

Research Article

Assessing Workforce Training Expectations and Satisfaction in the Haryana Tourism Industry

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Abstract:

Training is really important for the tourism industry because it makes a company special. This study is about a public sector organisation. These days Artificial Intelligence is getting better. Training for workers is changing. It is changing from having a teacher to using computers and the internet. This includes things like learning systems that adapt to the worker, virtual simulations and smart training platforms. We wanted to see what workers in the Haryana Tourism Industry think about training programs. We also wanted to see how Artificial Intelligence can help with training for the Haryana Tourism Industry workers. We wanted to find out how things like age and other personal details affect what workers in the Haryana Tourism Industry think about training. We also wanted to find out if the Haryana Tourism Industry workers are happy, with the training programs and the Artificial Intelligence used in the training. To do this we used math tools to look at the numbers. What we found out was that things like age does not really matter when it comes to what workers think about training. We also found out that workers are generally happy with the training they get. The good thing is that workers like using computers and Artificial Intelligence to learn things like digital learning platforms and simulations that use Artificial Intelligence. This study tells us that we need to understand more about how things like age affect how workers are trained in the Haryana tourism industry. We need to think more about how Artificial Intelligence can help with training in the tourism industry. Training and Artificial Intelligence are important in the Haryana Tourism Industry. We should think more about how to use Artificial Intelligence to make training better for workers, in the industry of tourism.

Keywords: AI-based Training, Tourism Industry, Training, Training Satisfaction, Training Expectations, , Artificial Intelligence.

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INTRODUCTION

In the tourism business, training is very important because it is what sets one company apart from another. People who get trained have expectations and they need to be satisfied. The main goal of training is to help businesses do better. So a good training program is one where people learn and use what they learned. The tourism industry is growing fast these days. Training in this industry needs to get better all the time. The people in charge need to understand what their employees want. How the employees feel about the training they get. This way the people in charge can make the training program better for the employees. In the few years the tourism industry has changed a lot and Artificial Intelligence has changed the way people get trained at work in the tourism industry. The tourism industry is a deal now and training is a key part of the tourism industry. The people in the tourism industry need to know what the workforce expects from the training they get in the tourism industry. The officials have to figure out what the workforce thinks about the training they get in the tourism industry. This will help the officials make the training program better for the workforce in the tourism industry. The training programs in the tourism industry have to be good so that people can learn and use what they learned in the tourism industry. The tourism industry needs training programs so that the tourism industry can do better. Artificial Intelligence is being used to make the training programs better for the workforce in the tourism industry. Training is important for the tourism industry because it helps the businesses in the tourism industry do better. The workforce in the tourism industry has to be happy with the training they get in the tourism industry. The tourism industry has to keep getting better at training

people who work in the tourism industry. Artificial Intelligence is helping to make the training programs better in the tourism industry. The tourism industry needs to keep improving the training it gives to the workforce in the tourism industry. Artificial Intelligence has changed the way the workforce gets trained in the tourism industry. Artificial Intelligence based learning platforms allow the organizations in the tourism industry to deliver training content to the workforce. These platforms also provide learning analytics and automated assessments and virtual simulations to the workforce in the tourism industry. These technologies help identify the employee skill gaps. Create customized learning pathways for the workforce in the tourism industry. In tourism services such as hotels and travel agencies and restaurants the employees are increasingly required to interact with Artificial Intelligence enabled systems like hotels, travel agencies and restaurants. The employees, in these places have to know how to use the Artificial Intelligence enabled systems so they can do their jobs better in the tourism industry. AI chatbots for customer interaction are :

AUTOMATED RESERVATION SYSTEMS

Smart tourism platforms

AI-driven customer analytics tools

Therefore, organizations must evaluate workforce expectations and satisfaction regarding training programs that integrate both traditional training methods and AI-supported learning environments. The use of AI in training is increasing. Research, on its implications is still not that extensive. This study addresses this gap by analyzing workforce expectations and satisfaction in the Haryana Tourism Industry.

This study aimed to understand what workers want and how happy they are with training practices. The goals were to find out if there are gaps between what workers expect and what they get and to see how factors like age, gender and education level affect these expectations and satisfaction. The study also looked at how Artificial Intelligence could be used to improve training for tourism workers. There is no existing research on evaluating training practices in Haryana Tourism. This gap in research combined with the focus on training, in the tourism industry motivated this study.

