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Investigating the Impact of Professional Training on Senior University Students in Uzbekistan: Kimyo International University Senior Students' Perceptions

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ABSTRACT: This research aims to examine how senior students at Uzbekistan's Kimyo International University (KIUT) benefit from professional training in terms of their professional development. The study aims to determine how senior university students' professional development is affected by workplace training, and secondly, how professional training affects the development of senior university students' career skills. A qualitative research strategy is used in the study's methodology. The semi-structured interview is the tool used for qualitative research. Eight seniors from Tashkent's Kimyo International University (KIUT) participated in the qualitative method's semi-structured interview. After interviewing eight key participants from Kimyo International University in Tashkent (KIUT), the researchers preferred the reflexive thematic analysis method for analyzing the interview transcripts. Students' training contributes to senior students' professional development, as indicated by the qualitative findings. According to this research, training also helps students hone their interpersonal and professional skills, which are crucial for their future employment. Participants' knowledge, practices, and professional community were positively impacted, and their potential in the training workplaces was enhanced, by the direct impacts of training content emphasis, active learning, and follow-up. Perceived knowledge, practice, professional, and interpersonal skills had a significant influence on students' practice and learning outcomes, which in turn affected the effectiveness of the training programs. Findings from this research have important implications for professional development and the acquiring of practical skills among university seniors. In addition, senior-year students at universities may benefit greatly from internships and other forms of professional training to hone their interpersonal and professional competence. Nevertheless, in order to determine the efficacy of professional training in enhancing career skills and 21st-century skills, longitudinal studies with more representative samples are required.

KEYWORDS: Professional Training, semi-structured interview, senior university students, career skills

1. DATA ANALYSIS PROCESS

The researchers chose the thematic analysis approach as the preferred approach to analyze qualitative data collected in the study titled "Investigating the Impact of Professional Training on Senior University Students in Uzbekistan: Kimyo International University Students' Perceptions". The researchers also preferred the reflexive thematic analysis approach to analyze the interview data collected after interviewing eight key participants from Kimyo International University in Tashkent (KIUT) where the study was conducted. The reflexive thematic analysis (RTA) approach is a step-by-step approach of conducting thematic analysis. Braun and Clarke (2020) argue that reflexive thematic analysis (RTA) is a simple and versatile method for analyzing qualitative data. Reflexive thematic analysis is a method for extracting themes and patterns from a collection of qualitative data. Data familiarization, code and theme generation, theme review, theme naming and definition, theme definition, and report generation are the six phases of RTA (Braun and Clarke, 2021).

The researchers transcribed the interviews in accordance with the first stage of reflexive thematic analysis, which is familiarization. The investigator also checked the transcripts for accuracy by listening to the recorded interviews. The researchers then read all the transcripts multiple times to make sense of the participants' responses to the various research questions.

Following an overview of the interview transcripts, the researchers moved on to developing preliminary codes, the second stage of reflexive thematic analysis. The researchers used Nvivo 14, a popular Computer Aided Qualitative Data Analysis, to analyze the interview transcripts. After reading through the entire interview transcripts, the researchers used Nvivo 14 to create codes for each transcript. Coding involves labeling and abbreviating descriptive or interpretive information that is relevant to research questions (Byrne, 2021). The following table displays examples of the first set of codes created in Nvivo14.

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Initial Codes	No. of participants	No. of Coding References
Benefits of Training	8	27
Benefits of Equipment	4	10
Benefits of E-Systems for the training	6	8
Disadvantages of Training	5	10
Training transfers theoretical knowledge into practice	6	11
Training enhances communication with colleagues and supervisors	8	17
Training objectives	6	6
Obligatory training	4	4
Voluntary training	2	2
Career Potential in the training workplace	6	19
Workplace environment's impact on training results	7	20
Training workload	5	10

The third step of reflective thematic analysis was to come up with themes. The researchers paid close attention to the semantic and meaningful relationships between the various codes in order to formulate initial themes. Preliminary themes derived from the initial codes are listed in the table below.

Initial Codes	No. of participants	No. of Coding References
Impact of training on students' professional development	8	45
Benefits of Training	8	27
Benefits of Equipment	4	10
Benefits of E-Systems for the training	6	8
Disadvantages of Training	5	10
Training transfers theoretical knowledge into practice	6	11
Training enhances communication with colleagues and supervisors	8	17
Training objectives	6	6
Nature of training	6	6
Obligatory training	4	4
Voluntary training	2	2
Impact of training on students' future careers	8	49
Career Potential in the training workplace	6	19
Workplace environment's impact on training results	7	20
Training workload	5	10

The fourth stage of a reflexive thematic analysis involves a review of possible themes. During this phase of RTA, researchers are tasked with drawing connections between their initial themes and the coded information as well as the entire dataset (Byrne, 2021). The researchers carefully went through the list of preliminary themes, combining similar ones and discarding those that didn't add anything to the overall interpretation of the data.

The fifth stage of reflexive thematic analysis is to define and name the themes (Braun & Clarke, 2020). This involves defining and describing each theme in detail. Each of the final themes is defined in the table below.

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Theme	Description
Positive Impact of Training on Senior University Students' Professional Development	It outlines how participating in training helps students build their professional skills.
Benefits of Training	It explains the many advantages of training students get.
Disadvantages of Training	It explains the drawbacks of training that each student may have experienced in the training workplace.
Training transfers theoretical knowledge into practice	It explains the process by which information is transformed from theory into practice throughout training.
Training enhances communication with colleagues and supervisors	It explains how Training improves interaction with superiors and coworkers.
Training objectives	Several training goals are outlined for the benefit of the students.
Impact of training on students' future careers	It explains how training affects students' professional lives after graduation.
Career Potential in the training workplace	It explains how students may advance their careers in the business world.
Workplace environment's impact on training results	It describes the effect of the work environment on the outcomes of training.
Training workload	It describes the training burden in the workplace.

Report writing is the final stage of the reflexive thematic analysis process. The report will consist of a logically organized narrative of findings, as stated by Braun and Clarke (2020). The report the researchers compiled featured a variety of data excerpts to back up the various themes and provide an interpretive narrative that supported the study's aims.

2. RESULTS

2.1 Participant Characteristics

Participant	Codes	Age	Gender	University Level	Department	Nationality	Training Workplace	Duration
Student 1	P1	23	female	4th year	Tourism	Uzbek	Central Asian Travel Services(CATS)	2 months
Student 2	P2	23	female	4th year	Tourism	Uzbek	Sun Travel Group	2 months
Student 3	P3	21	female	4th year	Tourism	Uzbek	Center for Certification of Tourism Services	2 months
Student 4	P4	24	male	4th year	Tourism	Uzbek	Medina Town Hotel	2 months
Student 5	P5	21	male	4th year	Tourism	Uzbek	MYSCHOOL LC Yunusabad branch	2 months
Student 6	P6	22	female	4th year	Tourism	Uzbek	ATECA Hotel Suites	2 months
Student 7	P7	24	female	4th year	Tourism	Uzbek	Uzun, Surkhandarya, Uzbekistan	2 months
Student 8	P8	22	female	4th year	Tourism	Uzbek	ATECA Hotel Suites	2 months

2.1.1 Gender
Of the eight senior students from Kimyo International University in Tashkent, six were females while two males.

2.1.2 Age
Eight of the participants occupied the age range of between 21 to 24 years.

2.1.3 University Level
All the eight participants are senior students from Kimyo International University in Tashkent (KIUT).

2.1.4 Major
All of the participants are senior students in tourism department at Kimyo International University in Tashkent.

2.1.5 Nationality
All the participants are from Uzbekistan.

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2.1.6 Training Workplace
Two participants received their training at ATECA Hotel Suites, one participant trained at Central Asian Travel Services (CATS), another participant trained at Sun Travel Group, and another participant trained at the Center for Certification of Tourism Services under the Ministry of Ecology, Environmental Protection, and Climate Change. The sixth student had training at Medina Town Hotel, while the seventh student attended training at MY SCHOOL LC Yunusabad branch. The eighth student had her training at Uzun, Surkhandarya, Uzbekistan.

2.1.7 Duration of Training
Each of the eight participants completed a two-month training program.

2.2 Establishing Thematic Maps to Connect Themes to Research Questions
After conducting the reflexive thematic analysis process which involves first developing codes inductively and then finding an association between the codes to construct themes, the research sought to connect the themes to the research questions. Each theme was therefore connected to a research question it related to. The thematic maps below show how the themes related to each research question.

