**Research proposal on**

**A Comparative Study of TVET Graduated and Informally Trained Staffs’ effectiveness of House Keeping and Laundry Service: the Case of Ghion and Intercontinental Hotels in Addis Ababa**

**By: Amsale Endalamaw**

**Enrolment No 099110657**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**

 **School of Social Work**

**Advisor: Dessalegn Negeri**

**August, 2011**

**Addis Ababa, Ethiopia**

## Introduction

## Introduction

### Background of the study

Ethiopia is one of the Sub Saharan countries facing a burden of poverty as a result of illiteracy, unemployment, high number of economic migrant, poor health service and backwardness like other developing countries. Currently, the Ethiopian government is mobilizing the society for poverty alleviation and bringing a significant change to reduce unemployment and create job opportunities through the transformation and development program by using different strategies of TVET. In Ethiopia, the TVET training strategy is designed to create competent and self-reliant citizen in order to contribute to the economic and social development of the country, as well as improving the livelihoods of the citizens and reducing poverty. To minimize the problems and to contribute its share in poverty eradication, Ethiopian Ministry of Education (MOE) takes its part and plays a pivotal role on the development of education through the slogan of “Education for all”. On the other hand, MOE designed the TVET strategy by targeting the objective to eradicate unemployment.

The overall objective of National TVET strategy as it is stated in the strategic document of MOE, in 2006 is to create a competent, motivated, adaptable and innovative workforce in Ethiopia who will be contributing to poverty reduction and social and economic development through facilitating demand–driven, high quality technical and vocational education training, relevant to all sectors of the economy, at all levels and to all people in need of skills development. The TVET strategy design and implementation is realized in all over the country. Currently, the Ethiopian Government has nine different regional states and each regional state government has been implementing the TVET strategy based on their conditions and needs by taking into consideration the importance of TVET to the national poverty alleviation and also all concerned bodies are using different media to promote the importance of TVET to the country.

The national media’s like Ethiopian Radio, ETV, news papers, and magazines have been giving coverage to advertise the TVET activities; these help to develop positive attitude among the society. It is observable that the society had no enough awareness about the TVET; with reputation effort of TVET training centers they have been creating awareness for the society. However, the trainee’s awareness is increasing from time to time after they have started the training in different fields. When the MOE planned to bring structural change on education; one part of its plan was the TVET strategy. This is assumed to bring a change of behavior towards creating a skilled and job creative society. The TVET trainers who are committed to their profession i.e. the responsibility of bringing a positive societal change of behavior given to TVET trainers and workers. The researcher being a trainer at one of the public TVET College has observed that the TVET trainers and trainees believed on the role of trained and skilled manpower’s’ work on the development of the country. This work however needs an organized training to accomplish every skill that is related to the areas; and to get this skill, training is important. Therefore, skills and training providing centers are emerged as TVET training centers which will positively help the development of the country (MOE, 2006).

These TVET training centers provide different professional skills training according to the need of the market. The TVET training program has been giving training for many professionals in different fields in Addis Ababa and the graduates used to get employed in different sectors in the country. From these, few of them were trainees in Housekeeping and Laundry Operation Service (HKLOS). HKLOS is one of the fields of training under Hotel and Tourism sector. This sector in addition to HKLOS consists of different hotel fields like Front Office Operation, Food and Beverage Service, Food Preparation, and also tourism related fields like Tourism Management, and Tour Operation (Ethiopia Occupational Standards Manual for Hotel and Tourism Sectors, 2010).

Hotels are an integral part of tourism which will lead other industries in revenues and employment opportunities worldwide (Andrews, 2007, pp: vii). The field of housekeeping and laundry operation service needs a large skilled man power. According to Andrew’s expression on his book “The Text Book of Hotel, Housekeeping Management and Operations”, he mentioned that housekeeping holds certainly a large workforce in hotels. Because they are responsible for the cleanliness, maintenance and aesthetic preservation of the entire premises, both external and internal. This research focuses on comparing the opportunity between TVET graduated staffs and informally trained staffs in housekeeping and laundry operation service departments of hotels.

### 1.2. Statement of the problem

In Addis Ababa City Administration, there are different fields of training that have been provided under the TVET programs with the objective of creating competent, self- reliant and skilled workforce. Housekeeping and Laundry Operation Service (HKLOS) henceforth is one of the fields of training in the TVET. The trainees’ who are taking the training of HKLOS are expected to offer services at modern hotels in Addis Ababa city and throughout the country. Data from TVET Agency shows that in the last ten years, in the areas of HKLOS there are few trainees when compared with other fields. However, some of the graduates of HKLOS could not get job opportunity or they are not hired on this field at all. On the other hand, it is observed that the construction of new standard hotels is increasing in alarming rate and they need qualified staffs in the area of HKLOS.

