

An Assessment of Inventory Management Practices at the Hospitality Management Department of Takoradi Technical University

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ABSTRACT

Inventory management encompasses a wide variety of tasks. These tasks differ depending on the organization. The study's main goal is to evaluate inventory management activities at Takoradi Technical University's hospitality management department. Non-experimental analysis was used to design the sample. The study's target population was hospitality students with sample sizes of 60 students. Purposive sampling was used to collect data for the analysis. The analysis relied on primary data. To collect data for the analysis, a structured questionnaire was created with both opened-ended and closed-ended questions. Statistical Package for Social Sciences (SPSS) and Microsoft Excel were used to analyze and process the information. Frequency distribution tables, pie charts, and bar charts were used to display the findings. According to the results, the department did a commendable job of resource management in order to provide supplies for the students' practical training. The department's inventory management process was purely commercial and the proper inventory management process was implemented. Regardless, it was recommended that the hospitality department strive to keep inventory under control. Evidence for inventory management and record documentation should also be handy at all times.

1. Introduction

The implementation of management concepts and ordered leadership in the fields of lodging, dining, and general guest facilities are referred to as hospitality management Golubovskaya et al. (2017). The ultimate aim of hospitality management is to provide each and every guest with a perfect experience from beginning to end.

Almost every business needs to keep stock of inventory of different products and materials. That is because operating with only a single item to be sold, manufactured, or used in office work will be virtually impossible. Every item or goods used or sold frequently is, therefore 'maintained' as a 'reserve' a 'fund', or an 'inventory', so that as products or supplies are sold or used, they can be substituted or stocked up from the collection 'held in reserve'. In general, hospitality departments are complicated and expensive to maintain because of the numerous uses of space that have different schedules and uses of inventory for the functional engineering infrastructure that s needed for its upkeep (GETACHEW, 2017).

The store is a designated area where all goods and materials necessary for production and sale/distribution are received, stored for safekeeping, and issued as needed. Ogbo and Ukpere (2014), according to their findings, inventory control management elasticity is a critical approach to achieve organizational success. According to Aro-Gordon and Gupte (2016), adopting an effective

mix of modern inventory management methods will help practitioners enhance corporate service delivery by maintaining a steady flow of products while minimizing the associated carrying costs.

Inventory may also be classified into 3 type's namely primary inventory (raw materials, components & sub-assemblies, work-in-progress (WIP), and refined goods. Second, there are support inventories which are maintenance, repair, and operating materials (MRO) consumables of various categories. Finally, demand inventory is both dependent and autonomous (Lysons & Farrington, 2016). Various hospitality establishments implement various measures that better serve them, providing current knowledge while also reducing the extremes to the bare minimum,(Cooper et al., 2006; Wild, 2017).

This audit covers all stages of the manufacturing process, from purchase to distribution to use and reorder. This definition is based on the fact that stores, as a service-oriented department, must provide the right supplies to the whole company in the correct quantities and at accurate times,(Khalil et al., 2019; Lewis, 2006).

According to Ivers et al. (2016); Lysons and Farrington (2006), Inventory management has four goals: Provide required service levels in terms of magnitude and order rate fill for both inner and external customers, decide present and future prerequisites for all types of inventory to avoid overstocking while avoiding "bottlenecks" in manufacture, keep costs to the lowest by variety decline, inexpensive lot sizes and scrutiny of costs incurred in the manufacture and provide upstream and downstream inventory visibility in the supply chain.

Inventory management aims to keep inventories at the lowest possible expense while also ensuring continuous supplies for incomplete operations. When it comes to inventory decisions, the organization must strike an equilibrium between various cost mechanisms such as the cost of supplying inventory, inventory-holding costs, and costs associated with inadequate inventories (Hugo et al., 2002). As per Mahyadin et al. (2013), Stock management is the process of organizing the products that are available to consumers. Lack of satisfaction may result from a slow buying or manufacturing process, or from the inability to provide quantities without stocks. Clodfelter and Fowler (2003), according to the author, a high-quality record management system has the following reward: the suitable connection between sales and inventory can be better managed. Inventory organization systems provide a company with the information required to take markdowns by detecting slow-selling products. Without them, the shop or department may become overstocked or under-stocked. Discovering such commodities early in the cycle would enable a company to lower prices or change its promotion strategy before customer demand vanishes completely. Commodities management systems enable shoppers to identify best-sellers early enough in the season so that reorder can be placed to maximize overall revenue for the store or department. Inventory control systems can also identify merchandise shortages and shrinkages. Unnecessary shrinkage indicates the need for more effective merchandising controls to minimize employee fraud or shoplifting.