2.2.1 Thematic map showing the themes under RQ1:
RQ1 What is the Impact of Workplace Training on Senior University Students' Professional Development?
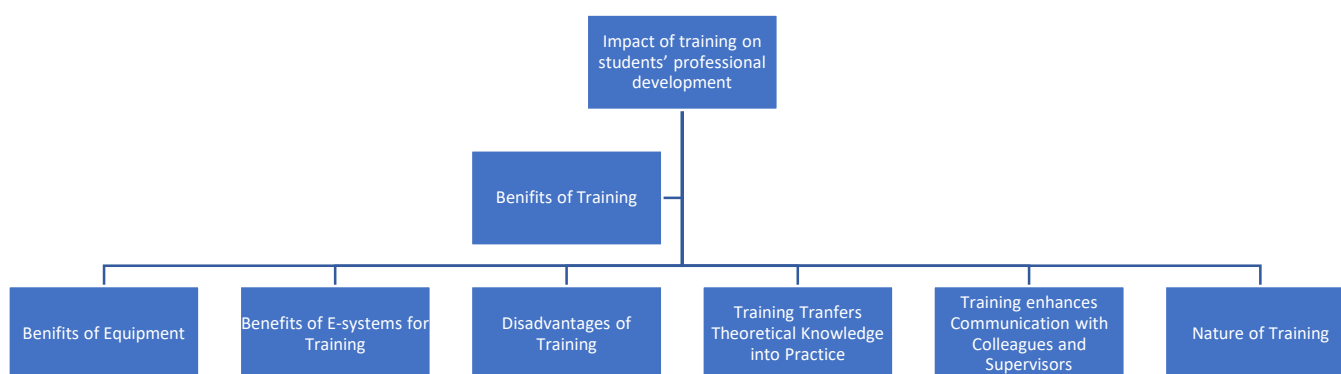
2.2.2 RQ1 What is the Impact of Workplace Training on Senior University Students' Professional Development?
After the data analysis process different themes were constructed and later connected to research question one: The Impact of Workplace Training on Senior University Students' Professional Development. These themes included: Impact of training on students' professional development, Benefits of Training, Benefits of Equipment, Benefits of E-Systems for the training, Disadvantages of Training, Training transfers theoretical knowledge into practice, Training enhances communication with colleagues and supervisors, Training objectives, Nature of training, Obligatory training, Voluntary training, Impact of training on students' future careers.

Initial Codes	No. of participants	No. of Coding References
Impact of training on students' professional development	8	45
Benefits of Training	8	27
Benefits of Equipment	4	10
Benefits of E-Systems for the training	6	8
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Nature of training	6	6
Obligatory training	4	4
Voluntary training	2	2
Impact of training on students' future careers	8	49

2.2.2.1 Theme 1: Benefits of Training on Students' Professional Development

According to all the participants, the program had several positive impacts. They acquired new practical skills, enhanced their communication skills, and developed digital literacy, while also putting their theoretical knowledge into practice.

The training impacts several aspects positively, such as professional effectiveness in assessments of information learned, skills attained, or teaching-related behaviors developed. It also includes enhanced skills, practical experience, professional growth, networking opportunities, and self-confidence (Killion, 2002; Lewis & Shaha, 2003; Smith, 1995).

"I gained from the training include enhanced skills, practical experience, professional growth, networking opportunities, and increased confidence." P1

"the advantages included a helpful atmosphere, learning from experienced people, practical learning chances, and exposure to real situations." P1

"The primary objectives of my training were to familiarize myself with the booking processes, learn about popular travel destinations, and enhance my communication skills." P2

"..to gain in-depth knowledge of the tourism industry, including best practices for destination management, travel operations, and customer service." P3

"The core objective was to enhance my professional qualifications and prepare me for a successful career in tourism." P3

"The training provided me with a strong foundation in best practices for the tourism industry. I feel much more confident in my ability to talk with customers like handling customer inquiries, or working with local communities." P3

"The workplace could have facilitated connections with people in the tourism industry, potentially leading to future career opportunities or valuable mentors." P3

"enhancing guest service skills, understanding hotel operations, improving communication and interpersonal skills, developing technical skills and learning safety and security protocols." P4

"improved job skills and competencies, increased confidence and professionalism, team collaboration and communication, increased efficiency and productivity." P4

"Hotels like Medina Town Hotel provide a professional setting that exposes trainees to industry standards, best practices, and high-quality service delivery." P4

"To deepen my understanding of the subjects I teach, keeping up-to-date with the latest developments and research in those fields." P5

"To learn new teaching methodologies and strategies that can make my lessons more engaging and effective for diverse groups of students." P5

"...to develop strategies for managing classroom behavior and creating a positive and conducive learning environment." P5

"To understand how to accommodate and teach students with diverse learning needs and backgrounds." P5

"To continually improve and grow as an educator, learning about new theories in education and reflecting on my teaching practice." P5

"I could become more communicative with people, and also public speaking skills." P5

"The workplace provided a variety of resources for training, including books, digital content, and experienced colleagues, which enriched my learning experience." P5

"I achieved from the training included hands-on experience." P6

"….and a deeper understanding of industry practices and standards." P6

"By fostering a positive and supportive working environment, I aimed to not only fulfill my responsibilities effectively but also to contribute to the overall success of the social media team and the organization as a whole." P7

"The training improved my understanding of various social media platforms, their features, algorithms, and audience behaviors, enabling me to create tailored content and strategies for each platform effectively." P7

"I gained proficiency in creating engaging content, including visual graphics, videos, and written copy, which helped increase audience engagement, drive traffic, and build brand awareness." P7

"By learning how to analyze social media metrics and insights, I became adept at tracking campaign performance, identifying trends, and making data-driven decisions to optimize strategies and achieve better results." P7

"Working in Surkhandarya provided an advantage of understanding the local market dynamics, audience preferences, and cultural nuances, which could be leveraged to create more relevant and engaging content." P7

"The training provided me with a thorough understanding of the hotel industry, including front desk operations, housekeeping, and guest services." P8

"The training prepared me for the demands of working in a hotel environment, equipping me with the necessary knowledge and skills to excel in my role." P8

"…the training has empowered me with the necessary tools and capabilities to succeed in the hospitality industry and advance in my career." P8

2.2.2.2 Theme 2: Benefits of Equipment

Four of students felt that well-utilized equipment improved the efficiency of training, boosted the quality of the learning experience, and helped make professional training programs a success.

"Effective equipment utilization enhances training effectiveness, promotes positive learning experiences, and contributes to the overall success of training programs within the hospitality industry." P4

"I would greatly assess the quality and suitability of training facilities, such as classrooms, demonstration areas, and practical training spaces such as kitchen, guest rooms." P4

"For training content and curriculum, good point of evaluating the availability and condition of training equipment, includes computers, audiovisual aids, and industry-specific tools or machinery." P4

"…to learn how to effectively integrate technology into my teaching practice, enhancing the learning experience for my students." P5

"the equipment used in my training was deemed efficient and reliable. The efficiency of the equipment was evident in the smooth and uninterrupted flow of the training sessions." P5

"The training materials were also up-to-date and relevant, which made the learning process more effective." P5

"the equipment used in my training was efficient and reliable. It included modern reservation systems, communication tools." P6

"The hotel provided modern and well-maintained equipment that made it easier for me to learn and practice the required tasks." P8

"the equipment provided for housekeeping and maintenance duties, such as cleaning supplies and tools, were of high quality and in good working condition. This ensured that I could perform my tasks effectively and without any disruptions." P8

"the equipment used in my training was both efficient and reliable, contributing to a positive learning experience and helping me develop the necessary skills for my role at the hotel." P8

2.2.2.3 Theme 3: Benefits of E-Systems

Six of the participants were pleased with electronic technologies connected to tourism and education. They said that they faced minimal issues. According to Dess et al. (2005), more than 20% of professionals' knowledge and skills become obsolete each year because of technological progress. It is our responsibility to give our workers proper training. Training is a crucial element in attaining rapid development and high quality. According to Becjmon and Rosenfield (2008), the proper use of enterprise systems is essential for the efficient execution of any task, since it relies on the talents and experiences of the workforce. This implies that the employees are also required to effectively use the opportunities that the organization has previously established. They have to continuously utilize them.

"I mainly used Excel for my training." P1

"It worked fine, but having a special tourism application would have been even better." P1

"The equipment used in my training, such as computers and reservation software, was efficient and reliable." P2

"It facilitated hands-on learning and practical application of concepts." P2

"The training equipment, from computers with industry-specific software to comfortable learning environments, was well-maintained and functioned flawlessly." P3

"the digital tools and platforms used for delivering the training content were user-friendly and had minimal technical issues." P5

"and industry-specific software that facilitated learning and practical application." P6

"the computers and software used for front desk operations were up-to-date and user-friendly, allowing me to quickly familiarize myself with the system and complete tasks efficiently." P8

2.2.2.4 Theme 4: Disadvantages of Training

Limitations in resources, infrequent technical issues, and an excessive amount of work were highlighted by six participants as drawbacks of their training programs.

