

¹Mr. Nilesh Upadhye, ²Ms. Priyanka Shetty

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The Comparative Study Of Traditional And New-Age Teaching Pedagogy For Hotel Management Students – With Reference To Online Teaching Methods

¹Mr. Nilesh Upadhye, ²Ms. Priyanka Shetty

[¹upadhyenilesh20@gmail.com](mailto:upadhyenilesh20@gmail.com)

(Research Scholar, Assistant Professor, Tilak Maharashtra Vidyapeeth's Department of Hotel Management, Pune)

&

²(Assistant Professor, Tilak Maharashtra Vidyapeeth's Department of Hotel Management, Pune)

Abstract

A rapid change in the experience has been felt in last 20 years with respect to the advances in the study and learning method (Dervan, et al. 2006). Internet has played a major role in changing methodologies and adaptability has been a key for both teachers and students. Many sectors adopted the new methods while some still continued with traditional classroom methods.

Hotel management is a stream where students get trained to work in the hospitality industry. The course demands a lot of practical hands on knowledge to enhance the skills and abilities of a person. Thus this stream needs blended teaching methods for better learning experience and better knowledge transfer.

This research paper aims to understand the various traditional and new-age teaching methods adopted by hotel management stream and also determine the choice of hotel management students towards teaching pedagogy. Study on various teaching methods for hotel management students will be done through secondary data collected from various books, published research projects, papers, articles, magazines and other online platforms. The paper will also study the comparison of choice of hotel management students towards teaching pedagogy through primary data collected through questionnaire.

Key Words: *traditional classroom, new-age teaching, online classroom, teaching pedagogy, teaching methods, hotel management, student learning*

Introduction

Merriam-webster dictionary states that “*Pedagogy is an art, science or profession of teaching especially: education*”. As stated in the principles of learning and teaching (P-12) - blue print for the government school's flagship strategy 1, Pedagogy is the blend of component, tasks, interactions of a teacher with students that help them know more about the demographics and interests of the students. It is also about how a teacher makes decision in framing the activities for the class and developing content for the tasks which will focus on the ideas and skills that are built on.

According to Cambridge dictionary education is “*the process of teaching or learning, especially in a school or college, or the knowledge that you get from this*”

Education being need of the hour creates a society which will help in leveling up literacy rate in the rural parts of the society.

Artificial intelligence is one of the new technological advancement that is been used by educational institutions. It has been found that artificial intelligence is implemented in institutions as they believe that, Artificial Intelligence is a better and innovative technology for enhancement and sustainable evolution in education system. (Dr. Geetali Tilak-2020)

The process of educating began in the era where the elder ones use to story-tell the younger ones to pass on knowledge and skills which were necessary to live in a society. Later as the need for education was realized a formal education was started with a teacher whose job was to teach students on said topics in a structured format. Some of the methods in teaching are discussed below:

Traditional Teaching Methods

This is the method of teaching where the teacher uses the blackboard to teach students by explaining the concepts verbally. There is no use of technology and multimedia. In this particular method the instructions are teacher centric and the main goal of the education is good score in the examination. In this method students learn through the direct instruction from teacher through listening and observing. The instructions are based on lectures, textbooks and assignments given. Here teachers often talk without knowing students involvement and response. The In this method a unified and single curriculum where there is not consideration in ability and interest of students. Here teacher is the only source of to gain knowledge and skills.

New-Age Teaching Methods

This method of teaching is where learning and accumulation of knowledge happens when the classrooms are student centric where use of technology, hand on activities and group activities are done. Instructions given by the teacher are project – based with the use library, field experts and of technology like internet. Teaching and learning is based on understanding the facts, application and analysis with innovation as a key. In the method students choose classes according to the career plan and perceived abilities. This method allows student teacher to work together as a collaborator focusing more on improving student’s intellectual behavior by using new innovative methods rather than just making them recite for the good grades. Here the students can make use of reference material available online and offline, make use of internet and learn from the field expert to gain knowledge and skills. Some of the types of new age teaching methods are:

Collaborative Learning

Spaced Learning

Flipped Classroom

Self-learning

Activity based learning

Visual Audio and Kinesthetic mode learning

Crossover Learning

Effective teaching is very important as it contributes to the social, political and economical development of any nation. Although with many researches it has been observed that there is no one right method that can be followed in the teaching-learning model. There has to be an in depth study of the teacher knowledge and expertise, student background, need of the course in transfer of knowledge and skills, outcomes and many more while choosing the right method. Classrooms should have a sense of collaborative partnership with intellectual engagement for better teaching and learning experience.