According to Giannakis et al. (2019), Inventory management methods differ by sector and from one organization to the next. The following should be followed for best-benched label practices and better warehouse process optimization: ABC analysis was used to categorize the inventory, improve the pick & pack process, create inventory KPIs, make use of batch monitoring, Bring safety stock inventory, maximize the inventory turnover rate, modernize stock take, reduce your inventory and use a Cloud-based inventory management system to use a reliable reorder point formula.

The Takoradi Technical University was established in September 2016 as a result of the government's strategy to convert Takoradi Polytechnic, among five other Polytechnics to the rank of Technical University. The faculty of applied sciences has four departments, one of which is Hospitality Management. Among the programs offered by the department are a six-semester Higher National Diploma (HND) and a four-semester Bachelor of technology in hospitality Management top-up program. The goal is to educate and develop middle to upper hospitality industry specialists who will feed and positively impact the industry. The vision of the department is to become a center of excellence by providing high-quality, industry-based hospitality education as well as to educate and develop all-around graduates who can work in both local and international industries.

The aim of this study is to find out how the hospitality management department of Takoradi Technical University manages inventory for student practical courses.

This paper looks at the inventory management process that the department uses, and then the results of adjusting to a specific type of inventory management process.

The following research questions were answered in order to meet the study's objectives.

- i. How does the department handle the inventory management process for students' practical courses?
- ii. What is the outcome of the department's adaptation of the inventory management process for students' practical courses?

Stock-outs can be avoided and the quality of stock arriving at the store can be improved with proper inventory management. It is very pitiable at the hospitality department in Takoradi Technical University as students in the department face stock-out of gas, equipment, cooking utensils, chairs, cleaning agents, and tools, among others, for their practical courses. This prevents students from enjoying what they have paid instead of adding to their costs by requiring them to obtain all inputs before performing a single practical. This research fills a gap in the literature by analyzing the current situation, especially in the context of a developing economy like Ghana. Several types of research on inventory management have also been conducted in different industries; however, little has been done in school explicitly with regards to products that aid students in their practical courses. The research will aid in the efficient execution of the supplies for students' practical courses; management will gain a better understanding of the substance of inventory management control in an institution and validate ways to enhance inventory control. It will also assist management control system that will enable them to maintain control over the store's stock of products. The study would once again assist policymakers in determining the most suitable approach for inventory management

2. Literature review and theories

2.1 Theoretical background conceptual framework

This research is focused on supply chain management theory (SCM). The successful organization of supply chain operations to capitalize on consumer value and maintain a sustainable economic advantage is known as supply chain management. Product creation, raw material procurement, distribution, logistics, and information systems essential to managing these actions are all covered by supply chain activities (Handfield et al., 2020). SCM is based on the notion that practically any commodity that reaches the market is the zenith of the actions of many entities that make up a supply chain. A successful and reliable supply chain boosts sales lowers prices, enhances efficiency, and has a positive impact on the company's bottom line.

Handfield et al. (2020), furthermore asserts that the supply chain's organizations are "connected" through physical and information flows. A good supply chain management system for Takoradi Technical University's hospitality department will reduce and eliminate problems associated with inventory challenges students face during practical periods. A successful supply chain would have a plan or strategy in place to procure the right goods, inaccurate amounts, and produce them at the exact time using the most efficient mode of transportation, reducing carbon emissions. It would also set up a return mechanism for damaged or unused materials and goods. When information and physical flows are properly synchronized, the correct information reaches the supplier in a timely manner, allowing for the replenishment of required stock for operational use. (Adeyemi & Salami, 2010).

2.1.1 The concept of inventory management

Effective inventory management is critical for most companies, whether they are in production or distribution, to achieve superior business performance. Inventory management as part of a supply chain includes aspects such as managing and monitoring orders from both firm vendors and customers, stock storage, controlling the number of goods for sale, and order completion (Bucac et al., 2020). Inventory management according to Kotler and Gertner (2002), applies to all activities involved in producing and conducting inventory levels of raw materials, semi-finish materials (work-in-progress), and completed goods such that sufficient supplies are available and overstocking and understocking costs are minimized. "The cost of maintaining inventory is included in the final price paid by the purchaser", writes (Chakrabarty et al., 2018; Rosenblatt, 1977; Tastaldi et al., 2017). Inventory items represent an expense to the owner. Eckert (2007), as cited in Amahalu (2018), went on to say that better inventory management leads to higher levels of customer satisfaction.

Inventory management has changed dramatically as a result of technological advancement and the availability of process-driven software applications. However, getting what you need, when you need it, and at the right place is a key indicator of inventory management performance. Ismail et al. (2018), stressed that inventory management in its broadest view is to keep the most reasonable amount of one kind of asset in order to endorse an improvement in the overall value of the organization's asset – human and material capital. As a result, the crucial aim of inventory management is to provide what is needed and to reduce the number of items that a product is out of stock. Drury and Tayles (1994), as cited in Mhenyu (2016), defined inventory as a stock of goods held by a business in anticipation of potential demand. Muralidharan and Raval (2017), agreed with this concept, stating that inventory organization affects all business functions, especially operations, promotion, accounting, and finance.