"there were also some drawbacks like limited resources, occasional technical problems, and time constraints due to workload" P1

"one disadvantage is the occasional high workload during peak travel seasons, which can be challenging to manage." P2

"there were a few instances where minor technical difficulties arose with the computers." P3

"The daily operations of the center might have limited the dedicated time for training, making it challenging to fully absorb the information." P4

"Managing regular work responsibilities while undergoing training was challenging. It sometimes led to divided attention and less time to focus on training." P5

"The training schedule was fixed and didn't always align with my teaching schedule, which could be disruptive." P5

"The workplace environment, while familiar, had its own set of distractions that could interrupt the learning process." P5

"Surkhandarya may have had limited access to resources such as talent, technology, and infrastructure compared to larger urban centers, which could have hindered the execution of sophisticated social media strategies." P7

"Operating in a smaller geographical area might have limited the potential audience reach, making it challenging to scale social media efforts and reach broader demographics." P7

"Surkhandarya's smaller business community might have provided fewer networking opportunities with industry peers and experts, potentially limiting exposure to new ideas and best practices." P7

2.2.2.5 Theme 5: Training Transfers Theoretical Knowledge into practice

Five participants confirmed receiving several advantages from the training program, such as enhancing their self-assurance, deepening their understanding of different job facets, and acquiring access to practical information and exemplary methods. In a training program, according to Nickels et al. (2012), the trainee either jumps directly into the job, or learns by doing, or they observe others for a time and try to mimic their movements. Productivity is enhanced by training and development, which enhances workers' abilities to carry out their duties. After receiving training, an individual grows professionally and becomes more efficient in their work. A program cannot exist without a training system or function.

"to gain practical experience in the field of tourism" P1

"..apply theoretical knowledge to real-world scenarios" P1

"…develop professional skills" P1

"The main benefits I've achieved from the training include gaining confidence in handling customer inquiries, improving my knowledge of various travel destinations, and becoming proficient in using booking systems." P2

"The Tourism Certification Centre provided a comprehensive curriculum that equipped me with the skills to excel in this dynamic field. The training aimed to develop my expertise in sustainable tourism practices, marketing for tourism destinations, legal aspects of tourism operations." P3

"Being surrounded by tourism professionals provided access to real-world knowledge and best practices." P3

"..apply the training directly in real-world scenarios, solidifying your knowledge and skills" P3

'Being in the actual workplace allowed me to understand the practical applications of what I was learning and see first-hand how theories are put into practice." P5

"The primary objectives of my training were to gain practical experience in the hospitality industry, develop essential skills, and apply theoretical knowledge in the real-world." P6

"I gained practical skills in handling reservations, managing check-ins and check-outs, and providing excellent customer service." P6

"Through hands-on practice and feedback from experienced trainers, I developed confidence in carrying out my duties efficiently and effectively." P6

2.2.2.6 Theme 6: Training Enhances Communication with Colleagues and Supervisors
All eight trainees said that the training not only enhanced their interpersonal and collaboration skills, but also enabled them to maintain positive working relationships with their supervisors and colleagues.
"Training has improved communication with colleagues and supervisors" P6

"..my cooperation with colleagues and supervisors as excellent" P1

"I consistently strive to maintain open communication" P1

"…actively listen to their input, and collaborate effectively on projects." P1

"My cooperation with colleagues and supervisors has been positive." P2

"We collaborate well on tasks and support each other when needed." P2

"I consider myself a highly collaborative team member." P3

"it played an important role in the development of my teamwork, interpersonal skills" P4

"Interacting with other teachers undergoing the same training provided opportunities for collaborative learning and sharing of ideas." P5

"I had excellent cooperation with both my colleagues and supervisors. We worked well together, communicated effectively, and supported each other in achieving company goals." P6

"improved communication and teamwork skills" P6

"I received support and guidance from my supervisors." P6

"my cooperation with colleagues and supervisors was characterized by active engagement, open communication, and a commitment to collaborative success." P7

"The training equipped me with strategies for fostering meaningful interactions with followers, responding to comments and messages promptly, and building a loyal online community around the brand." P7

"Through collaborative projects and exercises, I developed strong teamwork and communication skills, enabling me to work effectively with colleagues, contribute ideas, and support the overall social media strategy of the organization." P7

"We communicate openly, share ideas freely, and support each other to achieve our goals." P8

"I believe my cooperation skills are excellent. I'm a team player who is always willing to help others and contribute to a positive work environment" P8

"The training helped me improve my communication skills, both verbal and written, in dealing with guests, colleagues, and supervisors." P8

2.2.2.7 Theme 7: Training Objectives
The eight participants expressed diverse training objectives, including conflict resolution strategies, customer service, F&B, reservations, front office, sales, and social media platforms. According to Cespedes (2000), there are five primary goals of training. The first is to boost output; the second is to enhance morale among employees; the third is to strengthen relationships with customers; the fourth is to decrease employee turnover; and the fifth is to enhance the management of both time and space. Serving the area of service and ensuring optimal timing of activities is the primary purpose here.
In addition, Wright et al. (2006) stated that the main objectives of training are to evaluate the strengths and shortcomings of programs, analyze the quality of program management, and determine which trainees gain the greatest benefit. The authors further identified other motives for training, such as collecting marketing data to entice potential participants and assessing the financial benefits. In addition, it will determine the expenses incurred, evaluate the advantages, and demonstrate the value of training to others.
"…conflict resolution techniques" P1

"I trained in customer service and destination knowledge" P2

"The most recent training was at the Tourism Services Certification Center." P3

"I received training in the hotel, focusing on areas such as F&B, Reservations, Front Office and Sales." P6

"I've undergone training focused on enhancing my understanding of social media platforms." P7

"trained at Ateca Hotel Suites and front office was my last department which I worked" P8

2.2.2.8 Theme 8: Nature of Training

Two participants said that their training was entirely optional, while four others indicated it was mandatory. Nickels et al. (2012) assert that training should not be limited to permanent and pensionable personnel, but should also be extended to other categories of staff inside the business, including temporary employees. Temporary employees are those who do not anticipate or rely on consistent, permanent employment. There are several methods available for training staff, both internally and outside. Orientation is a process that familiarizes new workers with the company, their colleagues, their immediate superiors, and the rules, processes, and goals of the business.

"It was voluntary" P1

"it was voluntary" P4

"I trained in customer service and destination knowledge, which was mandatory for all interns." P2
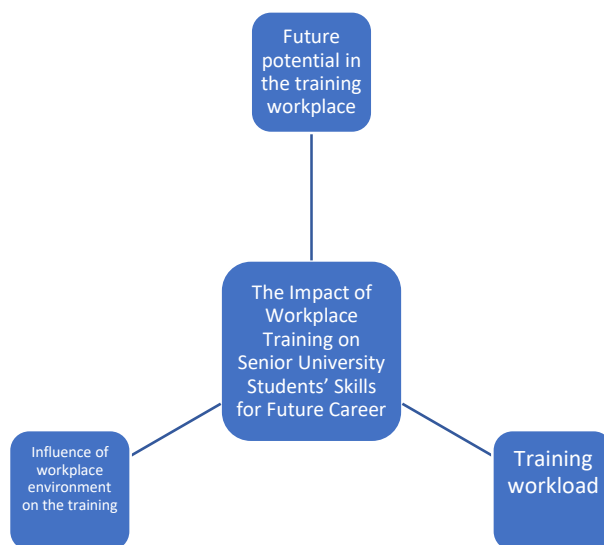
"This was one of the institute's programs in my last year for bachelor's degree." P3

"It was part of my academic program and was obligatory." P6

"This training was obligatory" P7

2.2.3 Thematic map showing the themes under RQ2:
RQ2 To What Extent does the Training Develop Students' Skills for Future Career?

2.2.4 RQ2 To what extent does the training develop students' skills for future career?

After the data analysis process different themes were constructed and later connected to research question one: The Impact of Workplace Training on Senior University Students' Skills for Future Career. These themes included: Future potential in the training workplace, Influence of workplace environment on the training and Training workload.

2.2.4.1 Theme 9: Future Potential in the Training Workplace

Furthermore, six participants said that their professional training had enhanced their problem-solving skills, knowledge, ability to collaborate with colleagues, and adaptability, hence increasing their potential in the workplace.

