Career development is highly depends on professional knowledge and skill development through training programme in tourism sector

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Introduction: Tourism is widely recognized as one of the largest and rapid growing industries in the global economy. The diverse nature of the tourism industry, which incorporates many different sectors and types of jobs, means accurate statistics on employment are very difficult to ascertain. Estimate suggests, however, that tourism employs at least 255 million people throughout the world and contributes more than 9 per cent of global GDP (WTTC, 2012a). In addition, in many developing countries, tourism plays a principle role in economic development. For example, across all developing countries, tourism was the third highest export earner in 2000 (WTO, 2002). While tourism has made an important contribution to economic growth in many countries, the industry’s rapid expansion had a significant social and environmental impact while critics also argue that growth has generally not filtered down to the poorest (Ashley, 2006). The availability of skilled and trained manpower is a crucial element in the successful long-term development and sustainability of a tourist destination. Skilled and trained human resources will ensure the delivery of efficient, high-quality service to visitors, which is a direct and visible element of successful tourism product. One of the key areas through which tourism can provide employment opportunities is through employment (by building the capacity of service provider), but the issue of who benefits is important to consider. The potential for members of the community to take advantage of employment is often limited due to stipulation from employers for minimum level of education. The impact on the individuals employed by the organization and their ability to develop the technical and soft skills required for their role and to progress in their careers. A main challenge for the industry is to provide appropriate training, education, and clear career progression pathways for those that wish to progress in their careers.

Key words: Capacity building for service provider, Skill Development, Training, WTTC, WTO.

Objective of the study: The major objective of this paper is to identify and classify the availability of career development scope in tourism sector and identification of tourism training and education opportunities for developing professional skill and knowledge. In addition, provide a holistic understanding of tourism through the identification of its characteristics and employment and magnitude and its role as an integral part of an career development strategy.

Tourism and HRD strategy: Tourism, if supported by appropriate HRD strategies, can play a vital role in solving both the problem of unemployment and the skills deficiency, as well as reducing the leakages resulting from the repatriation of wages and salaries of expatriates. The current educational status assessment clearly showed that there exists a difficulty in finding the best quality potential pool of candidates for any basic tourism-training programme. This has obviously had an adverse effect on the efficiency and effectiveness of the quality of tourism training. To produce quality skilled employees, selection should be done correctly in the first place.

Role of job involvement and skill development in career progression: Job involvement and skill development are some of the most important HRD aspects of any employee for the success of any organization. Job involvement and skill development will not only make the job more stimulating but also increase the involvement of the employee during planning and decision making process. This will lead to increase in performance as well as provides opportunities for better career development of the employee.

Effectiveness of professional knowledge and skill in career development: Professional knowledge and skill only can develop by imparting proper training to the employee. Imparting specific training not only generates more career opportunities but also equally important task for raising the quality of human resources. Induction training provided by the organization offers an excellent opportunity for new comers to learn comprehensively about the tourism sector. Training programmes helps to change the attitudes and improve knowledge of the service providers in tourism sector. Specific training programme increase job satisfaction and improve morale of the employees.

Major findings: 1) There is always a mismatch between supply and demand of manpower in the tourism sector, that is in most cases supply of unskilled workforce is more than its demand.
2) Lack of awareness of and respect for tourism education and training by employers.
3) Low regard for tourism careers, because the industry is seen to be employing many-un-or semi skilled workers at low wages.
4) Absence of universally credentials and performance standards and hence the need for standards and certification.

Conclusion: Due to the high labor turnover, and the consideration of many tourism occupations as transitory jobs rather than career option, training should not be isolated, but rather continual and sustainable. Given the importance of tourism of the country’s economy, mere is a need for the country to get an early exposure to tourism possibly from the secondary education level. Given the fact that majority of establishments in the industry are small, medium or large sized family-owned operations, career opportunities are limited and there may be little motivation for establishment to develop career opportunities and paths for workforce. This tourism operations need to promote and develop tourism as a viable career option both potential entrants into the industry and for persons already in the industry.
Bibliography:

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