Objectives

1. To understand the various methods of traditional and new age teaching for hotel management students.
2. To determine the choice of hotel management students towards teaching pedagogy.

Literature Review

According to the paper titled Online vs. traditional teaching evaluation: a cross sectional study by Khorsandi M, Kobra A, Ghobadzadeh M, Seifei M (2012) published in Procedia - Social and Behavioral Sciences, teaching evaluation helps to develop the faculty teaching skills and improve their knowledge. It also contributed to improvement of teaching quality and techniques. With help of faculty course evaluations one can achieve the professional and career growth. Faculty course evaluations are used to gather the feedback of teacher and committee members which helps to improve the quality of teaching. Online method has a several advantages like time and cost saving, less susceptibility to influences and faster results. In traditional method student have only one chance to provide the opinion of their professor in the other hand online method give the multiple days to provide their evaluation. So the online method is less time consuming and less sensitive through which students can provide the complete to the questionnaire as they wish.

According to the paper titled Students’ Perceptions of Online-learning Quality given Comfort, Motivation, Satisfaction, and Experience by Michael C. Rodriguez, Ann Ooms, Marcel Montanez (2008) published in Journal of Interactive Online Learning, it is very important to experience and understand the online course which can provide

the better suggestions to the students and faculty. It helps to improve the learning experience. For higher education institution it is very difficult to design the online courses and sustain them for longer period of time. Engaging the students in the online-learning process requires certain level of comfort and ability to use the computer and web technology. Comfort with the technology increase the satisfaction level of the student due to online courses. Students get motivation and satisfaction through after learning about the new technology. Students need to engage themselves to successful learning experiences one they have enrolled for the online or hybrid courses.

According to paper titled Developing a virtual environment for teaching hotel management students (2007) by Paul Penfold, Henry Ma and Wai Fan Kong published in IADIS International Conference e-Learning, basically hotel management course is theoretical and practical course and faculties are facing problem of improving the students interpersonal skills and technological knowledge so that students can work effectively in the future market. The virtual hotel will help the instructor to provide hotel management students to apply their theoretical knowledge about setting up the hotel, developing their problem solving and workplace skills. To work in the real operation student can enhance their knowledge and skills with the help virtual hotel. It will also help the teachers to enhance learning environment. Today's generation techno savvy one can say Net generation as well. Virtual teaching method feasible in the hotel management schools but it is also important to find out how effective is the method and what is the outcome from the same. Strength of the virtual hotel is that it provides the students to visualise the work environment and interact their preferred pace. It also helps the students to think out of the box and think wisely while choosing their department to do the job.

According to paper titled Students' Perceptions of Online or Face-to-Face Learning and Social Media in Hospitality, Recreation and Tourism by Mary F. Fortune, Melany Spielman, Dean T. Pangelinan (2011) published in MERLOT Journal of Online Learning and Teaching, as per the students perception in online teaching method and face to face teaching method both are equally strong enough to get the knowledge and be creative while learning different technology. Students feel that in online teaching method they can able to maintain the less or no physical contact. Internet has transformed the overall teaching pattern. Students those who are taking online education more comfortable asking question through online rather than face to face. Online teaching method didn't impact students ability to learn because many of the students grew up with the modern technology that's why they are very comfortable communicating though online. It is like technology is their part of the life. On the other hand students those who are attending the face to face education are preferred same pattern more because interaction with the teachers better to create a learning environment. It also help students to improve their understanding contribute in the different activities held at the college campus. Also improves their ability to absorb the course content.