"I believe I demonstrated strong adaptability, problem-solving skills, and a willingness to learn. I was able to effectively navigate new situations, handle tasks with efficiency, and collaborate with team members to achieve objectives" P1

"my attention to detail and ability to communicate effectively contributed to my success during the training" P1

"This knowledge will allow me to contribute to start my career by promoting responsible tourism, developing innovative travel

packages, ensuring compliance with regulations." P3

"Earning my tourism certification has given me a significant competitive edge in the job market." P3

"The training has made me a more valuable asset to my current employer." P3

"…the Tourism Certification Center provides a valuable learning environment that equips individuals with the necessary knowledge and skills to succeed in the tourism industry." P3

"…in the future I want to open my own restaurant business and this internship was a great opportunity for me to test myself in these plans." P4

"I say nice words about the relevance and comprehensiveness of the training content to my job role and responsibilities." P4

"The training helped me improve my teaching skills and stay updated with the latest educational trends and methodologies." P5

"With the new knowledge and skills, I felt more confident in handling different classroom scenarios and addressing student needs." P5

"The training equipped me with leadership skills, enabling me to take on additional responsibilities such as mentoring new teachers or leading curriculum development initiatives." P5

"The exposure to new teaching strategies sparked creativity and innovation in my teaching approach, making my classes more engaging and effective." P5

"The experience of balancing work and training improved my adaptability, a valuable trait in the ever-evolving educational landscape." P5

"I believe my potential in the workplace was significant to the company considering my theoretical and computer skills." P6
"Training may have emphasized strategies tailored to the local market context, leveraging community engagement opportunities, and optimizing resources effectively" P7

"…addressing challenges such as limited resources and technological constraints would have been crucial in preparing social media managers to navigate the specific realities of the workplace effectively" P7

"Social media managers have the potential to unleash creativity and innovation in the workplace by developing unique content strategies, engaging campaigns, and leveraging emerging trends to captivate audiences." P7

"They can contribute strategic insights by analyzing data, identifying market trends, and aligning social media efforts with broader business objectives to drive growth and achieve organizational goals." P7

"Social media managers have the potential to build and nurture online communities around the brand, fostering loyalty, advocacy, and positive brand sentiment among followers." P7

2.2.4.2 Theme 10: Influence of Workplace Environment on the Training
In addition, seven participants said that the work environment facilitated a conducive atmosphere for knowledge acquisition. This was attributed to the presence of supportive coworkers and easily accessible supervisors who provided guidance and assistance as needed.
"my training experience was still good overall." P1

"I encountered challenges but also received support from colleagues and supervisors to overcome them." P1

"The workplace provided a conducive atmosphere for learning, with supportive colleagues and supervisors who were willing to offer guidance and assistance when needed" P1

"the supportive team environment, where everyone is willing to help and share knowledge" P2

"the overall training environment as conducive to learning and professional development, with experienced mentors providing guidance and constructive feedback throughout the process." P2

"The Tourism Certification Centre's program provided valuable industry insights and certification, making me a competitive candidate for various tourism roles." P3

"This efficient setup fostered a focused learning atmosphere and contributed significantly to my successful completion of the program." P3

"The training environment encouraged continuous learning, and I found the process of overcoming difficulties to be very rewarding." P3

"The hotel environment fosters collaboration and teamwork among employees, providing opportunities for networking and building professional relationships." P4

"Good organization and structure of the training curriculum, including the sequence of topics covered and alignment with industry standards." P4

"The main advantage of the workplace was its professionalism and dedication to guest satisfaction." P6

"I would evaluate the training environment positively." P6

"It provided a supportive atmosphere, valuable learning experiences, and opportunities for personal and professional development." P6

"A positive and supportive atmosphere where trainees feel comfortable asking questions, seeking feedback, and sharing ideas fosters a conducive learning environment." P7

"Availability of resources such as training materials, tools, software, and equipment necessary for learning and skill development is essential for maximizing the training's effectiveness." P7

"The expertise and effectiveness of instructors or trainers play a crucial role in delivering quality training content, providing guidance, and facilitating discussions or exercises." P7

"Incorporating interactive elements such as group activities, case studies, role-plays, and hands-on exercises enhances engagement and retention of learning objectives." P7

"Providing opportunities for trainees to practice newly acquired skills, receive constructive feedback, and iterate on their approaches reinforces learning and builds confidence." P7

"I would evaluate the overall training environment at the hotel as positive and conducive to learning and growth." P8

"The training environment also fostered a sense of teamwork and collaboration among trainees, which I found to be beneficial in developing my interpersonal skills and working effectively with others." P8

2.2.4.3 Theme 11: Training Overload

Furthermore, five participants reported experiencing work-related pressure ranging from moderate to high, mostly owing to tight deadlines and the need to multitask while the other three students reported no work overload.

"Overall, I would say my stress level was moderate" P1

"I managed it effectively and demonstrated my potential to handle tasks efficiently under pressure." P2

"it was high due to the unfamiliarity with the new concepts and balancing my regular teaching responsibilities with the training." P5

"There were also moments of high stress when deadlines approached or when I faced challenges in understanding certain concepts." P5

"But overall, the supportive environment and the sense of achievement as I learned new skills helped manage my stress effectively." P5

"a potential disadvantage was occasional high workload during peak times, which could impact training opportunities." P6

"My level of stress throughout the training was manageable" P6

"there might have been stress associated with the learning curve of understanding new concepts, tools, and techniques related to social media management." P7

"Pressure to perform well and meet or exceed training expectations could have contributed to stress, particularly if there were high standards set by supervisors or peers." P7

"Balancing training activities with other responsibilities or commitments could have led to stress, especially if there were tight deadlines or a heavy workload." P7

Investigating the Impact of Professional Training on Senior University Students in Uzbekistan: Kimyo International University Senior Students' Perceptions

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APPENDIX A

Interview 1

Age: 23 years
Gender: female
Level of education: the 4th grade
Nationality: Uzbek
Place of internship training: CATS (Central Asian Travel Services)
Start date from 13.02.2024 to 05.04.2024

Questions:

1. What sort of training have you lately received? Was it obligatory or voluntary?

   Recently, I received training on conflict resolution techniques. It was voluntary, as I sought to enhance my skills in managing challenging situations effectively.

2. How would you assess your cooperation with your colleagues and supervisors?

   I would assess my cooperation with colleagues and supervisors as excellent. I consistently strive to maintain open communication, actively listen to their input, and collaborate effectively on projects.

3. What were the primary objectives of your training?

   The primary objectives of my internship were to gain practical experience in the field of tourism, apply theoretical knowledge to real-world scenarios, and develop professional skills.

4. Was the equipment used in your training deemed efficient and reliable? How?

   I mainly used Excel for my training. It worked fine, but having a special tourism application would have been even better.

5. What are the main benefits you have achieved from the training?

   The main benefits I gained from the training include enhanced skills, practical experience, professional growth, networking opportunities, and increased confidence.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?

   At the workplace where the training happened, the advantages included a helpful atmosphere, learning from experienced people, practical learning chances, and exposure to real situations. These aspects helped me learn effectively.

   Yet, there were also some drawbacks like limited resources, occasional technical problems, and time constraints due to workload. Despite these challenges, my training experience was still good overall. I managed to learn well and overcome obstacles with support from my colleagues and supervisors.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?

   During my training, my level of stress varied depending on the tasks and deadlines involved. Overall, I would say my stress level was moderate, as I encountered challenges but also received support from colleagues and supervisors to overcome them.

   In terms of my potentials in the workplace where the training took place, I believe I demonstrated strong adaptability, problem-solving skills, and a willingness to learn. I was able to effectively navigate new situations, handle tasks with

efficiency, and collaborate with team members to achieve objectives. Additionally, my attention to detail and ability to communicate effectively contributed to my success during the training.

8. How would you evaluate the overall training environment?

I would evaluate the overall training environment as positive. The workplace provided a conducive atmosphere for learning, with supportive colleagues and supervisors who were willing to offer guidance and assistance when needed. Additionally, the training resources and materials were adequate, allowing for effective learning and skill development

Interview 2

Age: 23
Gender: Female
Level of education: 4
Nationality: Uzbek
Place of internship training: "Sun Travel Group"
Start date from 05/02/2024 to 05/04/2024

Questions & Answers

1. What sort of training have you lately received? Was it obligatory or voluntary?
   - Recently, I trained in customer service and destination knowledge, which was mandatory for all interns.

2. How would you assess your cooperation with your colleagues and supervisors?
   - My cooperation with colleagues and supervisors has been positive. We collaborate well on tasks and support each other when needed.

3. What were the primary objectives of your training?
   - The primary objectives of my training were to familiarize myself with the booking processes, learn about popular travel destinations, and enhance my communication skills.

4. Was the equipment used in your training deemed efficient and reliable? How?
   - The equipment used in my training, such as computers and reservation software, was efficient and reliable. It facilitated hands-on learning and practical application of concepts.