What the Workforce Expects from Training: When the workforce attends a training session they have ideas about what the training will be like. These ideas are affected by a lot of things. The things that affect what the workforce expects from

training are things like how old they're if they are a man or a woman if they are married what kind of education they have and how much money they make. The job they have in the company and how long they have been working there changes what they expect from the training. The place where the training happens helps the employees learn what they need to do their jobs and in the future. It also helps them get better at what they do so the company can do better. People who studied this Sharad and Sabita said in 2002 that the way the training is set up really affects if employees want to learn. They said that if the training is set up well employees will want to participate. Other people, Narayan and Johnson found out in 2007 that what employees thought about training was also affected by what they learned what they wanted to get out of the training and if they were a man or a woman. Older employees might not change, especially when it comes to how we use technology. On the other hand, younger workers are usually more willing to use new digital systems for training, as McGregor and Gray found out in 2002.

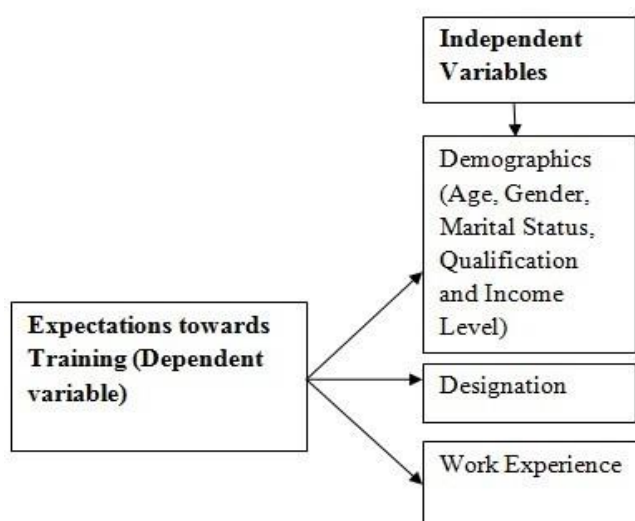


Fig1. Theoretical framework of Workforce Expectation

Prior training experience, goal orientation, gender of trainees affect training attitudes. The gender has an effect on how goal orientation works in training situations. When we talk about goal orientation in training contexts the gender plays a role in

this (Narayan and Johnson, 2007). research shows that women support diversity training more than men do. This makes sense if the training is about gender.. It's not clear why women still support diversity training that only focuses on race. Women think that helping groups will also help people understand the problems they face at work. They feel that if we help others it will also help them. Women want to work and help each other out. They think that by supporting initiatives for groups people will also start to understand and address the challenges they face. This is why women are more supportive of diversity training. They believe it will help create a workplace, for everyone. Women are looking out for each others interests. They want to make sure everyone is treated equally.(Baldwin, Magjuka, & Loher 1991). Men and women have life experiences that can be important for the training. The training is what men and women will be going through. These experiences will affect how they do in the training. Men and women will have things they can bring to the training because of what they have been through, in life. The training will be more effective if it takes into account the experiences of men and women. (Smith-Jentsch, Jentsch, Payne, & Salas, 1996). Men and women look at diversity training in ways. People who are being trained do not try hard to change their habits. They are not ready to do things. Sometimes the people who are doing the training are not really connected to the workplace. They do not know how things are done so the training they give is not very useful. Diversity training is seen differently by men and women. (Santos and Stuart, 2003). The experience of the employees and the training they get are really closely connected. You can see that the employees who have a lot of experience and the training they receive go hand in hand. The experience of the employees is very important when it comes to the training. The training and the experience of the employees are connected in a way. (Karuppannan, 2012). Work experience has two parts: qualitative and quantitative. These parts exist at levels of detail. They work together. Build up over time.

Experience is very important, in understanding how people perform at work and how they behave.(Tesluk, and Jacobs, 1998). When supervisors and trainees talk about what's expected of them set goals and agree on what the supervisor will do it helps build a good relationship. This good relationship makes it less likely for trainees to feel confused or have problems, with their supervision. Trainees and supervisors working together is the key. Supervisors and trainees should talk about what they expect. They need to make plans. They should agree on what to do. In a relationship, all of this happens. They are less likely to have conflicts. (Bernard. 1979). The role of trainees can be really tough at times. Trainees may have a time figuring out what to do. This is because trainees think that the person who is supposed to be guiding them is not doing a good job. The way trainees see the relationship, with the person who is supposed to be helping them can tell us if trainees will have trouble with their role. Trainees have to work with the person who is guiding them. If trainees think this relationship is weak then trainees will have a lot of difficulties. The age of the trainee also has an effect on how much they learn from the training. Older workers are usually harder to train because they are not as willing to learn things and they are afraid of new technology. What is important to note is that older workers who are skilled see the training provided by their employers as a sign that they are valued as contributors, to the company. The age of the trainee is something that affects learning from the training. (McGregor & Gray2002).