Transaction, preventative, and hypothetical motives are the three types of reasons for keeping inventories, according to him. Whether in manufacturing, distribution, retail, or utilities, the basic aim of inventory analysis is to determine (1) when goods should be ordered and (2) how bulky the order should be.

Badorf et al. (2019), identified five factors for stock holding: Economies of scale; maintaining inventory allows a company to achieve economies of scale in production, buying, and transportation. When a company buys in bulk, it receives volume discounts. As a result, transportation can move greater volumes and achieve economies of scale by better-using machinery. If more material is inventoried, manufacturing will run longer production runs, lowering fixed costs per unit. Supply and demand must be balanced;

certain businesses must stockpile inventory to take benefit of seasonal orders. A toymaker sees some order all year, but the Christmas season accounts for 60 percent or more of sales. Output can be kept consistent throughout the year by manufacturing to stock. This lowers costs by reducing idle plant capacity and maintaining a reasonably healthy workforce. When demand is comparatively invariable but raw materials are seasonal, such as in the case of canned goods, completed inventory may help satisfy demand when the materials are no longer available. Inventory allows companies with branches to concentrate by allowing them to stock-specific items. Instead of producing a wide range of items, each plant will focus on one and then transport the finished goods directly to consumers or to a storage facility. Each plant can achieve economies of scale by long production runs by specializing. Protection against unpredictability; one of the most important reasons to keep inventory is to compensate for market fluctuations. If demand rises and raw material supplies run low, the production line will be shut down before more materials arrive. Similarly, a lack of work in progress means the product cannot be completed. Ultimately, if customer orders exceed finished goods supply, stock-outs can result in customer loss.

Inventory control can also be used for the following purposes: to preserve operational independence: A supply of materials at a work center allows the center to be more flexible in its activities in order to accommodate variations in product demand: if the order for a product is known accurately, it might be possible (though not always cost-effective) to manufacture the product exactly to meet the demand; elasticity in production scheduling; The strain in the manufacture systems to get the products out is relieved when there is a stock of inventory. This results in longer lead times, allowing for a smoother flow of output and lesser cost during larger lot-size construction. In periods of high inflation or as a deliberate strategy of speculation, elevated setup costs, for example, support manufacturing a higher number of units after the setup has been made and protect against anticipated shortages and price rises.

Flow-through warehousing, according to Badorf et al. (2019), aims to reduce inventory keeping (carrying) costs increasing the pace at which finished products are distributed.

Inventory is delivered directly to consumers from the retailer to a consolidated point. This reduces the costs of putting away, picking up, topping up, and stocking up. She explains that flow-through warehousing is essentially an effort to reduce the amount of inventory held and the length of time it is held. "Product flowing fluidly through a network node," she describes the technique. Flow-through techniques, on the other hand, are extremely information-intensive, involving computers, stockroom organization systems, barcoding, and radiofrequency recognition, and can only be made possible by the availability of technology. She comes to the conclusion that the retail industry benefits from the use of flow-through techniques. A fixed distribution center may be responsible for a variety of shops, demand is known, mass manufacturing and alternative goods are accessible, and there are fewer value-added services. Finally, she mentions how the lack of an imprecise nature of real-time data has hampered the execution of this system. The article's flaw is that it fails to consider the initial costs of setting up the system. It only addresses the lower costs of product storage but ignores the direct costs of coordinating with other retailers in the distribution center and using the amenities.

Inventory can be best tracked and calculated in the warehouse, Ballard (1996), as cited in (Abd Karim et al., 2018). He claims that inventory control is considered a management function, while stock tracking is considered a management function, and stock tracking is considered a supervisory role. However, he points out that the tracking and assessment process is often ignored, resulting in data that is changeable for management decision-making. He goes on to say that in today's dynamic business world, inventory tracking and calculation must be done quickly and accurately. He states that inventory management and measurement entails understanding all that needs to be known at any given time. The whole procedure should be known rather than just the stockpile. In order to explain the properties, status, condition, and position of inventory, he also categorized stock information into fixed information, variable information, and derived information. The literature is inadequate because it ignores the tracking and calculation of damaged, outdated, or stolen products. It also fails to clarify how much money was spent and how much money was made as a result of the successful tracking and measuring process.