The researcher has been teaching in one of the TVET institutes in Addis Ababa in HKLOS department since 2001. While she has been teaching at HKLOS department she came across a problem of unemployment of HKLOS graduates. The TVET strategy is all about standardizing skills so as to create ethical, accountable and pleasing citizens who can fulfill the labor demand by training professionals domestically. In contrary however, there is a normal trend where companies used to employ unskilled individuals with minimum wage compromising the quality of the service and related issues.

Therefore, this study is important for the hotel owners. Not only this but also while visiting some hotels in Addis Ababa during apprentice-ship programs the researcher observed that there are people working as room attendants, cleaners and laundry section staffs without having the necessary qualifications. Because of this, the researcher wants to conduct a research on this topic so as to compare the satisfaction level of the employers who are using trained and untrained staffs in this department. As far as the knowledge of the researcher, there is no study which is conducted to identify the job opportunity of HKLOS graduates in comparison with the informally trained staffs in different hotels.

### 1. 3. Objective of the study

#### General objective

This study is aimed at comparing the relative effectiveness of formally trained and untrained laundry and housekeeping personnel in two purposefully selected big and renowned hotels in Addis Ababa i.e. Ghion and Intercontinental hotels. The focus of the comparison is made between technical vocational education training institutes’ graduated staffs’ and informally trained staffs’ effectiveness in under taking housekeeping and laundry operation service at standard hotels

#### Specific objectives

The specific objectives of this study are to identify the comparative effectiveness and gap of technical skills that should be used for the betterment of the organization for which the personnel him/herself is working. In this regard the following lists of objectives were set:

* To investigate relative effectiveness of formally trained and informally trained housekeeping and laundry staffs
* To examine how hosting organizations train the employees to make them effective on their job
* To show the gap between formally trained and informally trained staffs in relation to the overall performances
* To examine the satisfaction level of employees in the training and incentives given by the host organization
* To investigate the reason for giving training HKLOS staffs
* To indicate market penetration problem with formally trained workforce
* To show the importance of hiring professionals for hotel industry

**1.3.2 Basic research questions**

The research answers the following basic research questions in order to meet the above objectives.

1. How is effectiveness of trained and untrained housekeeping and laundry operation service personnel?
2. What kind of believes exist about offering formal training to HKLOS staffs and what the reality like?
3. Where do the gap in training and effectiveness correlate?
4. Do the hotels offer training as incentive?
5. How employing informally trained affect the opportunities of trained TEVT graduates?
6. How is job opportunity in hotel industry in general and HKLOS in particulars?
7. Which (trained or untrained) types of personnel occupy most posts in current hotels?

### 1.4. Significance of the study

Since there are flourishing modern hotels in the country, conducting such a study on housekeeping and laundry operations in particular and hospitality industry in general has great significances. The gaps which are identified by the findings of this study will also help the stakeholders of hospitality industry including the technical vocational education training institutes to revise their training and the hotels will also recognize the importance of employing formally trained workers based on the effectiveness assessment results conducted here. Then the market value of trained and untrained would be assessed by the curriculum makers and implementers.

The TVET strategy is all about standardizing skills so as to create ethical, accountable and pleasing citizens who can fulfill the labor demand by training professionals domestically. In contrary however, there is a normal trend where companies used to employ unskilled individuals with minimum wage compromising the quality of the service and related issues.

Therefore, this study is important for the hotel owners:

* + to see the difference on having the formal and informal trained staffs at different hotels
	+ it will play a role in showing the gap between TVET graduate and informally trained staffs
	+ to show the importance of having professional service providers for hotels
	+ it will show that the need of hotels industry for graduated HKLO staffs
	+ it will serve as source for different researchers in the area

### 1.5. Limitation of the study

Addis Ababa is the largest city in Ethiopia. There are many hotels engaged in the business of hotel industry. From those hotels the researcher has taken two of them for her study. Because, it is difficult to select all standard hotels which are found in the city of Addis Ababa; there are about 300 hotels. Thus, the research has conducted her study in two selected hotels in Addis Ababa at which housekeeping and laundry operation department are functioning and focusing only on housekeeping and laundry service area.

The research was restricted in these two hotels purposively because of following reasons that one way or another will representatively show the ranges of hotels in the country.

1. One of the hotels is taken from the oldest and known hotels from the city; in this case Ghion Hotel.
2. The second selected hotel among newly opened modern hotels is known as Intercontinental Hotel.