According to paper titled Students' Positive and Negative Experiences in Hybrid and Online Classes by Bassou EL Mansour, PH.D. & Davison M. Mupinga, PH.D. (2007), institutes are struggling to meet the current market demand know they are adopting the mixed teaching method like online and face to face both. Hybrid education system allows teaching faculty to reach out to maximum number of students which is more cost effective. Also this system will free up the class room space. Each and every student is not comfortable with traditional teaching method since traditional teaching method is over taken by online teaching method. In traditional teaching method teacher develop the course content and same transmit to the students. During the face to face interaction teachers provides regular assignments and activities that require them perform or complete in the classroom itself. But there are few drawback in traditional teaching method, it require student and teacher in the same classroom, lack of flexibility. In the other hand, hybrid teaching method students can familiarise with new technology, concept and procedure before they come to class physically. But hybrid education is also not feasible for the students as it require a lot investment. Usually students take admission to the online course only for the flexibility and convenience not because of their teaching style or pattern. But still maximum students prefer class room teaching method as it met their expectation. There are mixed reviews about hybrid, class room teaching and online teaching method.

Methodology

A questionnaire was given to collect the primary data. Data has been collected specifically only from Hotel Management College students from the Pune city. Out of which randomly 151 responses were collected from the students with the help of Google-form. Also, few questions were asked verbally while they submitted the questionnaire to seek the justification and reasoning's for their response choices which then has used as informal interview while writing the interpretation. Simple random sampling was adopted to get the questionnaires filled. Secondary data was collected from the previously written literature through research papers, government reports, news articles etc.

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Data Analysis and Interpretation

Class
151 responses

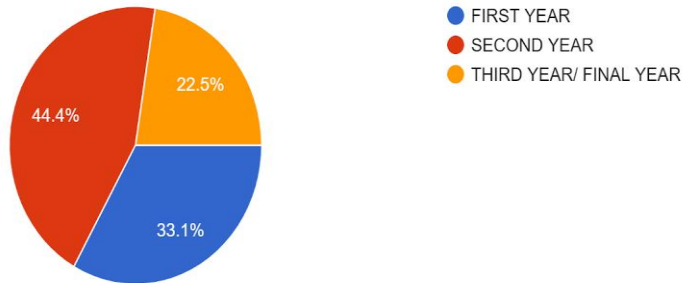


Chart 01

Chart 01 denotes that data was collected from the several hotel management colleges who pursue 3 or 4 year degree program. Out of 151 students 33.1% are first year students, 44.4% second year students and 22.5% who are studying in third year or final year of hotel management program.

Age
151 responses

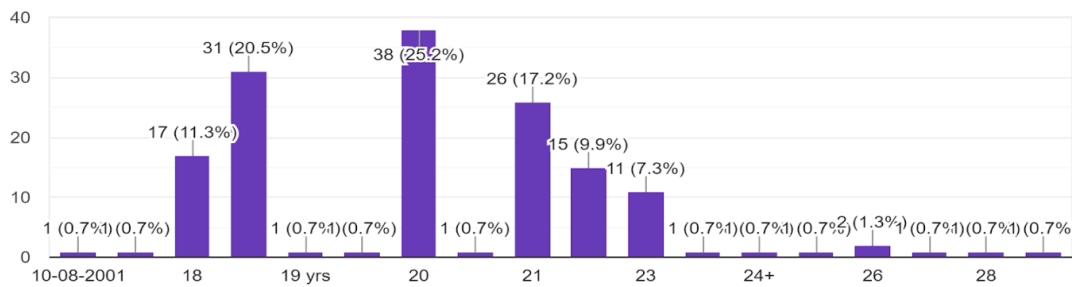


Chart 02

As given in chart 02 it has been observed that there are respondents who are between the age of 18 year to 24 year from first, second and third or final year hotel management program.

How do you attend classes?

