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Application of Information Technology in Training High Quality Human Resources for the Tourism-Hotel Industry

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Abstract

Vietnam tourism is growing day by day, attracting a large number of both domestic and international tourists. The rapid development of tourism has led to a scarcity of human resources in this field, especially high-quality human resources. Grasping the needs of society and tourism and hospitality businesses, training facilities have coordinated with partners and experts in the tourism and hospitality sector to develop programs. Training high-quality human resources associated with information technology application to meet the requirements of the tourism and hotel industry in the current period. Many software programs have been applied in training management and

teaching at all training institutions, gradually professionalizing, contributing to improving the effectiveness of training management, innovating teaching methods, improve learning outcomes and is a key factor to create a learning society anytime, anywhere that responds to social change. Therefore, within the scope of the article, the author has deeply analyzed the current status of information technology application in training high-quality human resources in the tourism and hotel industry, thereby offering solutions to promote the application of information technology in hotel tourism training.

Keywords: Information Technology Application, Human Resource Training

1. Introduction

Entering the 21st century, information technology has become really important, increasingly developing and penetrating most fields, including education. Information technology has been applied increasingly, diversely and richly to support learners' learning and the teaching and training of lecturers more effectively. The development of information technology has rapidly changed the world economy. The decisive factor in that change is high-quality human resources, human resources, a product of society in general. and of education in particular. In the trend of integration and globalization, our country is in the process of industrialization and modernization, requiring high quality human resources as an urgent need.

Clearly defining the position and importance of education and training for the country's development, the 8th National Party Congress document affirmed: "Along with science and technology, education Education and training are the top national policies to raise people's knowledge, train human resources, and foster talents for the cause of industrialization and modernization of the country" [3]. Implementing the great mission that the Party and people have entrusted to education and training is the responsibility of the team of teachers and educational administrators who play an important role. To have a modern, integrated education, we must comprehensively innovate from goals to content, programs, methods, and means. Requiring innovation in education and training, innovation in teaching activities requires innovation in management activities. Innovating school management, in which managing the application of IT to teaching at training institutions has become an urgent requirement, with a direct impact on improving the quality of education. More than ever, education and training need to quickly promote integration and develop IT applications not only to keep up with world developments but also have the responsibility to train human resources ready to meet the country's development needs in the process of global integration. For that reason, the author has deeply researched the current status of information technology application in training high-quality human resources in the hotel and tourism industry, thereby coming up with solutions to improve the effectiveness of information technology application in training tourism human resource.

2. The importance of human resources for the tourism and hotel industry

The tourism-hotel industry in Vietnam has partly affirmed its position and outstanding development with more and more hotels receiving standard star ratings, thereby building trust and attracting foreign tourists to Vietnam. However, this means that requirements for the quality of accommodation services are increasing, and staff recruitment standards at star hotel restaurants are also becoming more and more strict. Along with investing in facilities, the process of training quality staff plays an important role, creating an effective competitive advantage for hotels in the market.

The country currently has nearly 200 tourism training establishments, including 62 universities with tourism departments, 55 colleges, 71 intermediate schools, and 4 vocational training centers. With hotels, the majors are mainly at the intermediate and vocational levels... The training of tourism human resources reaches knowledge and skills according to regionally agreed standards and expands to a wider range of areas. vi globally but did not meet expectations. Tourism facilities are increasing, but training capacity is limited. The continuity of programs and training program structures between institutions is not uniform; Fragmented and small training facilities^[1]. The demand for human resources in the tourism and hospitality industry is very large, but it is not easy for graduates to find jobs, only about 55% of graduates, and the main reason is still due to the knowledge provided in school. The training period does not meet job requirements at standard restaurants and hotels. This reflects the worrying situation about the quality of human resources in the hotel and tourism industry in Vietnam today.

It can be affirmed that employees play an extremely important role in the development process of tourist hotels. They are the ones who directly bring satisfaction to customers. Therefore, in order to improve the quality of hotel services, staff need to be properly trained to meet the hotel's quality standards as well as the Government's current standards applicable to the tourism hotel industry. Currently.