2.2 Workforce Training Satisfaction:. Training satisfaction exerts a cardinal impact on job satisfaction, Getting training can make people happy with their jobs and it also affects how confident they feel about their career. The thing is, people are happy with their training when they have a teacher the training is useful the place where they do the training is nice and they get good feedback. There is a connection between training and other things like people being happy with their jobs and staying at the company for a long time. Training satisfaction and job satisfaction are important for the confidence of a career. People, like training when they have a trainer the training content is good the training infrastructure is nice and the training feedback is helpful. (Conrade and Woods, 1994). The trainers main goal is to teach the trainees what they know. This means the trainer has to find the training courses, for the trainees. The trainer also has to pick the way to train them. After that the trainer has to see how well the training is working. The trainer is also supposed to help the trainees use what they learned at their job. The trainer wants to make sure the trainees can do their work better after the training. The trainer has to do all these things to help the trainees learn and do their job well. (Singh and Banerjee, 2005). Management has to make sure that employees know what the Training Content is so that they can like the training programs that the organization is giving them. . (Holladay et al 2008). Training and Feedback together can make a difference in the quality of work that the employees do. The employees will be better, at their jobs when they get Training and Feedback. (Farooq & Khan 2011). AI-supported training systems help people feel more satisfied. They do this by changing to fit each persons needs and giving feedback.This way AI-supported training systems make learning.They use tools that adjust to how people learn and provide feedback mechanisms. (Davenport & Ronanki, 2018).

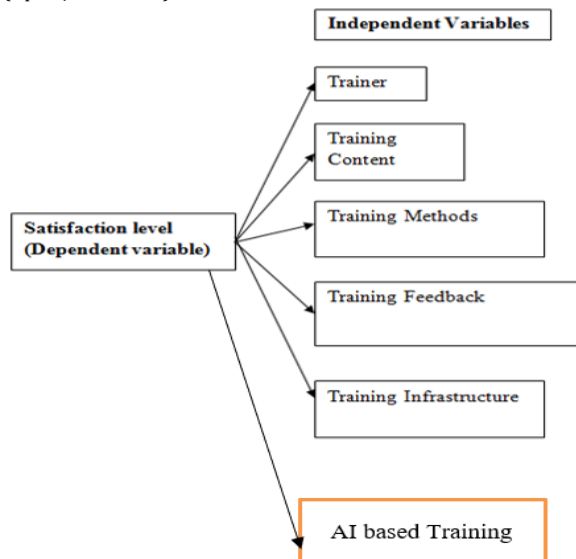


Fig 2. Theoretical framework of Workforce Satisfaction

RESEARCH METHODOLOGY

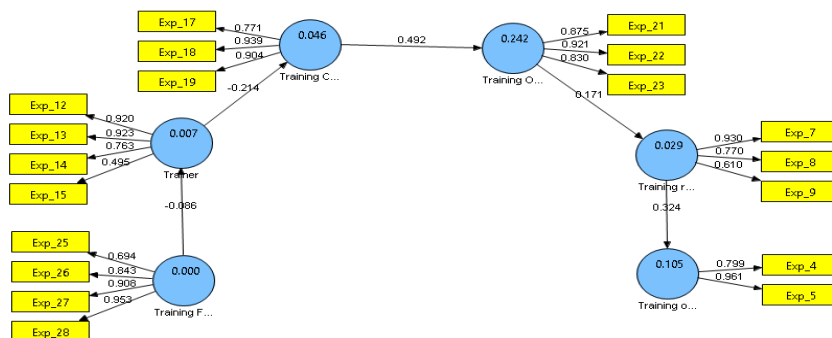
Scale Existing studies on what tourism workers expect and how satisfied they are with their training were looked at. From this statements about worker expectations and satisfaction were created. A five-point scale, similar to that utilized by Schmidt in 2007 and Costa in 2006, was modified to assess these expectations and satisfaction levels. Taro Yamane came up with a formula in 1973 that said the study needed at least 47 people. Primary data was gathered through a sampling method, from workers who took part in training programs run by the department.