151 responses

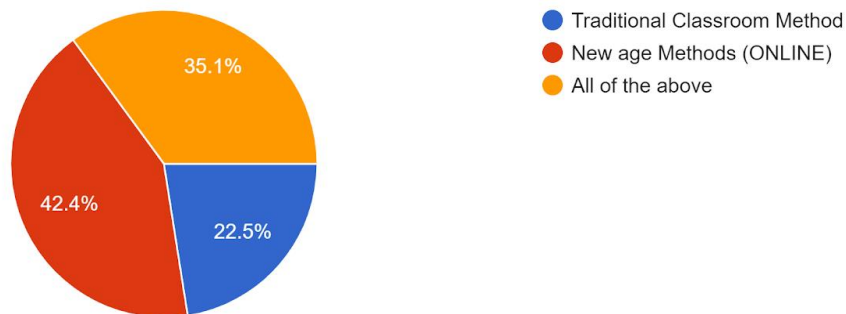


Chart 03

As per chart 03 data it has been observed that 42.4% students are attending the online classes and 22.5% students attending the lecture through the traditional teaching method which is class room teaching method. On the other hand, 35.1% students are attending the classes with blended methods or online theory classes and offline practical.

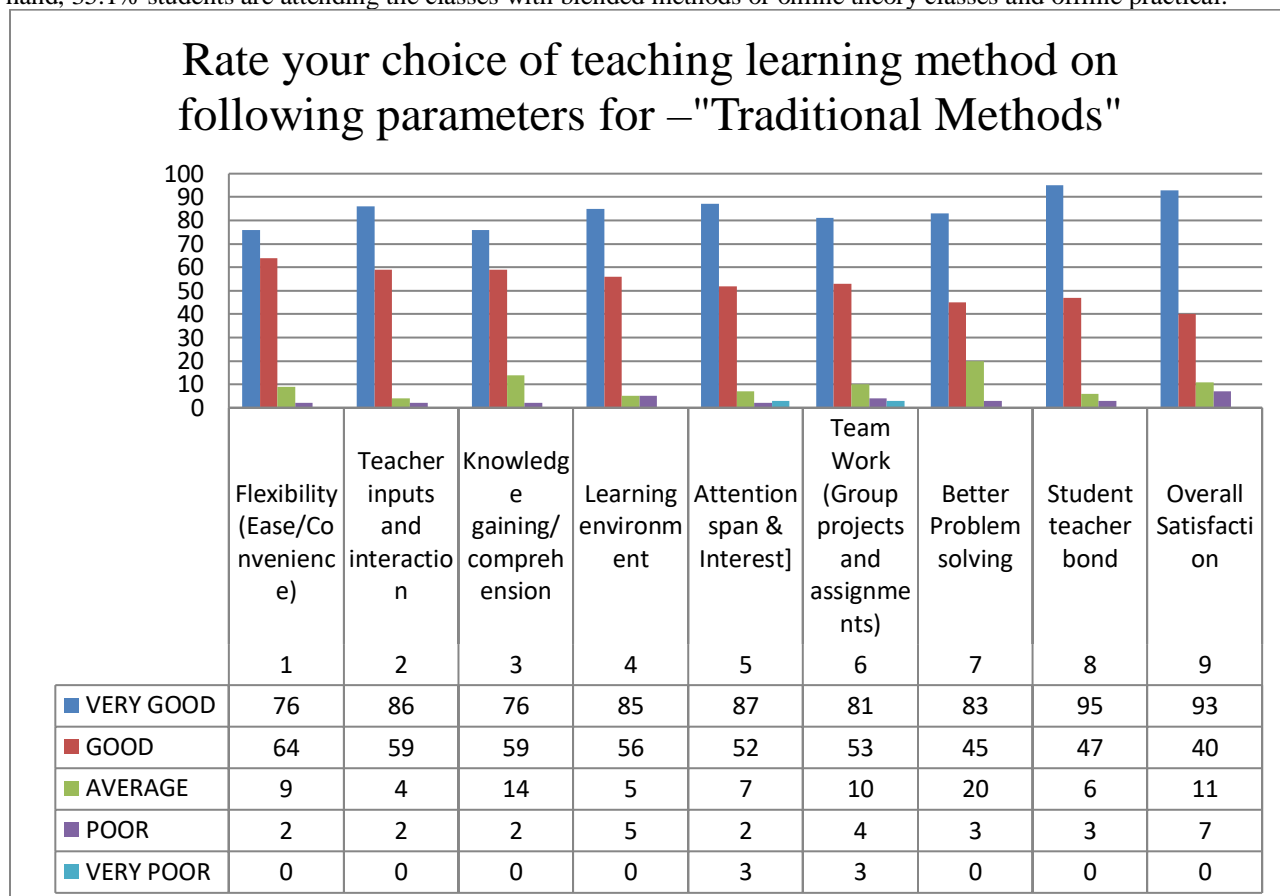


Chart 04

Chart 04 questionnaire was given to rate the choice students of teaching learning method on parameters for – "Traditional Methods". The choice of options given were- Flexibility, teacher input and interaction, knowledge gaining and comprehension, learning environment, attention span and interest, group projects and assignments, better problem solving, student teacher bond & overall satisfaction. Data was collected from the 151 students. Based on the overall responses out 9 parameter students prefer students teacher bond and overall satisfaction as their first choice. Because with the help of both parameter students can built a good relationship and bond leads to the student satisfaction. Students have given the second preference to attention span & interest, teacher inputs and interaction, learning environment, better problem solving and team work. Traditional teaching method help to increase the attention and interest as the teachers are having face to face interaction with students. Also, it creates learning environment in the class room because students can solve their problem immediately in the class room itself as well as teachers can able to give more attention to the students those who are week in studies. In the other hand, students have given less preference to the flexibility (ease/ convenience), knowledge gaining/ comprehension and team work. In students' point of view other parameters are very important compared to this.