5. What are the main benefits you have achieved from the training?
   - The main benefits I've achieved from the training include gaining confidence in handling customer inquiries, improving my knowledge of various travel destinations, and becoming proficient in using booking systems.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?
   - The main advantage in the workplace where the training took place is the supportive team environment, where everyone is willing to help and share knowledge. However, one disadvantage is the occasional high workload during peak travel seasons, which can be challenging to manage.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?
   - My stress level during training varied depending on workload and deadlines, but overall, I managed it effectively and demonstrated my potential to handle tasks efficiently under pressure.

8. How would you evaluate the overall training environment?
   - I would evaluate the overall training environment as conducive to learning and professional development, with experienced mentors providing guidance and constructive feedback throughout the process.

Interview 3

Age: 21
Gender: Female
Level of education: Bachelor's degree in Tourism
Nationality: Uzbek
Place of internship training: Center for certification of tourism services at the Tourism Committee under the Ministry of Ecology, Environmental Protection and Climate Change.
Start date from 5 February to 5 April

Questions & Answers:

1. What sort of training have you lately received? Was it obligatory or voluntary?
   - The most recent training was at the Tourism Services Certification Center. This was one of the institute's programs in my last year for bachelor's degree.

2. How would you assess your cooperation with your colleagues and supervisors?
   - I consider myself a highly collaborative team member. I believe in clear communication and enjoy working together to achieve common goals. For instance, in my previous role, we had a project with a tight deadline. By actively communicating with my supervisor and keeping the colleagues updated, we were able to delegate tasks effectively and meet the deadline ahead of schedule.

3. What were the primary objectives of your training?
   - My primary objective was to gain in-depth knowledge of the tourism industry, including best practices for destination management, travel operations, and customer service. The Tourism Certification Centre provided a comprehensive curriculum that equipped me with the skills to excel in this dynamic field. The training aimed to develop my expertise in sustainable tourism practices, marketing for tourism destinations, legal aspects of tourism operations. This knowledge will allow me to contribute to start my career by promoting responsible tourism, developing innovative travel packages, ensuring compliance with regulations. The core objective was to enhance my professional qualifications and prepare me for a successful career in tourism. The Tourism Certification Centre's program provided valuable industry insights and certification, making me a competitive candidate for various tourism roles.

4. Was the equipment used in your training deemed efficient and reliable? How?
   - The certification center provided excellent resources. The training equipment, from computers with industry-specific software to comfortable learning environments, was well-maintained and functioned flawlessly. This efficient setup fostered a focused learning atmosphere and contributed significantly to my successful completion of the program. However, there were a few instances where minor technical difficulties arose with the computers. The instructors were prompt in addressing these issues and minimized any disruption to the learning process.

5. What are the main benefits you have achieved from the training?
   - The training provided me with a strong foundation in best practices for the tourism industry. I feel much more confident in my ability to talk with customers like handling customer inquiries, or working with local communities. Earning my tourism certification has given me a significant competitive edge in the job market. Employers are increasingly looking for professionals with these credentials. The training has made me a more valuable asset to my current employer. I'm now able to contribute more effectively to our tourism operations.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?
   - Advantages:
• Industry Expertise: Being surrounded by tourism professionals provided access to real-world knowledge and best practices. You likely learned from experienced colleagues and trainers with in-depth industry understanding.
• Practical Application: You might have had opportunities to apply the training directly in real-world scenarios, solidifying your knowledge and skills. For example, assisting with certification processes for tourism businesses.
• Networking: The workplace could have facilitated connections with people in the tourism industry, potentially leading to future career opportunities or valuable mentors.
• Disadvantages:
• Workload Constraints: The daily operations of the center might have limited the dedicated time for training, making it challenging to fully absorb the information.
• Specific Focus: The center's focus area within tourism might not have fully aligned with your broader learning objectives, potentially restricting the scope of your training experience.
• Limited Resources: Depending on the center's size, access to additional learning resources or specialized training programs might have been restricted.

Disadvantages:
• Workload Constraints: The daily operations of the center might have limited the dedicated time for training, making it challenging to fully absorb the information.
• Specific Focus: The center's focus area within tourism might not have fully aligned with your broader learning objectives, potentially restricting the scope of your training experience.
• Limited Resources: Depending on the center's size, access to additional learning resources or specialized training programs might have been restricted.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?
   - Focus on growth mindset:
   However, I found the challenges to be motivating. I learned to identify areas where I needed improvement and focused on those aspects during self-study periods. The training environment encouraged continuous learning, and I found the process of

overcoming difficulties to be very rewarding. Overall, I wouldn't say I experienced a significant amount of stress. The training process was well-structured, and I felt supported by the developers throughout.

8. How would you evaluate the overall training environment?

- Based on my observations and discussions with trainers and trainees, the Tourism Certification Center offers a strong foundation for preparing individuals for industry certifications. The trainers are highly experienced professionals, and the curriculum covers a comprehensive range of topics. The use of interactive workshops and case studies keeps the learning process engaging. However, incorporating more online learning modules could cater to diverse learning styles and enhance accessibility. Additionally, access to a network of industry professionals for mentorship could further benefit trainees. Overall, the Tourism Certification Center provides a valuable learning environment that equips individuals with the necessary knowledge and skills to succeed in the tourism industry.

Interview 4
Age: 24
Gender: Male
Level of education: 4
Nationality: Uzbek
Place of internship training: Medina Town Hotel
Start date from 05/02/2024 to 04/04/2024
Questions & Answers:

1. What sort of training have you lately received? Was it obligatory or voluntary?

During the training at the hotel, I tried to practice in other types of services based on my special direction in the hotel. In the last days of training, I tried to test myself and increase my experience in the Food & Beverage and restaurant departments. Of course it was voluntary. Because in the future I want to open my own restaurant business and this internship was a great opportunity for me to test myself in these plans.

2. How would you assess your cooperation with your colleagues and supervisors?

I would like to express my gratitude to every staff of the hotel for the knowledge and experience gained during the training. Because of their kind and being among the best in their field, it was convenient and easy for me to acquire my knowledge and skills in hospitality. As for the evaluation, I gave each employee 10 points out of 10 points.

3. What were the primary objectives of your training?

The specific objectives of my training based on my job role, department, and career aspirations within the hotel industry. Common objectives for my training in a hotel include: enhancing guest service skills, understanding hotel operations, improving communication and interpersonal skills, developing technical skills and learning safety and security protocols.

4. Was the equipment used in your training deemed efficient and reliable? How?

Of course, each piece of equipment during training was effective and useful in its place. A simple example is the simple wheelbarrow used by ball boys, which I realized when I first tried it myself, how important it is to the delivery of guests' suitcases. Effective equipment utilization enhances training effectiveness, promotes positive learning experiences, and contributes to the overall success of training programs within the hospitality industry.

5. What are the main benefits you have achieved from the training?

During the training in Medina Town, I can say that I got a lot of benefits. First of all, it played an important role in the development of my teamwork, interpersonal skills and many other skills. For example: improved job skills and competencies, increased confidence and professionalism, team collaboration and communication, increased efficiency and productivity.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?

To evaluate the main advantages of the workplace where my training took place (Medina Town Hotel) and understand their impact on my training experience, consider the following aspects:

Professional Environment: Hotels like Medina Town Hotel provide a professional setting that exposes trainees to industry standards, best practices, and high-quality service delivery.

Networking and Collaboration: The hotel environment fosters collaboration and teamwork among employees, providing opportunities for networking and building professional relationships.

I don't see any disadvantages about my training place. In every practice day spent in the wonderful atmosphere,

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?

I can say that I did not see any level of stress there. All staff is cheerful and upbeat.

8. How would you evaluate the overall training environment?

Evaluating the overall training environment at Medina Town Hotel involves assessing various aspects of the training program and the setting in which the training took place. Here's how I can evaluate the training environment based on my experience:

For facilities and equipment, I would greatly assess the quality and suitability of training facilities, such as classrooms, demonstration areas, and practical training spaces (e.g., kitchen, guest rooms).

For training content and curriculum, good point of evaluating the availability and condition of training equipment, includes computers, audiovisual aids, and industry-specific tools or machinery.

I say nice words about the relevance and comprehensiveness of the training content to my job role and responsibilities. Good organization and structure of the training curriculum, including the sequence of topics covered and alignment with industry standards.