**1.6. Operational definition of terms**

**TVET strategy: -** an important element of the overall policy framework, towards development and poverty reduction. (MOE, 2006 E.C.)

**Technical Vocational Education Training (TVET):-** provide a training which **is** a combination of theory classes, practical institution and real Work experience (production). (MOE, 2006)

 **Training: -** a combination of theory classes, practical institution and real Work experience (production). (MOE, 2006 E.C.)

**Housekeeping and laundry service:** - housekeeping department is responsible to provide a service of

\* Cleaning establishment facilities and guest rooms.

\* Providing laundry services

\* Ensuring safety, security and customer comfort (Kappa, 1995).

Modern hotels: - Modern hotels consist of broad category of fields within the service industry that includes lodging, restaurants, event planning, theme parks, transportation, cruise line, and additional fields within the industry.

Employee: – under this study employees are work forces whom are formally or informally trained workers under housekeeping and laundry service department at standard hotel.

Employer: - according to this study employer is a hotel

Standard: mean a hotel where you will be comfortable and secure, where the rooms are clean. However, there are other things to be looked into apart from the facilities and amenities on offer.

Job satisfaction: means the acceptance or committed points that the organization satisfies by the skills and knowledge of the employees; which are used to perform their task.

 **CHAPTER TWO**

**2. Review of Literature**

**2.1. Introduction**

This chapter will present about the relevant related literature and discussion which will help the study. That shows the study concerned with endorsed facts and concerned literatures reflect global facts and points that can support the study. On the other hand, the study shows how supported or attributed by ideas and facts from known authors sayings.

This review related literature supports the idea of the researcher by comparatively with the scholars’ ideas and saying on the topic. On the other hand, the researcher use different scholars’ ideas and sayings to get support for her research and show her research through scholars view. This makes the research reliable and tangible.

**2.2 Hotels**

### 2.2. The origin of hospitality and housekeeping

The origin of hospitality and housekeeping has its own historical development. Scholars mentioned that hospitality is the cordial and openhanded reception and entertainment of guests or strangers, either socially or commercially. Martin expresses that the emergence of hotel and housekeeping was by mobile American society; and he express it as

*Americans have often been described as a people on the move, a mobile society, and in their earliest history Americans required bed and board. Travelers in the early 1700s found a hospitality similar to that in their countries of origin, even though these new accommodation might have been in road houses, missions, or private homes and the housekeeping might have included only a bed of straw that was changed weekly. The decision as to where to stay was it is today, based on where you might find a location providing the best food, overnight protection, and clean facilities.(Martin, 1998, p 215)*

**2.2.2 Historical development of hotel in Ethiopia**

**Historical development of hotel in Ethiopia**

The development of hotel in Ethiopia is associated with Ethiopian’s foreign relations, particularly during the regime of Menelik. It had an impressive impact on the country by bringing modernization through the importation of European technology and institutions among which “hotel” is one subject. Thus its first appearance is related with the initiation of the society in the modern world. The low levels of commercial activities are considered as the main reasons for absence of hotel facilities in the country. Some historians have asserted that, the free hospitality tendered by Ethiopians have contributed for it. There is a common saying “Ethiopians like to welcome and entertain strangers free of charge.” As their guest comes in to their house, the guests used to feel as if he/she is in his/her brother’s house. So Ethiopians have a special attitude towards strangers. They developed the habit of sharing from what they have. Empress Taiytu who was actively participating in the economic, political and social affairs in the government lead by Menelik has played a big role in the construction of the first modern hotel “Itegue Hotel” in 1907. In this period running private hotel was totally unknown. This hotel, after passing through different problems created by the backward culture of the country and lack of experienced administration, is still struggling to survive (Kibrom: 2005).

 **2.2.3. Housekeeping and Laundry operation in global view**

In hotel industry there are different departments, which give services to customers; one of these departments is housekeeping and laundry service. This department is responsible for cleanliness in a hospitality operation. The department activity is very essential for the satisfaction of guests as upon entering a spotless, tidy and confidently arranged room, also its neatness is the best quality for attraction of guest or repeat business to the organization. Housekeeping is responsible in any of the cleaning activities to be carried on consistency of the quality of work that must be done, and how the job must be done. Housekeeping employees are consistently performing their cleaning tasks in the efficient and effective manner.The primary functions of Housekeeping Department are:

* Cleaning establishment facilities and guest rooms.
* Providing laundry services (supplying, for example, table linen, towels or staff uniforms, to guests or to the various outlets).
* Ensuring safety, security and customer comfort.(Kappa, 1995)