Out of 151 students 95 says that traditional teaching methods help to make the student teacher bond strong. Because students have a face-to-face interaction with the teacher continuously which help the students to solve their problem and it is very difficult in online teaching method. It helps create a strong bond between the students and teacher. 93 students say that through the traditional methods students can achieve overall satisfaction. In traditional methods teachers give more input and interact with students very often. Teacher's inputs are very important in class teaching method. Teacher need to use more innovative ideas to interact with the students. That's why 86 students say teacher input and interaction is mandatory. To create a learning environment and increase the attention span and interest class room teaching method is the best option to teach the students. In online teaching method it is not possible as it has lot disturbance while attending class due to which students cannot concentrate continuously. Class room

teaching method helps to build the bond between the students which leads to better team work. In Class room teaching method students attend the all together which helps to create a learning environment and it increases the attention span of students because in this method possibly teachers can implement different methods of teaching which increases the student interest. If the students are studding together then it is easier for them to complete the assignment, project and task give by the teacher. By helping each other they complete the task which leads to create a team bonding and team work between the students. Through the class room teaching method it is easier for teacher to solve students’ problem then and there. Students come up with their problem which can be solved as soon as they approach the teachers. That’s why out of 151 students 87 students give a priority to attention span and interest, 86 students gives priority to teacher input & interaction, 85 students to learning environment, 83 students to better problem solving & 81 students to team work (group projects & assignments).

Rate your choice of teaching learning method on following parameters for –"New age Learning Method (Online)"