DATA ANALYSIS AND RESULTS

Exploratory Factor Analysis and Measurement Model

The data was examined with a method called EFA by using principal component analysis and a way to rotate the results called varimax rotation method. This method was used by Hair and other people in 2010. To see if the sample was good enough Bartlett's test of Sphericity was used. The result was very small, less than 0.01. Also Kaiser–Meyer–Olkin was. The result was 0.727, which is pretty good. This is based on what Field said in 2009. In the model six things were found to be important using principal component matrix. These six things explained 77 per cent of the differences in the data. This is based on what Kaiser said in 1960. The factors were rotated using a method called variation rotation technique. After that six factors were. 19 Items were kept. These factors were identified as training feedback, exhibiting factor loadings ranging from 0.910 to 0.785; trainer, with loadings from 0.893 to 0.772; training content, with loadings from 0.902 to 0.769; and train. Only the six factors with an enough eigenvalue, equal to or larger than 1.0 were selected. The items with a factor loading than 0.4 were kept, not greater than 4.0 because the factor loadings are like how much a measurement is related to a factor. The higher the loading, the more important the measurement is. Also no items were related to than one factor, which is called cross-loadings as said by Nunnally in 1978. The training feedback, trainer, training content, AI based training and training outcome are all factors and the factor loadings are like correlations between a factor and its measurements. The higher the loading, the important the measurement is, for the training feedback, trainer, training content and training outcome.

Figure 3: Measurement model of Workforce' Expectations and Satisfaction



The confirmatory model's factor loadings are shown in Table 5.11. The factor loadings of the confirmatory model might not be the same. The majority of the factor loadings in the confirmatory model exceed 0.7. This means the underlying factor or construct of the confirmatory model explains than half of the information, in the observed variable of the confirmatory model. The factor loadings suggest that the constructs of the confirmatory model have a level of convergent validity as shown in table

Table 1. Reliability, Validity and Correlation among construct

Constructs	AVE	Range of standardized loadings	CR	Cronbachs Alpha	T	TC	TF	TO	T O	T R
Trainer	0.6316	0.893-0.772	0.8672	0.8733	0.795					
Training Content	0.7648	0.902-0.769	0.9064	0.8513	-0.214	0.875				
Training Feedback	0.731	0.910-0.785	0.9147	0.9048	-0.086	0.189	0.855			
Training Outcome	0.7675	0.884-0.764	0.9081	0.8509	-0.170	0.492	0.272	0.876		
AI Training Tools	0.74		0.90	0.88						

Source: Authors.

The model was checked to see if it is valid. This was done by looking at how the different parts of the model work together. The average variance extracted, composite reliability and Cronbachs alpha were used to test this. All the parts of the model were strongly related to each other with numbers above 0.50. The composite reliability was also high above 0.70 which is what it should be.

The reliability of the model was tested using Cronbach's alpha. The numbers for this test ranged from 0.724 for training relevance to 0.904 for training feedback. This shows that the model is reliable. The model was also checked to see if it can tell the difference between parts, which is called discriminant validity. This was done by looking at the variance extracted for each part of the model and comparing it to how closely the different parts are related to each other. Employees are very interested in training that uses intelligence, digital learning platforms and virtual simulation tools. They like the idea of AI-based training modules. Think they would be useful. Employees also like learning platforms and virtual simulation tools and think they would be helpful for learning. The model shows that artificial intelligence, digital learning platforms and virtual simulation tools are all popular, with employees.

CONCLUSION

Learning is something that people can do when they have the ability and the motivation to learn things and use them at work. People are more satisfied with training when it is good. They have the technology to support it rather than who they are. Computer based training platforms make learning fun. Get people involved. Training is very important in the tourism business where being good at what you do is what makes a company better than others. The goal of training is to help the company do better. Training is about people learning new things and using them. As Roehl and Swerdlow said in 1999 employee training is very important. It is especially important in places like restaurants and hotels because when employees are trained well it can save the company money and make customers happy. In this paper when we say training we mean both training and development. Training is when people learn things for their job and development is when people learn new things for the future. Even though training and development usually happen together they are things. The main goal of employee training is to help employees learn and grow. Employee training is really important for the tourism industry. The tourism industry needs employee training because it helps people do their jobs better. Companies in the tourism industry should make employee training a priority for their employees. This is because employee training is very important for companies in the tourism industry. The tourism industry needs employee training to succeed so companies should focus on employee training. Employee training is good for the tourism industry because it helps employees do their jobs better and that is what the tourism industry needs. The tourism industry and employee training are. Companies should understand this. Employee training is the key, to helping the tourism industry succeed. Companies should make it a priority. The tourism industry and companies should work together to make employee training better. This will help the tourism industry and companies succeed. That is what everyone wants.

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