Interview 5
Age : 21 years old
Gender: Male
Level of education: 4th year at KIUT Tourism major
Nationality: Uzbek
Place of internship training: MYSCHOOL LC Yunusabad branch
Start date from 05:02.2024 to 05.04.2024 Name: Shakhzod Bakhromjonov
Questions:

1. What sort of training have you lately received? Was it obligatory or voluntary?

It wasn't obligatory or voluntary as well, I have wanted to be a teacher since my childhood, then, since the 2nd year of university I started to work as an English language teacher, as I have been growing in this sphere most of popular education centers in Uzbekistan keeping up to send me various offers in order to sign a contract with me, at first, I had an agreement with Lucid Logistics Academy which is the biggest academy in this field, after some period of time, I decided to fully dive into the language of English teaching, I accepted the offer of MYSCHOOL LC which has got 9 branches through Uzbekistan, initially junior teacher then career growth to be a senior teacher, covering the lessons and getting more than 6 groups approximately 50 students, I think not bad for starting, when the practice by KIUT started, I had made a decision to go on working here and my practice has been at MYSCHOOL LC and paid one as well

2. How would you assess your cooperation with your colleagues and supervisors?

Communication: Effective communication is key in any professional relationship. I would evaluate how well I am able to express my ideas and concerns, as well as how well I listen to and understand the perspectives of my colleagues and supervisors.

Collaboration: I would assess how well I work together with my colleagues and supervisors on shared goals. This includes how well I contribute to team tasks and how I handle shared responsibilities.

Support: I would consider the level of support I provide to my colleagues, as well as the support I receive from them and my supervisors. This can include providing help with tasks, sharing resources, or offering advice.

Respect: I would evaluate the level of respect in my interactions with colleagues and supervisors. This includes showing appreciation for their work, acknowledging their expertise, and treating them with professionalism.

Feedback: I would assess how open I am to receiving feedback from my colleagues and supervisors, as well as how effectively I give feedback to them. Constructive feedback is crucial for continuous improvement and growth.

Conflict Resolution: I would consider how effectively I handle disagreements or conflicts with colleagues and supervisors. This includes my ability to stay calm, listen to different viewpoints, and work towards a resolution.

3. **What were the primary objectives of internship?**

Enhancing Subject Knowledge:
To deepen my understanding of the subjects I teach, keeping up-to-date with the latest developments and research in those fields.

Pedagogical Skills: To learn new teaching methodologies and strategies that can make my lessons more engaging and effective for diverse groups of students.

Classroom Management: To develop strategies for managing classroom behavior and creating a positive and conducive learning environment.

Inclusive Education: To understand how to accommodate and teach students with diverse learning needs and backgrounds.

Technology Integration: To learn how to effectively integrate technology into my teaching practice, enhancing the learning experience for my students.

Assessment Techniques: To understand various assessment techniques that can help me evaluate student understanding and progress.

Professional Development: To continually improve and grow as an educator, learning about new theories in education and reflecting on my teaching practice.

4. Was the equipment used in your training deemed efficient and reliable? How?

Yes, the equipment used in my training was deemed efficient and reliable. The efficiency of the equipment was evident in the smooth and uninterrupted flow of the training sessions. The reliability was demonstrated by the consistent performance of the equipment throughout the training period. For instance, the digital tools and platforms used for delivering the training content were user-friendly and had minimal technical issues. This allowed me to focus on the training content without worrying about technical glitches. The training materials were also up-to-date and relevant, which made the learning process more effective. However, it's important to note that the efficiency and reliability of training equipment can vary based on factors such as the quality of the equipment, the environment in which it's used, and the skill level of the person using it.

5. What are the main benefits you have achieved from the training?

To tell the truth, there are plenty of skills that I got from MYSCHOOL LC, before coming there I had a lack of communication skills but after joining in this team, it has been pretty useful, I could become more communicative with people, and also public speaking skills, I had totally no idea about that one, but after I have started to teach students, I had learned how to speak in front of the audience. In addition to that, there several pluses must be pointed out: 1) Leadership skills 2) Time management skills 3) Critical thinking skills 4) Lesson planning skills 5) Multitasking skills 6) Computer skills 7) Organizational skills 8 Patience and empathy 9) Public speaking skills Those skills which have been mentioned above have been very crucial from the company, to be a good teacher requires too much time, energy, patience and efforts, I have never thought that I could get them done or handle with problems related to that. Definitely, my major is TOURISM, despite fact that I could become a good teacher in my early ages, gaining valuable experience, feeling yourself as at home, friendly staff, partly ideal office, generous directors and managers, those for all of them must be said thanks by heart, I have studied nearly 4 years and all of the knowledge has been consisted of theoretical lessons, classes. On the other hand, they were very useful, they helped me to get a job, how to work in a team, and others. So, If I talk about the MYSCHOOL LC, the team always organize teacher training program with a help of native speakers, master classes are provided with us, so the importance of these events are so much attentive for us teachers, I got valuable and unforgettable times, moments there. Furthermore, I didn't stop working on myself, then I could add a new position for myself, which is to be an event manager.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?

As a teacher who has undergone training, here's how I might answer your question:

Advantages:

1. **Access to Resources:** The workplace provided a variety of resources for training, including books, digital content, and experienced colleagues, which enriched my learning experience.
2. **Real-World Exposure:** Being in the actual workplace allowed me to understand the practical applications of what I was learning and see first-hand how theories are put into practice.
3. **Peer Learning:** Interacting with other teachers undergoing the same training provided opportunities for collaborative learning and sharing of ideas.

Disadvantages:

1. **Work-Training Balance:** Managing regular work responsibilities while undergoing training was challenging. It sometimes led to divided attention and less time to focus on training.
2. **Limited Flexibility:** The training schedule was fixed and didn't always align with my teaching schedule, which could be disruptive.
3. **Environment Distractions:** The workplace environment, while familiar, had its own set of distractions that could interrupt the learning process.

The training had a significant impact on my teaching methods. It introduced me to new pedagogical strategies, updated my knowledge on the subject matter, and improved my classroom management skills. However, the challenges also taught me to be more adaptable and efficient in managing my time and responsibilities. Overall, despite some disadvantages, the benefits and impact of the training were positive and transformative.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?

Stress Level: The level of stress throughout my training varied. Initially, it was high due to the unfamiliarity with the new concepts and balancing my regular teaching responsibilities with the training. However, as I progressed and adapted to the training schedule, my stress level decreased. There were also moments of high stress when deadlines approached or when I faced challenges in understanding certain concepts. But overall, the supportive environment and the sense of achievement as I learned new skills helped manage my stress effectively.

Potential in the Workplace: The training significantly enhanced my potential in the workplace. Here are a few ways how:

1. **Improved Skills:** The training helped me improve my teaching skills and stay updated with the latest educational trends and methodologies.
2. **Increased Confidence:** With the new knowledge and skills, I felt more confident in handling different classroom scenarios and addressing student needs.
3. **Leadership:** The training equipped me with leadership skills, enabling me to take on additional responsibilities such as mentoring new teachers or leading curriculum development initiatives.
4. **Innovation:** The exposure to new teaching strategies sparked creativity and innovation in my teaching approach, making my classes more engaging and effective.
5. **Adaptability:** The experience of balancing work and training improved my adaptability, a valuable trait in the ever-evolving educational landscape.

Overall, the training was a challenging yet rewarding experience that significantly enhanced my potential and effectiveness as a teacher in the workplace

8. How would you evaluate the overall training environment?

As a teacher who has undergone training, I would evaluate the overall training environment based on several key factors:

1. **Learning Atmosphere**: The atmosphere should be conducive to learning. It should be a safe space where everyone feels comfortable to ask questions and express their thoughts.
2. **Quality of Instruction**: The instructors should be knowledgeable and able to effectively communicate the material. They should also be approachable and open to questions.
3. **Relevance of Content**: The training content should be relevant and applicable to my teaching practice. It should provide me with new insights and techniques that I can use in my classroom.
4. **Interactive Opportunities**: The training should provide opportunities for interactive learning, such as group discussions and hands-on activities. These can enhance understanding and retention of the material.
5. **Resources and Materials**: Adequate resources and materials should be provided to support the learning process. This could include handouts, reference books, and online resources.
6. **Feedback Mechanism**: There should be a mechanism for providing feedback on the training. This can help the trainers to improve future sessions.
7. **Facilities and Infrastructure**: The physical environment also plays a role in the training experience. Comfortable seating, good lighting, and access to technology can enhance the learning experience

Interview 6
Age: 22
Gender: Female
Level of education: Bachelor of Tourism
Nationality: Uzbek
Place of internship training: ATECA Hotel Suites
Start date from 05/02/2024 to 05/04/2024
Questions:
1. What sort of training have you lately received? Was it obligatory or voluntary?
I received training in the hotel, focusing on areas such as F&B, Reservations, Front Office and Sales. It was part of my academic program and was obligatory.
2. How would you assess your cooperation with your colleagues and supervisors?
I had excellent cooperation with both my colleagues and supervisors. We worked well together, communicated effectively, and supported each other in achieving company goals.
3. What were the primary objectives of your training?