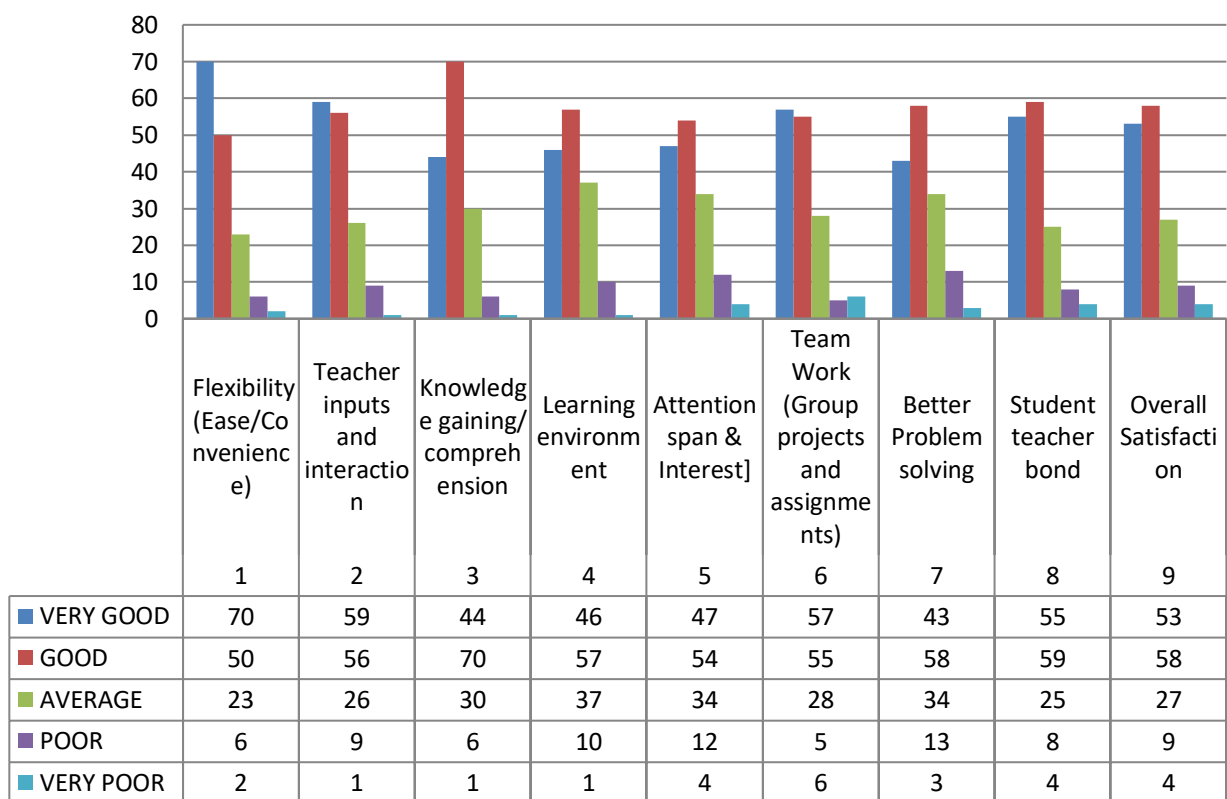


Chart 05

Chart 05 questionnaire was given to rate the choice students of teaching learning method on parameters for –"New-age Learning Methods". The choice of options given were same - flexibility, teacher input and interaction, knowledge gaining and comprehension, learning environment, attention span and interest, group projects and assignments, better problem solving, student teacher bond & overall satisfaction. It has been observed from the collected data that students have given the first priority to the flexibility (ease/convenience) because it is very convenient to attend the online lecture from any location which saves the time. Then students give the priority to teacher inputs and interaction because teachers are putting efforts to teach through online teaching methods. Second priority given by then students to student teacher bond, overall satisfaction, & team work (group projects and

assignments). Students say that knowledge gaining, learning environment, attention span & interest, better problem solving are the least important things in online teaching methods.

From the data it has been observed that there is tremendous change in the student's priority. 70 students say that online teaching methods is their priority as it very flexible to attend the class and it is convenient for the students as well so they can attend the calls particularly from any place. 59 students say teacher interaction and input & 57 students say that team work (group project & assignment) are the main choice for them. As per the students perception teacher interaction better in online teaching method and can able built a good team work and possibly help to complete the assignment and group project. 55 Students has give priority to student teacher bond and 53 say overall satisfaction. Online class might help to increase the bond between students and teacher. In the other hand 46 students says learning environment, 47 says attention span, 44 say knowledge gaining and 43 says better problem solving these parameters are list important in online teaching method.