3. Current status of information technology application in training high-quality human resources in the hotel and tourism industry

3.1 Human resources for tourism and hospitality in Vietnam

The Tourism industry is currently considered to be an industry with 2-3 times more human resource needs than other key industries such as education, healthcare, and finance. According to Deputy Director of the Hotel Department, General Department of Tourism Nguyen Thanh Binh, the forecast for Vietnam's tourism growth in the next 10 years is quite optimistic, by 2025 the country needs to have 950,000 to 1,050,000 accommodation rooms and 1,300,000 to 1,450,000 chambers are needed by 2030. Thus, in 2025, the demand for labor in tourist accommodation establishments will be about more than 800 thousand and in 2030 it will be more than 1 million. In the period 2022 - 2030, on average, over 60,000 workers will need to be added each year^[1]. However, each year, specialized tourism training schools can only meet 60% of the industry's needs, leading to a serious shortage of tourism and hotel human resources. Besides, the structure of human resources in tourism and hotels in Vietnam has a huge difference;

Elementary, intermediate and college levels account for 51%, less than elementary levels account for 40%, and university and postgraduate degrees account for 9%.

According to the General Department of Tourism, the country currently has over 1.3 million tourism workers, accounting for about 2.5% of the total national workforce; Of which only 42% are trained in tourism, 38% are trained from other industries and about 20% have not received formal training but only received on-the-job training^[2]. In addition, more than half of workers working in tourism are very weak in foreign languages, this is a huge limitation of Vietnamese tourism. According to ITDR's research on foreign language proficiency of human resources in the tourism industry, English currently accounts for about 42% of the entire industry's human resources, Chinese, French and other languages with the corresponding proportions are 5%, 4% and 9% of human resources^[2]. This leads to the fact that the number of workers with expertise and skills is both lacking and weak, but there is a surplus of workers who do not meet the requirements. Currently, hotel human resources in the one to three-star segment are increasing rapidly; However, in the 4 to 5 star hotel sector, recovery is slow, and in fact, high-quality human resources serving in large hotels, specializing in serving international guests, are shifting to other industries. Thus, the demand for quantity and quality of human resources for the tourism and hospitality industry is very large, notably the need for highly qualified human resources is increasing.

3.2 Current status of information technology application in tourism and hotel human resource training

The application of information technology to training activities in tourism training establishments has been carried out for many years and has achieved certain results, significantly contributing to improving training quality. Specifically:

All training institutions have built websites or portals to provide information, search, lookup, disseminate, absorb and retrieval data between schools and students. Thanks to Internet technology, searching and accessing legal documents, directives and guidance documents from superior agencies is easier, faster and more convenient; At the same time, the management and exchange of documents between specialized departments in training facilities is quick and compact. Professional departments and faculties can access the school's website to search and look up information, exchange on forums... Therefore, the management of training activities in each training facility is more systematic and help most officials and teachers have access to information resources and information technology. With the application of information technology, most of the systems of books, forms, score records and student resumes, admission work, examinations, tests, assessments, rankings, and scholarships are completed, tuition management... are all managed on a specialized software system. This form of management truly demonstrates the superiority of information technology, ensuring speed, accuracy, updates, and the ability to process data in large quantities and store conveniently. Many training institutions have used systems to manage data, documents, exam questions, test questions, timetables, scores, and personnel of departments, faculties, and subjects; Internal dispatches help the management of training activities become organized and professional, saving time and stationery costs.

Most training facilities have hired consultants to design internal information networks, build websites, and purchase training management software. However, depending on its characteristics, each facility has improvements and changes in the direction of the object so that the management and use are suitable to actual conditions. Based on specialized infrastructure and software, consultants train, disseminate and foster information technology management staff and functional departments according to training plans and education program.

Currently, the application of information technology in teaching has been widely approached and used by the majority of lecturers in training institutions. Most lecturers have participated in training courses on skills in building, compiling, and using electronic lesson plans and electronic lectures for teaching purposes. Depending on the specific nature of each discipline and subject, lecturers have proactively used electronic lesson plans to teach assigned courses, applying sources to search for knowledge through Internet technology to help students. Students increase their ability and role to actively learn about lecture content and have access to many different information channels to search for knowledge.

Although electronic computers and information technology bring many advantages to teaching and learning, to a certain extent, these modern tools cannot completely replace the human factor in the training and teaching management process. Therefore, the first obstacles and limitations also come from each officer and lecturer themselves if they do not actively participate in the process of computerization of training and teaching activities.

Teaching interaction between humans and machines, teaching in groups, and teaching creative thinking methods to students is still new to lecturers and requires lecturers to harmoniously combine teaching methods.

Material sources (images, videos, specialized software) for applying information technology in teaching are quite rare, especially sources suitable to reality in Vietnam. The cost of purchasing software is quite high. Current software is mostly not copyrighted, so the stability is not high. Electronic lecture preparation software has not yet been put into use. Specialized software has not been updated in a timely manner compared to businesses, causing confusion for students after graduation. Funding for upgrading information technology facilities and software in a more modern direction is still limited. The ability of officials, teachers, and lecturers to accept new technology and software is limited.