**2.2.4 Hotel Housekeeping in Ethiopia**

According to Catering and Tourism Training Institute (CTTI) information; CTTI is the first hotel training institute in Ethiopia, which is established in 1968. The institute provides different hotel and tourism courses for trainees who are completing high school. Such as food preparation, reception, food and beverage service, housekeeping and laundry service, food and beverage control, tourist guide, tour operation and supervisory management provide by long term and short term training (Catering and Tourism Training Institute, 2010). This institute produces few number of housekeeping work forces for standard hotels up to now. At this time, the Ethiopian TVET program encompasses housekeeping and laundry service training as one field of study. This shows that the Ethiopian TVET training program play a vital role by supplying professional housekeeping work force for hotel industry. (Ethiopia occupational standards manual for housekeeping and laundry service, 2010)

 **2.2.5 Requirement of HKLOS staffs**

According to Andrew’s expression, housekeeping department has different job description and required different educational level. Such as executive housekeeper, assistance housekeeper, floor supervisor, night supervisor, public area supervisor, linen or uniform room supervisor, linen or uniform room attendant, room attendant, houseman, horticulturist, head gardener, gardener, tailor/upholsterer, and cloak room attendant . Each of them required minimum educational requirement from Bachelors degree up to junior school (minimum 10 years of schooling). (Andrew’s, 2007)

# CHAPTER THREE

## Research Method and Design

In this part of the paper the researcher discussed the process on how to answer the research questions rose in relation to Housekeeping and Laundry Operation Service (HKLOS) formally trained and untrained employees performance on the duties they assigned.

Thus, this chapter describes all methods which are used by the researcher during the course of this study to explain the difference between the formally trained and other staffs in HKLOS department in two hotels found in Addis Ababa. The chapter thus contains the research approach, the method, and sample design, source of data, data analysis methods, limitations and ethical consideration to achieve the research objectives.

**3-1- Research Approach**

The approach employed for this study will be a qualitative and quantitative as to have in-depth information on the issue involving minimum number of study participants and having longer stay using questionnaire, interview and observation

**3.2. Research Method**

The research method applied for the study is a descriptive. As descriptive research includes fact-finding enquiries of different kinds and the major purpose of a descriptive research is explanation of the state of affairs as it exists at present. The main characteristic of this method is that the researcher only reports what has happened or what is happening. So descriptive research method is applied in this case to check if there is difference between the performances of the two types of staffs i.e. formally/TVET trained ones and informally trained ones in service rendering in relation to standards.

#### 3-2-1- Research Technique

In relation to the qualitative approach the researcher uses a descriptive method so as to get the direct experiences of the respondents while checking it with the standards. The main technique is a questionnaire substantiated by the in-depth interview and observation.

### 3-3- Sample Design

#### 3-3-1- Study Area

 This study focused in Addis Ababa and within the TVET occupations focuses on Housekeeping and Laundry Operation Service (HKLOS). Under this occupation it focuses on TVET trained staffs, on those staffs who do not take a formal training, their supervisors and hotel managers. The hotels chosen for this study include Ghion Hotel with reach experience in hotel industry in Ethiopia and the newly emerged Intercontinental Hotel.

#### 3-3-2- Sampling Technique

This research is conducted by taking samples from the above mentioned hotels. Due to the nature of the qualitative approach used here i.e. a descriptive so as to get an in-depth opinion of the participants’ attitudes and experiences (Catherine, 2002: 14) recommends taking fewer people as respondents and spent a longer contact time.

To select respondents the study uses non probability (purposive sampling) method which is suitable for this research since valuable data can be gathered by selecting respondents who have practical knowledge and important experience related with the study area.

#### 3-3-3- Sample

Information will be gathered from formally and informally trained staffs, housekeeping and laundry supervisors, hotel personnel’s, and managers. The first groups of respondents will be formally and informally trained hotel employees; who are working in one of the three shifts in the hotels. The second groups of respondents also will be hotel housekeeping and laundry supervisors who are working in one of the three shifts in the hotels. The third groups of respondents’ will be hotel human resource officers and managers.

**3-4- Sources of Data**

The research is conducted by collecting a primary data. This primary data is collected through questioner, interviews, and observation. The questionnaire mainly distributed to the formally and informally trained staffs and the interview will employed among those hotel human resource heads and hotel managers. In case of the observation using a certain guide the researcher herself will be have done it anonymously without know how of the one who is being observed while working in the targeted departments in the hotels.

