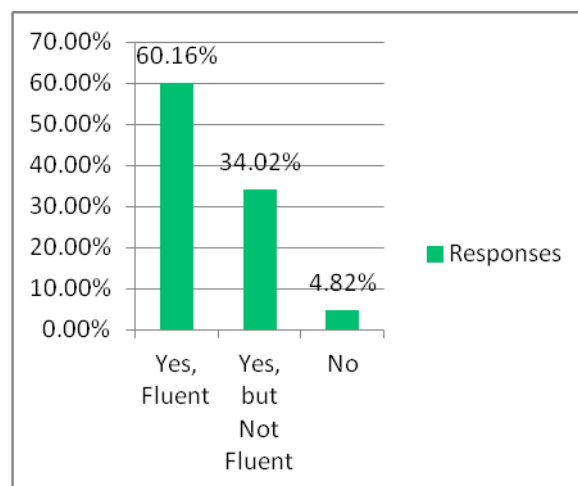
When we tried checking the availability of infrastructural facilities with students so that they can attend the online class without any hindrance, it was very heartening to see 48.02% of respondent had the resources required for online class available all the time, 44.07% said that the resources are partially available means if they have internet and computer, then they would not have a separate room for self-

study. Around 7.91% of students said that they lack the resources which are required for online classes, which means they face difficulties to attend their online classes. Access to Education and in the case of online learning, access to the right tool of learning should be made available to all and due thought should be given on how to address the lack of resource issues for the students facing such a problem.

### Students are satisfied with the online mode of teaching for the Hotel Management Course



While checking the satisfaction level of the online mode of teaching for hotel management course we got mixed responses. 10.73% of students feel very satisfied, 35.59% students were satisfied, 32.20% students were neutral means neither satisfied nor dissatisfied, 16.10% students showed their dissatisfaction nor at last 5.37%, students were very dissatisfied. It was visible that around 50% of the respondents are not satisfied with the online mode of classes for a hotel management course. Students are aware that it is a practically orientated course more as compared to other theoretical courses.

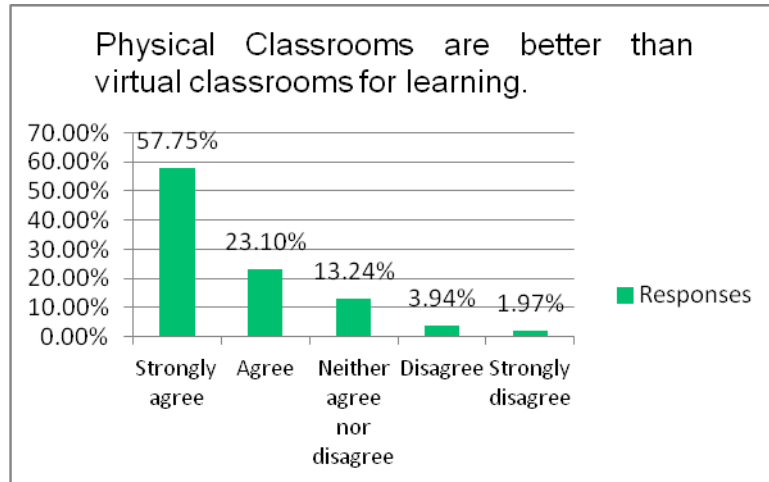


### Students are equipped with basic ICT Skills (Typing Speed, MS Word, Zoom, Internet surfing, etc.) Which is required for efficient learning in the online mode of education

It was very delightful to see that majority of the students were equipped with basic ICT skills like typing speed, MS word, Zoom, Internet surfing which are required for efficient learning in the online mode of education. 60.16% of students were fluent with ICT skills, 34.02% were not so fluent but still, they can manage and only 4.82% of

students were very uncomfortable with online education as they lack basic ICT skills required for smooth online class sessions.