What is your preference of teaching learning method

151 responses

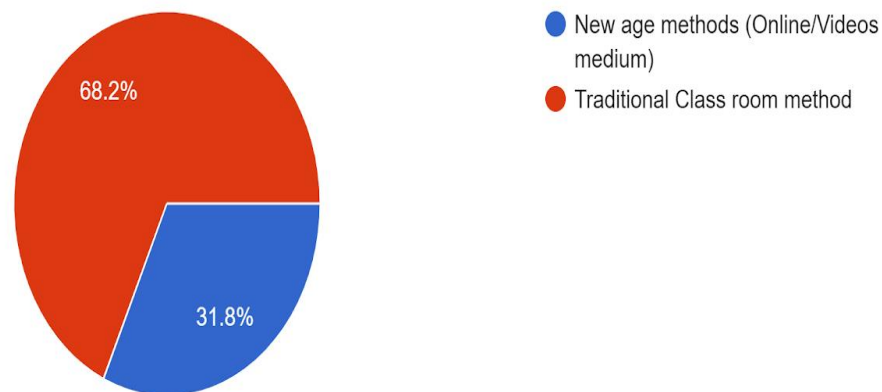


Chart 06

From the chart 06 data it has been observed that 68.2% students are still prefer the traditional class room method and 31.8% students have prefer new age teaching methods. Traditional teaching method is the main pillar of Indian education system. Student and teacher both are used to this method of teaching. This new age teaching method is little bit difficult for teacher and students to adjust and cope with this system. That's why maximum student say that traditional teaching is there first choice.

Hypothesis Testing

H₀ - Hotel management students have less inclination towards traditional teaching methods over new-age teaching pedagogy – with reference to online teaching.

H₁ - Hotel management students have more inclination towards traditional teaching methods over new-age teaching pedagogy – with reference to online teaching.

One way ANOVA test was used for testing hypothesis to check the variance of the inclination of hotel management students towards traditional teaching methods over new-age teaching pedagogy – with reference to online teaching.

Result is as follows:

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Summary of Data						
	Treatments					
	1	2	3	4	5	Total
N	151	151	151	151	151	755
$\sum X$	633	603	581	606	600	3023
Mean	4.1921	3.9934	3.8477	4.0132	3.9735	4.004
$\sum X^2$	2783	2515	2397	2580	2536	12811
Std.Dev.	0.9289	0.8446	1.0376	0.9932	1.0063	0.9683
Result Details						
<i>Source</i>	<i>SS</i>	<i>df</i>	<i>MS</i>			
Between-treatments	9.2	4	2.3	<i>F = 2.4721</i>		
Within-treatments	697.7881	750	0.9304			
Total	706.9881	754				

The f-ratio value is 2.4721. The p-value is .043268. The result is significant at $p < .05$. The F-value calculated was 2.4721 for which the p-value is 0.043268. The result is significant at $p < 0.05$. Hence it can be said that the null hypothesis (H_0) is rejected and alternate hypothesis (H_1) has been accepted. It is further concluded that Hotel management students have more inclination towards traditional teaching methods over new-age teaching pedagogy – with reference to online teaching

Observation and suggestions

From the collected data it has been observed that students prefer traditional teaching method (class room) instead of online teaching method. Class room teaching method built the student teaching bond because there is a continuous interaction between the student and teacher which help to increase the student interest. Since every student seating in one class room it increase the attention span and interest also it will help to built the good team work through which student can able to complete their project and assignment. It is very necessary to give more and more input by teacher to create the learning environment. More interaction with the students increases more interest. It built the self confidence in the students to come with the new innovative ideas which help to built there carrier. Teacher is key person who help students to solve their problem so it is very convenient for students to approach there teacher at any point of time. By help helping each other in the studies as well as in other curricular activities students can increase their knowledge and able to utilize in the outside world. That is traditional teaching method is better than online teaching method.

Limitations

1. The study had geographical location limitation as it was done from students studying in and around Pune city.

2. The study was done considering only for Hotel Management degree program.
3. Only choice of traditional and online method was considered.

Conclusion

The study from the research indicated that students from hotel management needs the blended teaching method as the program demands more practical approach in teaching and learning. Teaching and learning happens in an environment where there is a favorable atmosphere created and a needed infrastructure is available. It is also been concluded that the teacher need to incorporate innovative and blended method for the better learning experience. Students and teacher both have to be flexible to receive and provide the information to have an enhanced teaching learning experience. Though traditional methods are very popular students need to be given option of online learning for ease and flexibility of learning. It is still a debate on individual learning which is dependent on every individual's motivation for learning. Thus, with this it can be concluded that the efforts put in by teacher and student will determine the enthusiasm, overall learning and experience of both the sides. With this one has to understand the need of the program, demographics of the students, organizational policies and outcome of the teaching learning.

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