#### 3-4-1-Questionnaire

 Questionnaires were designed and distributed to formally and informally trained housekeeping & laundry employees and supervisors. The questionnaires was focused on gathering information about

1. HKLOS Employees back ground
2. Their attitude towards the job
3. Their job satisfaction
4. The importance of HKLOS training

#### 3-4-2-Observation

 The observation will conducted with the aim of identifying employees’ activity in between trained and untrained staffs; and also to check the training need from the real situation. Observation checklist will be used.

#### 3-4-3-Interview

 Semi-structured interview will be used. The purpose of the interview is to validate the data gathered through the questionnaire and further explore the effectiveness of trained and untrained housekeeping and laundry staffs at the selected hotels. Therefore, the contents of the interview will be similar to that of the questionnaire.

**3.5. Data Analysis Methods**

Data analysis will be conducted in a descriptive form having identified thematic areas in reference to the research objectives. The result of questionnaires will be tabulated; results from interview will get transcribed while summarizing the finding from observation. All these data will get categorized thematically. The whole categorizations will get substantiated and analyzed in reference to standards in the area of House Keeping and Laundry services.

# 3.6. Ethical Considerations

This study carried in line with the approval obtained from Indira Gandhi National Open University School of Social Work. The two hotels will be asked permission in written relation to the research and using their staffs as respondents.

**Work Plan**

The table below shows when the specific activities of the research will be performed.

 **Time Schedule**

|  |  |  |
| --- | --- | --- |
| **No** | **Task to be Performed** | **Period of Time** |
| **Month** | **W 1** | **W 2** | **W 3** | **W 4** |
| 1 | Topic identification | June |     |   |   |   |
| 2 | Preparing research proposal | June |   |     |     |   |
| 3 | Submission of main proposal | August |   |   |     |   |
| 4 | Preparing chapter one | August |   |   |     |     |
| 5 | Writing the review of related literature | September |     |     |     |   |
| 6 | Developing data gathering instrument | September |   |   |     |     |
| 7 | Data gathering | October  |     |     |     |   |
| 8 | Analyzing and interpreting data | November |     |     |     |   |
| 9 | Writing the first draft of research report | November |   |   |   |   |
| 10 | Rewriting | December |     |   |   |   |
| 11 | Submitting the final research report | December |   |     |   |   |

**Budget required for the research**

|  |  |  |  |
| --- | --- | --- | --- |
| **Items** | **Quantity** | **Unit price** | **Total price** |
| **Stationeries** |   |   |   |
| Typing paper in ream | 4 | 130 | 520 |
| Lined paper in ream | 1 | 230 | 230 |
| Writing pad | 5 | 20 | 100 |
| Pen | 12 | 2 | 24 |
| Folder | 2 | 25 | 50 |
| Fixer | 2 | 12 | 24 |
| Sub total |   |   | 948 |
| **Electrical and computer accessories** |   |   |  |
| Computer disc (CD) | 5 | 6 | 30 |
| Flash disc  | 1 | 420 | 420 |
| Sub total |   |   | 450 |
| **Secretarial service**  |   |   |  |
| Typing | 200 | 5 | 1000 |
| Photocopy service for reference | 500 | 0.5 | 250 |
| Printing the final draft | 200 | 4 | 800 |
| Duplicating the final paper | 400 | 3 | 1200 |
| Biding the final paper | 4 | 20 | 80 |
| Sub total |   |   | 3330 |
| **Other Expenses** |   |   |  |
| Transport and premium |   |   | 2500 |
| Contingency |   |   | 1000 |
| Sub total |   |   | 3500 |
| **Grand Total** |   |   | 8228 |

**Bibliography**

Ethiopian engineering capacity building program, August, 2006

National Technical & Vocational Education and Training (TVET) Strategy

(Draft for Discussion)

ANDREWS SUDHIR (2007)**.** Textbook of Hotel Housekeeping Management & Operations

The McGraw-Hill companies

MARGARET M.KAPPA ALETA NITSCHKE PATRICIA B.SCHAPPERT (1990).

 Managing housekeeping operation

Robert J. Martin 1998.Professional Management of Housekeeping OperationJohn Wiley

 & Sons, Inc. 3rd Edition

Mega Publishing Enterprise Addis Ababa, 2002 Hotel Service for Middle Level

 Technical Vocational Training Program

Joan C. Branson BSC MHCIMA, Hotel, Hostel and Hospital Housekeeping

Fifth Edition, Educational Low – priced sponsored Texts funded by the ELST publishers.

 Reporter July 3, 2011

Curriculum on Housekeeping and Laundry Service Level III Oct, 2010 E.C.