The primary objectives of my training were to gain practical experience in the hospitality industry, develop essential skills, and apply theoretical knowledge in the real-world.

4. Was the equipment used in your training deemed efficient and reliable? How?

Yes, the equipment used in my training was efficient and reliable. It included modern reservation systems, communication tools, and industry-specific software that facilitated learning and practical application.

5. What are the main benefits you have achieved from the training?

The main benefits I achieved from the training included hands-on experience, improved communication and teamwork skills, and a deeper understanding of industry practices and standards.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?

The main advantage of the workplace was its professionalism and dedication to guest satisfaction. However, a potential disadvantage was occasional high workload during peak times, which could impact training opportunities.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?

My level of stress throughout the training was manageable, as I received support and guidance from my supervisors. I believe my potential in the workplace was significant to the company considering my theoretical and computer skills.

8. How would you evaluate the overall training environment?

Overall, I would evaluate the training environment positively. It provided a supportive atmosphere, valuable learning experiences, and opportunities for personal and professional development.

Interview 7
Age : 24
Gender: Female
Level of education: Undergraduate
Nationality: Uzbek
Place of internship training: Uzun, Surkhandarya, Uzbekistan
Start date from 05.02.20024 to 05.04.2024
QUESTIONS AND ANSWERS
1. What sort of training have you lately received? Was it obligatory or voluntary?

Lately, I've undergone training focused on enhancing my understanding of social media platforms. This training was obligatory, stemming from the growing importance of social media in contemporary communication strategies. Given my recent internship as a social media manager, this training likely provided insights into the nuances of various platforms, their algorithms, content optimization strategies, and perhaps even crisis management techniques. Such training not only equips individuals with the necessary skills for effective social media management but also ensures alignment with current industry trends and best practices.

2. How would you assess your cooperation with your colleagues and supervisors?

As an intern in the role of a social media manager, my cooperation with colleagues and supervisors was characterized by active engagement, open communication, and a commitment to collaborative success. I consistently sought guidance and feedback from both my peers and supervisors, leveraging their expertise to enhance my understanding of social media management strategies and industry dynamics. Additionally, I demonstrated flexibility and adaptability in working within team structures, contributing ideas, and supporting the implementation of campaigns and initiatives. By fostering a positive and supportive working environment, I aimed to not only fulfill my responsibilities effectively but also to contribute to the overall success of the social media team and the organization as a whole.

3. What were the primary objectives of your training?

The primary objectives of the training for a social media manager intern typically revolve around equipping individuals with the skills and knowledge necessary to excel in the role. Here are some key objectives:

1. **Platform Proficiency**: Understanding the functionalities, algorithms, and nuances of various social media platforms like Facebook, Instagram, Twitter, LinkedIn, etc.

2. **Content Creation and Curation**: Learning how to create compelling and engaging content tailored to different platforms and target audiences. This includes understanding visual content, writing effective copy, and utilizing multimedia elements.

3. **Audience Analysis and Targeting**: Developing the ability to analyze audience demographics, behaviors, and preferences to tailor content and messaging effectively.

4. **Community Engagement**: Learning strategies to foster engagement, build relationships with followers, respond to comments and messages, and cultivate a positive online community around the brand.

5. **Analytics and Measurement**: Understanding how to interpret social media analytics and insights to track performance, identify trends, and make data-driven decisions to optimize strategies.

4. Was the equipment used in your training deemed efficient and reliable? How?

As a social media manager, the efficiency and reliability of the equipment used in training are crucial for ensuring smooth operations and effective learning experiences. Here's how the equipment might be evaluated:

1. **Hardware Performance**: High-performance computers or laptops equipped with sufficient processing power, memory, and graphics capabilities are essential for managing various social media platforms, designing graphics, and editing multimedia content efficiently.

2. **Software Suitability**: Access to industry-standard software such as social media management tools (e.g., Hootsuite, Buffer), graphic design software (e.g., Adobe Creative Suite), and analytics platforms (e.g., Google Analytics, Facebook Insights) is necessary for executing tasks and analyzing data effectively.

3. **Mobile Devices**: Given the mobile-centric nature of social media, access to smartphones or tablets with up-to-date operating systems and relevant apps is beneficial for monitoring and managing social media activities on the go.

5. What are the main benefits you have achieved from the training?

As a social media manager, the training I received offered several significant benefits:

1. **Enhanced Platform Proficiency**: The training improved my understanding of various social media platforms, their features, algorithms, and audience behaviors, enabling me to create tailored content and strategies for each platform effectively.

2. **Improved Content Creation Skills**: I gained proficiency in creating engaging content, including visual graphics, videos, and written copy, which helped increase audience engagement, drive traffic, and build brand awareness.

3. **Data-Driven Decision Making**: By learning how to analyze social media metrics and insights, I became adept at tracking campaign performance, identifying trends, and making data-driven decisions to optimize strategies and achieve better results.

4. **Effective Community Engagement**: The training equipped me with strategies for fostering meaningful interactions with followers, responding to comments and messages promptly, and building a loyal online community around the brand.

5. **Collaboration and Teamwork**: Through collaborative projects and exercises, I developed strong teamwork and communication skills, enabling me to work effectively with colleagues, contribute ideas, and support the overall social media strategy of the organization.

6. What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?

In Surkhandarya, as a social media manager, the workplace likely had its own unique advantages and disadvantages:

Advantages:

1. **Local Market Understanding**: Working in Surkhandarya provided an advantage of understanding the local market dynamics, audience preferences, and cultural nuances, which could be leveraged to create more relevant and engaging content.

2. **Community Engagement Opportunities**: Surkhandarya's close-knit community might have offered opportunities for deeper engagement with local audiences, fostering stronger connections and brand loyalty.

3. **Cost Efficiency**: Operating in a smaller region might have resulted in lower advertising costs and competition compared to larger cities, allowing for more cost-effective social media campaigns and strategies.

Disadvantages:

1. **Limited Resources**: Surkhandarya may have had limited access to resources such as talent, technology, and infrastructure compared to larger urban centers, which could have hindered the execution of sophisticated social media strategies.

2. **Narrower Audience Reach**: Operating in a smaller geographical area might have limited the potential audience reach, making it challenging to scale social media efforts and reach broader demographics.

3. **Limited Networking Opportunities**: Surkhandarya's smaller business community might have provided fewer networking opportunities with industry peers and experts, potentially limiting exposure to new ideas and best practices.

Impact on Training:

The unique advantages and disadvantages of the workplace in Surkhandarya would have influenced the focus and approach of the training program. Training may have emphasized strategies tailored to the local market context, leveraging community engagement opportunities, and optimizing resources effectively. Additionally, addressing challenges such as limited resources and technological constraints would have been crucial in preparing social media managers to navigate the specific realities of the workplace effectively. Overall, the training would likely have aimed to equip individuals with the skills and knowledge needed to overcome challenges and capitalize on opportunities in the Surkhandarya region's social media landscape.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?

As a social media manager undergoing training, my level of stress would have varied depending on several factors:

Level of Stress Throughout Training:

1. **Learning Curve**: Initially, there might have been stress associated with the learning curve of understanding new concepts, tools, and techniques related to social media management.

2. **Performance Expectations**: Pressure to perform well and meet or exceed training expectations could have contributed to stress, particularly if there were high standards set by supervisors or peers.

3. **Time Management**: Balancing training activities with other responsibilities or commitments could have led to stress, especially if there were tight deadlines or a heavy workload.

Potentials in the Workplace:

1. **Creativity and Innovation**: Social media managers have the potential to unleash creativity and innovation in the workplace by developing unique content strategies, engaging campaigns, and leveraging emerging trends to captivate audiences.

2. **Strategic Thinking**: They can contribute strategic insights by analyzing data, identifying market trends, and aligning social media efforts with broader business objectives to drive growth and achieve organizational goals.

3. **Community Building**: Social media managers have the potential to build and nurture online communities around the brand, fostering loyalty, advocacy, and positive brand sentiment among followers.

8. How would you evaluate the overall training environment?

Evaluating the overall training environment involves assessing various factors that contribute to the effectiveness of the learning experience. Here's how I would evaluate the training environment for a social media manager:

1. **Supportive Atmosphere**: A positive and supportive atmosphere where trainees feel comfortable asking questions, seeking feedback, and sharing ideas fosters a conducive learning environment.

2. **Access to Resources**: Availability of resources such as training materials, tools, software, and equipment necessary for learning and skill development is essential for maximizing the training's effectiveness.

3. **Qualified Instructors**: The expertise and effectiveness of instructors or trainers play a crucial role in delivering quality training content, providing guidance, and facilitating discussions or exercises.

4. **Interactive Learning**: Incorporating interactive elements such as group activities, case studies, role-plays, and hands-on exercises enhances engagement and retention of learning objectives.

