

The Attitudes and Perception of the BSHRM Students Towards On-The-Job Training

By

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Abstract

This study was focused in the attitudes and perceptions of the Bachelor of Science in Hotel and Restaurant Management (BSHRM) towards on-the-job Training (OJT).

Specifically the study sought to answer the following questions:

- What are the perceptions of the BSHRM towards OJT;
- What are the work attitudes of the trainees during OJT;
- What are the advantages of OJT to the BSHRM students;
- What are the different work assignments the trainees experiences during OJT;
- How did this experience contribute to the development of their knowledge, skills and personality;
- Is there a significant difference in the attitude and perception of the BSHRM students when grouped according to ages and year level?

The main respondents of this study were the 3rd and 4 year BSHRM students of Guimaras State College AY 2006-2007. The descriptive method was used in the study. The questionnaire use in gathering the data needed for the study consisted of two parts. Part 1 was the result of the personal information of the respondents, and Part 2 was the result of the responses of the respondents as to what were their attitude and perceptions towards On-theJob training.

The findings of the study revealed that:

- Majority of the BSHRM students like OJT and they find OJT interesting and useful in their own field of specialization. And that through OJT many students learned from it through the actual application of their knowledge and skills;
- Through OJT students learned how to handle tools and equipment used in the operations and learned also how to deal with the people outside and inside the establishment as part of their training;
- That the students have learned customer relation and find it easy to relate with the supervisor and their co-employees in the establishment;
- That the students developed politeness, honesty, patience and treat customer fairly as well as practiced how to handle their complaints and grievances even under pressure;
- That the students learned to developed responsibility, loyalty, initiative, industry, promptness cooperation: punctuality, cleanliness and sanitation as well as commitment or love of work during OJT.

In view of the findings of the study, the researchers draw the following conclusions:

- That the BSHRM 3rd and 4111 year liked On-the-Job training and they were very much interested on the said training. This training contributed to the learning's of the student, and they find OJT useful in their own field of specialization. The On-the-Job training helped promote discipline among themselves and led them to practice politeness in dealing with their supervisors, customers, and co-workers;
- That On-the..Job training helped promote industry and initiative among the students while doing their tasks. This helped them become honest, prompt and loyal to their work. Through On-the..Job training the students became responsible and patient. They learned how to deal with customer and treated them in a fair manner;
- That the knowledge of the BSHRM students has been applied into practical use in OJT. Through OJT they have known how to deal with the people of different values and characters and sometimes found it difficult to please them and in handling their complaints and grievances;
- The students in On-the-Job training have contributed in uplifting the standards of the establishment and their knowledge and skills have been improved and enriched because of On the-Job training.

The researchers likewise recommended the following:

- That the Administration or the School should encourage the BSHRM students to show their knowledge and skills and apply them into practical use so that there will be more establishments to accept student trainees coming from this institution. The students must see to it help that they are performing well their jobs to uplift the level of the establishment where they are having their OJT;
- That the training establishment should assist the student trainee in doing their tasks and in orienting them how to use the tools and equipment as well as to know the flow of operation in the establishment;
- That the school must provide some other training for students so that when they go out of school portals they will be knowledgeable and skillful enough to perform their On-the...Job training;
- That the students should have the full interest in doing their jobs so that they can perform their tasks well in preparation for their future jobs;
- That the students learn to have commitment and love of work during On-the-Job training, and learn how to relate effectively with them.