



## SURVEY OF PRACTICE PLACE TUTORS ON TOURISM MANAGEMENT STUDENTS' PRACTICAL SKILLS

### Execution time

At the end of the 2023-2024 study year spring semester professional and final practice.

### Objective of the survey

To analyse practice place tutors' assessment of TV21, TV21S, TV22 and TV22S students' practical skills.

### Short presentation of the questionnaire

Practice place tutors rated students' practical skills according to the 10 given criteria on a ten-point scale from 1 to 10. The average of the evaluations was calculated by analyzing the results.

### Presentation of survey results

The overall assessment average for all 10 criteria is 9,7 out of 10 possible points, reflecting the overall assessment of the practical skills of Tourism Management students (N = 27).

No.	Criterion	Score
1.	Quality of completed tasks and jobs	9,8
2.	Problem solving	9,7
3.	Critical thinking	9,6
4.	Creativity	9,6
5.	Responsibility	9,9
6.	Motivation	9,8
7.	Self-sufficiency	9,7
8.	Collaboration	9,9
9.	Negotiation skills	9,5
10.	Other	9,0
<b>Praktikos rezultatų pasiekimas</b>		<b>9,7</b>

The following areas were rated best by the practice place tutors: responsibility, motivation and collaboration.

### Trainee strengths

Trainees have a high level of responsibility, diligence and organisation. They are motivated to learn, and are diligent in completing tasks, first by analysing information and then by implementing it creatively. Trainees demonstrate strong collaboration and communication skills and are able to work effectively in teams and independently. They are analytical, problem-solving, responsive and generate new ideas and solutions. They are also proactive and drive for results even in challenging situations, often exceeding expectations. They have also acquired the technical and practical skills needed for their professional activities and have contributed to the value of the team through their motivation and ability to take responsibility.



### **Trainee weaknesses**

Trainees are often challenged to solve problems in non-standard situations. Some lack planning skills and autonomy, which sometimes makes it difficult to make quick and effective decisions. In addition, rushing can lead to errors and poor quality tasks, as it is not always possible to properly assess the situation or choose the optimal course of action.

### **Deficiencies in theoretical preparation that became apparent during practice**

During the internship, it was observed that there is a lack of theoretical and practical knowledge about reservation systems, travel agency operations and terms and abbreviations used in the tourism market. Some trainees had sufficient theoretical knowledge for the tasks they were given, but others needed a deeper understanding of airport services, types of travel insurance, flight and accommodation reservation systems. Employers also note that the understanding of the rules, regulations and procedures required in practical situations is not yet sufficiently complete, but it is expected that this knowledge will be acquired in time.

### **Other observations**

The trainees were seen as well-trained professionals who are in demand on the labour market. Supervisors emphasised their curiosity, willingness to do the work assigned, thoroughness in analysing tasks and enjoyment of the work. The students were quick to pick up new tasks and often completed them even before the deadlines. Communication with the trainees was easy, they took notes and were excellent role models, which resulted in minimal need for adjustments.

### **What's next?**

Students who have completed a practice in an organization receive the evaluation sheets of the practice tutors and submit them together with the practice report to the practice tutor and lecturer of VK Faculty of Business Management. This ensures feedback between the practice place, the student and the VK Faculty of Business Management. By integrating the evaluation of the practice tutor, the practice report and practice defense, the final evaluation of practice results is calculated. The assessment of students' practical abilities provided by the practice supervisors makes up 30% of the total assessment of the Professional Practice and Final Practice module (each 20 credits).