5. **Opportunities for Practice**: Providing opportunities for trainees to practice newly acquired skills, receive constructive feedback, and iterate on their approaches reinforces learning and builds confidence.

Interview 8
Age : 22
Gender: female
Level of education: 4 level
Nationality: Uzbek
Place of internship training: ATECA HOTEL SUITES
Start date from 05.02.2024 to 05.04.2024
 Questions:
1. What sort of training have you lately received? Was it obligatory or voluntary?
I trained at Ateca Hotel Suites and front office was my last department which I worked, I will answer to question according to front office department
- Onboarding and Orientation: *This covers hotel policies, procedures, and basic guest service skills.*
- Software and Systems Training: *Learning how to use the hotel's reservation system, property management system, and other relevant software.*
- Customer Service and Communication Skills: *Developing effective communication, problemsolving, and conflict resolution skills.*
- Sales and Upselling Techniques: *Training on how to promote hotel services and amenities to guests.*
- Safety and Security Procedures: *Learning emergency protocols and how to handle security issues.*
Even if training is voluntary, it's highly recommended for front office staff as it can:
- Improve job performance and efficiency.
- Enhance guest satisfaction and loyalty.
- Increase employee confidence and morale.
- Create opportunities for career advancement.

Investigating the Impact of Professional Training on Senior University Students in Uzbekistan: Kimyo International University Senior Students' Perceptions

2. How would you assess your cooperation with your colleagues and supervisors?
I have a strong working relationship with my colleagues and supervisors. We communicate openly, share ideas freely, and support each other to achieve our goals. I particularly appreciate [mention a specific example of positive collaboration]
- "I believe my cooperation skills are excellent. I'm a team player who is always willing to help others and contribute to a positive work environment. I actively listen to my colleagues, value their input, and strive to find solutions that benefit everyone."
- *Clear Communication:* Understanding goals, expectations, and responsibilities is crucial for effective teamwork.
- Respectful Interactions: Valuing different perspectives and expertise fosters a positive and productive environment.
- *Openness to Feedback:* Being receptive to constructive criticism allows for continuous learning and improvement.
- *Focus on Shared Goals*: Working together towards a common objective helps align efforts and achieve success. I strive to embody these principles in my interactions with the people who work on developing
and improving me.

3. What were the primary objectives of your training?
The primary objectives of my training at the hotel focused on equipping me with the necessary skills and knowledge to excel in my role and contribute to a positive guest experience. These objectives can be broadly categorized into several key areas:
1. Guest Service Excellence:
* Developing strong interpersonal and communication skills to interact effectively with guests from diverse backgrounds.
* Understanding guest needs and expectations to provide personalized and attentive service.
* Mastering problem-solving and conflict resolution techniques to address guest concerns efficiently and professionally.
* Building rapport and creating a welcoming atmosphere to ensure guest satisfaction and loyalty.
2. Operational Proficiency:
* Gaining comprehensive knowledge of hotel policies, procedures, and safety protocols.
* Learning to use the hotel's reservation system, property management system, and other relevant software effectively.
* Understanding different room types, amenities, and services offered by the hotel.
* Becoming familiar with local attractions and points of interest to assist guests with their travelplans.
3. Sales and Revenue Management:
* Learning upselling and cross-selling techniques to promote hotel services and amenities.
* Understanding revenue management principles to optimize room rates and occupancy.
* Identifying opportunities to enhance guest spending and contribute to the hotel's financial success.
4. Teamwork and Collaboration:
* Developing strong teamwork skills to collaborate effectively with colleagues across different departments.
* Communicating clearly and efficiently to ensure smooth operations and a seamless guest experience.
* Supporting and assisting fellow team members to achieve common goals.
5. Continuous Learning and Development:
* Staying updated on industry trends and best practices in hospitality.
* Seeking opportunities to enhance skills and knowledge through ongoing training and development initiatives.
* Adapting to evolving guest expectations and technological advancements.
These objectives aimed to ensure that I could confidently fulfill my responsibilities, contribute to
the hotel's success, and provide exceptional service to every guest.

4. Was the equipment used in your training deemed efficient and reliable? How?
Yes, the equipment used in my training was deemed efficient and reliable. The hotel provided modern and well-maintained equipment that made it easier for me to learn and practice the required tasks. For example, the computers and software used for front desk operations were upto-date and user-friendly, allowing me to quickly familiarize myself with the system and complete tasks efficiently. Additionally, the equipment provided for housekeeping and maintenance duties, such as cleaning supplies and tools, were of high quality and in good working condition. This ensured that I could perform my tasks effectively and without any disruptions. Overall, the equipment used in my training was both efficient and reliable, contributing to a positive learning experience and helping me develop the necessary skills for my role at the hotel.

5. What are the main benefits you have achieved from the training
The main benefits I have achieved from the training include:
1. Improved knowledge and skills: The training provided me with a thorough understanding of the hotel industry, including front desk operations, housekeeping, and guest services. I gained practical skills in handling reservations, managing check-ins and check-outs, and providing excellent customer service.

2. Confidence and competence: Through hands-on practice and feedback from experienced trainers, I developed confidence in carrying out my duties efficiently and effectively. I feel competent in handling various tasks and challenges that may arise in the hospitality industry.

3. Enhanced communication and interpersonal skills: The training helped me improve my communication skills, both verbal and written, in dealing with guests, colleagues, and supervisors. I learned the importance of listening actively, resolving conflicts, and building positive relationships with others.

4. Increased job readiness: The training prepared me for the demands of working in a hotel environment, equipping me with the necessary knowledge and skills to excel in my role. I feel prepared to handle the day-to-day responsibilities and provide exceptional service to guests. Overall, the training has empowered me with the necessary tools and capabilities to succeed in the hospitality industry and advance in my career.

6 What are the main advantages and disadvantages in the workplace where the training took place? What impact did it have on your training?
Here's how to analyze the impact of my training environment:
1. Identify Workplace Specifics:
* Industry/Company: Culture, resources, and typical challenges vary greatly.
* Training Setting: Was it on-site, off-site, virtual, or blended learning?
* Your Role/Department: Your experience may differ from others in the company.
2. Analyze Advantages:
* Resources & Facilities: Did you have access to necessary tools, technology, equipment?
* Experienced Colleagues/Mentors: Did you learn from skilled individuals?
* Positive Work Environment: Supportive team, clear communication, good morale, etc.
* Real-World Exposure: Direct interaction with customers, processes, challenges.Impact on Training:
* Faster Learning: Hands-on experience with proper resources accelerates skill development.
* Increased Confidence: Supportive environment encourages taking risks and asking questions.
* Networking Opportunities: Building connections with colleagues can aid future career growth.
* Realistic Expectations: Understanding the actual work context aids in applying learned skills.
3. Analyze Disadvantages:
* Limited Resources: Outdated equipment, lack of materials, budget constraints, etc.
* Negative Work Environment: High stress, poor communication, lack of teamwork.
* Distractions/Interruptions: Noisy environment, multitasking demands, etc.
* Lack of Support: Insufficient guidance, unclear expectations, feeling isolated. Impact on Training:
* Hindered Learning: Difficulty focusing, limited practice opportunities, frustration.
* Lower Motivation: Feeling undervalued or unsupported can decrease engagement.
* Skill Gaps: Inability to fully develop certain skills due to environmental constraints.
* Negative Perception of the Field: A bad experience can impact your overall career outlook.

7. What was your level of stress throughout your training? What are your potentials in the workplace where the training took place?
During my training at the hotel, my level of stress varied depending on the tasks I was assigned and the workload I had to manage. Overall, I would say my stress level was moderate, as I was able to handle the challenges with the support of my trainers and colleagues. In terms of my potentials in the workplace where the training took place at the hotel, I believe I have the potential to excel in customer service, problem-solving, and team collaboration. I also demonstrated strong organizational skills and the ability to adapt to a fast-paced environment during my training, which I believe are valuable assets in any workplace setting. Additionally, I have a strong work ethic and a willingness to learn and improve, which I believe will help me succeed in any role within the hotel industry.

8. How would you evaluate the overall training environment?
I would evaluate the overall training environment at the hotel as positive and conducive to learning and growth. The trainers and supervisors were knowledgeable, supportive, and willing to provide guidance and feedback to help me improve my skills. The training materials and resources were well-organized and readily available, making it easier for me to understand the tasks and procedures involved in the job.

The training environment also fostered a sense of teamwork and collaboration among trainees, which I found to be beneficial in developing my interpersonal skills and working effectively with others. Overall, I would say that the hotel provided a welcoming and supportive atmosphere for training, allowing me to gain valuable experience and knowledge in the hospitality industry.