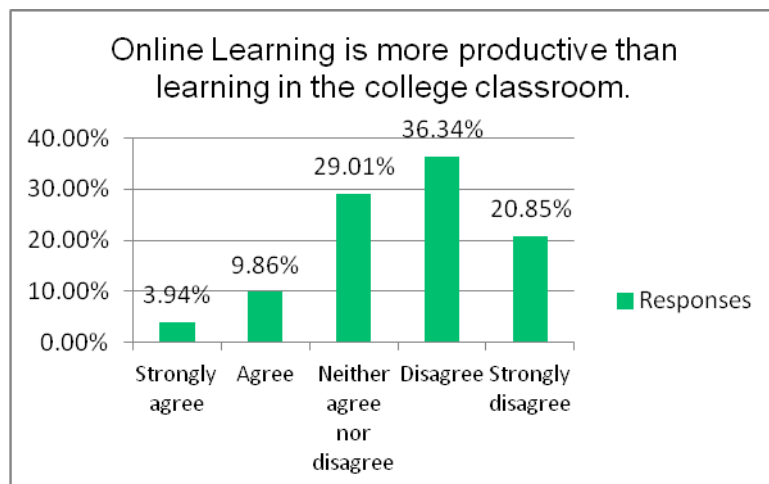
**Student's opinions towards physical Classrooms are better than virtual classrooms for learning.**



The majority of the students believed that physical classrooms are better than virtual. Around 57.75% of students strongly agreed. 23.10% agreed, 13.24% of students were neutral 3.94% of students disagreed and 1.97% strongly disagreed. It

is clear from the student's opinion that the majority of the students feel that physical classrooms are better than virtual classrooms for teaching as more than 80% of students agreed with the statement.

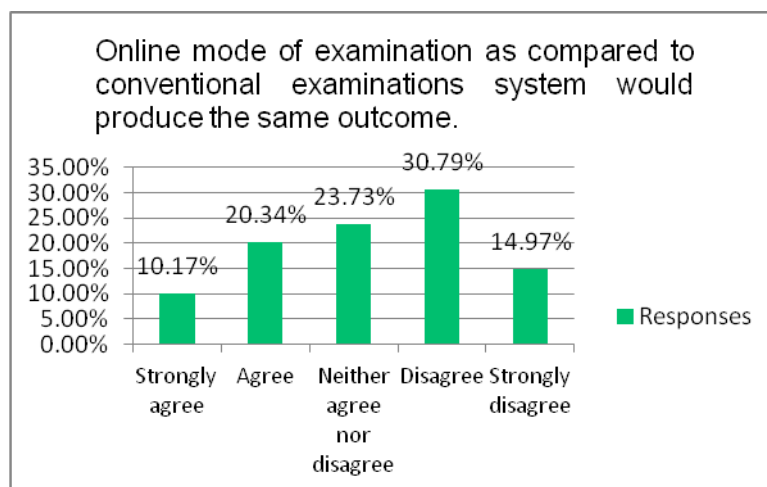
**Online Learning is more productive than learning in the college classroom.**



According to student's productivity of online teaching is quite less as compared to physical classroom teaching 36.34% disagreed that online learning is more productive than learning in the college

classroom, 20.85% strongly disagreed, and 29.01% were neutral, 9.86% and 3.94% of students only believed that online learning is more productive than learning in the college classroom.

## Online mode of examination produces the same outcome as compared to conventional examinations system



Since the classes were going through online mode, thus institute examined online mode while checking students opinion towards the online mode of examination as compared to conventional examination system would produce the same outcome, 10.17% of strongly agreed, 20.34% agreed, 23.73% were neutral, 30.79% of students disagreed and 14.97% strongly disagreed.

### Limitation of the study

Due to time constraints, the study was limited to only hotel management students of India. Further, it was restricted to only the opinion of students towards online classes, the opinion of teachers was excluded.

## DISCUSSION AND CONCLUSION

Novel Coronavirus which forced the educational institutes to shut down completely last year, so the spreading of disease can be stopped, because of the closure of the institutes adopted online mode of classroom teaching with the help of various online applications like zoom, Google classroom, MOOC, etc. Now when the schools and colleges are gradually opening, but still due to shortage of place to cater to all the enrolled students by following social distancing norms, the institutes are trying to cover the topics which can be done online mode, so that the

institutes can operate in different shifts and follow the COVID 19 protocols prescribed by Government of India.

With the student's responses, it can be concluded that online mode of teaching against physical classroom teaching in hotel management course would not produce the same outcome and students would not be as skilled in the profession. It was even visible that few students are facing operational difficulties with the availability of regular power supply, proper internet connection, and procurement of good quality laptop or mobile phones as these are the basic infrastructure which is the need for smooth online education.

The government needs to take steps to provide uninterrupted power supply, internet connection facilities to every part of the country so that no student is left behind their education because of basic infrastructure facilities. Even the technical course should be allowed to conduct practical classes in offline mode so that proper skills can be imparted to students so that their proper flow of skilled manpower to the hospitality industry.

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