Many students are not proficient in information technology and computers, so when lecturers apply information technology in teaching, practice or testing learning results, students are confused and their learning results are not high.

Facilities serving research, lesson preparation, teaching of lecturers and student learning of some current training institutions also do not meet the needs.

4. Solutions to promote the application of information technology in training high-quality human resources in the tourism and hotel industry

Promote propaganda for officials, teachers, and lecturers to clearly see the effectiveness and inevitable requirements of applying information technology in innovating training and teaching management methods.

Organize classes to foster skills in applying information technology in teaching, scientific research and preparing electronic lesson plans for officials and lecturers. Improving the level of information technology application for officials and lecturers also means improving the training quality of the facility. Train lecturers to use some supporting software to prepare electronic lectures and electronic lesson plans, focusing on using open source software to interact with the Internet environment.

Invest in purchasing new software products, suitable for each industry and each type of training at training facilities. Invest and exploit the E-Learning system (online learning) to save and reduce class time, teachers and learners can communicate anytime, anywhere, diversifying exam and testing forms. Check, return assignments, give professional classes, specialized guidance... Strengthen and supplement the electronic textbook system, considered as scientific research projects that need to be invested and developed. Deploying a number of software for review, testing, and quizzes that allows online interaction and integration into the school's website; Software that stimulates and directs thinking ability to support group work methods, supporting interaction between teachers, lecturers and students. Invest in building software for training program management, student management, score management, building electronic libraries, and electronic information portals.

Invest in information technology equipment comprehensively and synchronously so that the application of information technology is truly an effective tool that contributes to improving the quality of management, teaching and learning. Training facilities need to increase investment in additional facilities, equipping multi-function rooms with full synchronization facilities such as projectors, cameras, cameras, network connections and instructions for use.

Gradually improve the teaching quality assessment mechanism, quantify the criteria for assessing teaching quality, and then have an appropriate reward mechanism. Increase the gap between reward levels, gradually reduce the "equalization" in rewards, creating enough difference to encourage lecturers when applying information technology in innovating teaching methods. However, it is also necessary to change the mindset of applying information technology to teaching, not depending on technology but exploiting and promoting technology along with knowledge to build a lesson and make a lesson. more vivid, easy to understand and highly effective.

Strengthen the organization of conferences and seminars with information technology applications, thereby creating conditions for training managers and lecturers to access, update, share experiences and exchange information, exchange and learn in using skills and software in the process of preparing electronic lectures. Encourage and motivate training managers and lecturers to increase access to the Internet to search and update the latest information and documents to serve management and teaching work and to quickly grasp and update new documents and directives from management levels to serve management and professional work.

Good application of information technology in training is the key to success in the management of tourism training establishments, and is the premise for improving the quality and effectiveness of human resource training. Investing in

information technology development at training facilities in the current situation is not based on the ability of funds to be used to purchase software, but needs to rely on a careful analysis of system characteristics and must develop on the basis of a good management model along with the premise of good human resources using information technology. With the superior features of information technology, the application of these features to carry out training management of training institutions in general and tourism training institutions in particular is very effective. efficiency, ensuring minimization of time and other costs.

Promoting the application of information technology in the field of training needs to be replicated and popularized in training facilities in the coming time, gradually making training management more and more professional to meet the requirements of reality and the context of international integration. To effectively promote the application and development of information technology in teaching, it is necessary to increase investment to improve, complete and modernize teaching technology equipment, with full direction, synchronized and unified with legal documents so that schools have a basis for formulating projects, mobilizing investment capital, contributing to changing the content, methods, forms of teaching and educational management, creating a combination between school, family and society through the network, as a basis for moving towards a learning society.

In addition, training institutions need to strengthen cooperation with businesses and experienced experts to make the program updated and practical. At the same time, it is necessary to unify training programs at all training institutions around the world, apply new and open tools (MOOCs) to teaching, and allow students to learn and experience at every member school. This breakthrough will build for students an extremely valuable cross-cultural experience for their future careers. These improvements promise to bring efficiency and richness in training human resources for the tourism industry - a field rich in cultural and humanistic diversity."

5. Conclusion

In the context of the 4.0 Industrial Revolution, the application of information technology in training high-quality human resources for the tourism and hospitality industry has become an indispensable condition to create many new attractive tourism products, stimulating the growth and development of sustainable tourism in Vietnam. Therefore, the quality of human resources in hotel tourism needs to be improved to be able to adapt to new conditions and apply technological solutions in providing and serving tourism products as well as business activities to achieve success certain efficiency.

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