

HISTORICAL AND SOFT SKILLS, THE NEED OF THE HOUR FOR A SUCCESSFUL CAREER IN RESEARCH ORIENTED FIELD AND TOURISM INDUSTRY

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Abstract:

History is a vast subject and the study of its facilities the understanding the past events and why and what caused various events and the outcome of the events. Understanding the past enables one to understand and assess why people behave in a particular manner and why certain changes are taking place in the present. History 'repeats itself' and if one studies the past in detail, then one can learn how not to make the mistakes of the past. Tourism is seen as a 'smokeless industry' and is instrumental in promoting the economic well being of a country. It is reiterated as an engine for economic development. World over, Tourism has evolved as one of the important business ventures and is contributing to improving the socio-economic conditions of the various countries concerned. Hence, it can be concluded that for anyone to be successful in any chosen field of study or work, he or she needs to imbibe the correct knowledge and acquire the necessary skills. Commitment to work or study, hard work, innovative approach, zeal to improve one's profile and skills go a long way in making oneself strong and successful. It is hoped that the present generation, as well as the older generations, keep themselves updated and be successful in their chosen field of work or study.

Keywords: Engine for economic development, soft skills, innovative skills, teamwork, etc.

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It is important to study history so one may learn about past human behavior that is relevant to the intellectual growth and development of an individual. Through the study of history, one can understand how the world came to be, around the world including all human cultures and nature itself. Study of the history of the environment and the apparent changes could inspire a person to promote the health of the environment thereby enjoy a healthier and happier life, it would facilitate the continuance of many species and maintain the ecological balance, a prerequisite for a viable ecosystem. Understanding the human behavioral patterns through the study of history would provide very valuable insight into future generations.

One very important aspect about History is that it can be understood better and reconstructed only on the available sources such as monuments, ancient manuscripts, coins, literary evidence, inscriptional study, etc. One needs to acquire certain specific skills in order to understand History better and to take up any related research work in the field.

Skills conducive to a Historian include the following:

- Collection of relevant sources
- Analysis of the evidence-content and sourcing-dealing with the primary sources is very important.
- Interpretation of the collected material relating to the secondary sources is very crucial to the related research work.
- Comparison –this skill enables one to make the connections historically through comparison and contrast of events, societies or perspectives
- Contextualization, synthesis-these include the ability to put something in its proper historical context and bringing multiple elements together by making connections between the various periods, events, people, cultures, locations, etc.

Hence, a historian would benefit much if he is clever enough to acquire the above-mentioned skills.

The other sector or industry which has a direct or indirect connection to the study of History and culture is Tourism. Tourism is a leisure activity and is a manifestation of prosperity. It is

dependent on various basic components and elements such as Transport, locale, accommodation, pleasing weather, scenic attractions, accessibility, amenities, etc.

Tourism is seen as a 'smokeless industry' and is instrumental in promoting the economic well being of a country. It is reiterated as an engine for economic development. World over, Tourism has evolved as one of the important business ventures and is contributing to improving the socio-economic conditions of the various countries concerned.

“Tourism is a big business ...with unique ability to create jobs nationwide. The World Travel and Tourism Council (WTTC) has estimated that Tourism is supporting one in 10 jobs (313 million) worldwide and generating 10.4% of World GDP. One in five of all new jobs created globally in 2017 is attributed to Travel and Tourism, according to major new research of WTTC. The Department of Tourism, Govt. of India estimated that the number of people employed in Tourism jobs in India, directly or indirectly to be 8% of the total employment, expected to rise by 2% annum to 52.3 million jobs by 2028.

The various sectors of Tourism namely Travel sector, Travel Agency, Hospitality sector etc., offer many job opportunities. Tourism-related jobs can be exciting, interesting and remunerative. Some of the jobs in airlines, hotels or travel agencies can be glamorous. But the responsibility is very tough. Infinite patience, stamina, and unfailing cheerfulness are very essential. One needs to possess certain skills which would ensure employability and success.

Tourism is a service-oriented industry hence it requires those special qualities and skills conducive to smooth running of any given sector, especially the hospitality sector. In this fast-changing and competitive world, one needs to possess skills which would improve the opportunities and prospects of a successful career.

Soft skills are very essential to be successful in any field especially in the Tourism industry. Many jobs rely on customer service and adopting a 'customer focussed attitude ' is very important.

The following are the essential soft skills for the Tourism industry:

1. Empathy and emotional intelligence- finding innovative solutions in an ever-changing scenario play a pivotal role in the service industry.
2. Teamwork: one should be able to integrate into the existing team.
3. Multi-tasking: Time management and stress management and staying ' cool and collected' are crucial to a person engaged in the Service industry.
4. Problem-solving: Thinking and suggesting a feasible solution to problems is seen as the most valued soft skills for careers in hospitality and Tourism. One must learn to manage

a crisis, identify the problem, evaluate what has been done and what could be done in a better manner.

5. Strategy and innovation: In a world of competition, one has to adopt innovative measures thereby create a special niche for oneself in the industry. 'Going the extra mile' attitude is good. One has to keep looking for new opportunities and solutions in spite of the established procedures.

Additional skills for success include the following:

1. Digital: Data analysis and management, web management, social media
2. Multicultural: Learning foreign languages, history, knowledge of religions and dietary habits and cultural etiquettes are very fetching in the service industry.
3. Go green!: One should possess an awareness of sustainability, conservation, natural and cultural resources, and their management and ecosystem management.
4. Diversity: One should have a thorough knowledge of aging populations –their needs, special needs persons, alternative families, etc.

Tourism being a Service industry, managing Human resources is very crucial to the success of the department. Running an HR department is not a 'child's play'. Essential skills to run an HR department include the following:

1. Organization: one has to be well organized, strong time management, personally efficient in order to succeed. The office must not be in disorder, paperwork must always be filed correctly, especially the files of the employees.
2. Negotiations: one should be able to negotiate. A strong HR professional will be able to work with both sides so that an agreement can be reached that makes everyone involved happy.
3. Problem-solving and conflict management: one has to ensure that employees work together in a civil manner so that work can be completed on time and with high quality.
4. Communication: communication plays a very important role in running an industry, especially the HR department. There are many methods of communication such as writing, speaking in front of small and large groups of people and through social media. One must be able to communicate effectively.
5. Multitasking: One must learn to adapt oneself to change in the office –must update their knowledge and skills in order to be ahead. Otherwise, you will be left behind.

Hence, it is imperative for anyone in the Tourism industry to possess some skills and knowledge in order to be successful. There are a number of courses and institutions in India which help to hone the skills of many. Some of the Courses and Institutions which could be of help to learn the necessary skills include the following:

1. HRM courses/Online HR Certification, XLRI, Jamshedpur(www.talentedge.in/)
2. Short courses in Business & Management (several options-MBA in HR is very useful)
3. Free Online HR management Certificate courses-<https://Alison.com/tag/human-resources>
4. MBA in India-several institutes of repute exist which could train prospective entrepreneurs/students:
 - a. TISS, Mumbai, India
 - b. IGNOU
 - c. IIM Bangalore
 - d. Symbiosis Centre for Management
 - e. University of Delhi
 - f. Amity University
 - g. Management Development Institute, etc.

Hence, it can be concluded that for anyone to be successful in any chosen field of study or work, he or she needs to imbibe the correct knowledge and acquire the necessary skills. Commitment to work or study, hard work, innovative approach, zeal to improve one's profile and skills go a long way in making oneself strong and successful. It is hoped that the present generation, as well as the older generations, keep themselves updated and be successful in their chosen field of work or study.

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