

## **The Effect of Web-based Training on Hospitality Students' Internship Learning**

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**KEYWORDS** Web-based Training. Computer Assisted Training. Learning Motivation. Learning Attitude. Learning Effectiveness

**ABSTRACT** The hotel industry is operating in a highly competitive environment. For tourist hotels, one of the best ways to enhance the competitiveness is to provide immediate and effective interns training. Through the web-based computer assisted learning, intern students' training costs can be substantially reduced. In this study, the researchers evaluated "learning motivation", "learning attitude", and "learning effectiveness" of test subjects that were selected from hotel service interns working in the food catering department of international tourist hotels. In this experiment, the researchers taught them how to follow the correct service procedures using three different teaching methods, namely expository teaching, computer-aided training, and web-based training. The researchers then utilized ANOVA and step-wise regression approach to analyze and consolidate the learning results. This study addressed the issue of introducing web-based training to hotel's intern students. Thereafter, the researchers studied the actual effects once the hotel introduced web-based computer assisted instruction, to confirm whether or not it can enhance the learning effectiveness of intern students.