2.1.2 Inventory control model

The Economic order Quantity Model is without hesitation the most well-known and elementary inventory decision model. Its early stages can be traced back to the early 1900s. The aim of this study's use of the EOQ model is to determine the specific quantity that minimizes overall inventory costs, which include total ordering and carrying costs. However, The expenses of storage facilities, handling, insurance, pilferage, rupture, obsolescence, depreciation taxation, and the opportunity cost of capital are all included in the holding (or carrying) costs group. High keeping costs, on the other hand, tend to favor low inventory levels and regular replenishment, whereas ordering costs apply to the managerial and secretarial costs associated with preparing a purchasing or production order. Many of the data, such as counting products and estimating order amounts, are included in the ordering costs. The costs of maintaining the scheme used to track orders are often included in the cost of ordering. Inventory management is important for the following reasons: inventory is a major commodity, and for many businesses, the most valuable asset. Inventory

is vital to the core activities of merchandising and manufacturing, and errors in calculating inventory costs can result in important financial statement errors (Vandeput, 2020).

2.1.3 Assumptions of EOQ

Dervisiotis (2016); Jiraruttrakul et al. (2017); Sagar (2018) and Peng et al. (2020) identified the EOQ as the ordering quantities which reduce the cost of equilibrium between inventory holding costs and re-order costs. Jiraruttrakul et al. (2017) went on to say that some assumptions must be made in order to measure a simple EOQ which are: demand is standardized and predictable, item cost is fixed, the order cost is fixed, the holding cost is fixed, the lead times are consistent and Orders are received in completed form (no split shipments).

Inventory has two forms of costs, according to Lyson and Farrington 2012, as cited in Mrope (2017), procurement cost (which includes preliminary costs, placement costs, and post-placement costs) and holding cost. There are two types of holding costs: expense equal to the worth of the inventory, such as interest on capital tied up in inventory, which may be at a bank rate, and insurance costs. The physical characteristics of inventory, such as storage costs, are the second keeping expense.

They went on to say that EOQ criticism stems from inaccuracies in data input, such as inflated carrying and ordering costs. Many enterprises resource planning (ERP packages often have built-in applications that automatically measure the EOQ, which must be adjusted to account for changes in use and goods. Through EOQ aren't appropriate for every inventory situation, they should be considered for MRO products and repetitive buying scenarios (Mrope, 2017).

Farzaneh 1997, as cited in Handra and Rangian (2017), proposes a mathematical model to aid businesses in deciding whether or not to turn from the Economic Order Quantity (EOQ) to the Just in Time (JIT) buying a policy. He begins by stressing the weight on businesses to move from conventional EOQ to JIT purchasing orders. "To manufacture and transport finished products just in time to be sold, sub-assemblies just in time to be fabricated parts", he describes JIT. He emphasizes that the economic order amount model focuses on inventory cost minimization rather than inventory minimization

They conclude that JIT can eradicate storage, funds, insurance, ordering, and carrying costs based on the mathematics model he presented. However, it is contingent on a number of factors. In the perfect scenario, where all of the conditions are met, it is more cost-effective to select JIT over EOQ because it reduces the purchasing price, keeping cost, and ordering cost all at the same time. Nonetheless; manufactures produce a large number of products, even though they can only supply them in limited quantities to meet consumer demand. In a nutshell, he claims that JIT would only be feasible if annual inventory demand is less than the break-even rate (Handra & Rangian, 2017).

2.2 Stock control process

The stock management method focuses on factors such as time efficiency, quantity availability, and the quality of materials used in hospitality operations (Powers, 2016). Stock management procedures are the actions used to decide how much stock a business can maintain at any given time and how it is kept track of (Chourmouziadis & Chatzoglou, 2016). This practice applies to stock at all stages of the industrialized process, from sales to distribution to use and reorder. Again, this practice applies to stock at all stages of the manufacturing process, from sales to distribution in the right quantities and value which must be available at the right time, right place, and at the right price (Ivanov & Rozhkov, 2017). The objective of working inventory control is to ensure that the situation mentioned above is fulfilled by providing the information necessary to take corrective action at every stage of the production process or operation.

2.3 Sustainability

Sustainable inventory management, according to Tiwari et al. (2018), aims to reduce an industry's environmental and social impacts while maintaining profitability. Sustainability refers to the long-term preservation of well-being that includes ecological, financial, and societal aspects, as well as the principle of stewardship, which is responsible resource management (Chase et al., 2018). In the context of the hospitality industry, stock control focuses on the liable management of resources that will help in increasing the economic goal of a hospitality industry, which is the profit margin, the environmental aim, which is the physical surroundings and service delivery, and the social goal, which is the experience and fulfillment that guests get from the hospitality industry (Iyer & Jarvis, 2019). The three sustainability pillows mentioned above, when applied to stock management, would assist the hospitality sector in moving forward in different aspects of its services and life. According to Aplewhite 2004, as cited in Khalil et al. (2019), sustainable inventory management necessitates a reduction in carbon emissions as a consequence of transporting, warehousing, and holding decaying products.

Going green and implementing sustainable inventory management practices, according to Nguyen (2020), would not only help the environment by reducing environmental degradation but will also keep the company running. They have identified key areas that organizations should concentrate their efforts in order to make their operations more environmentally friendly: the storage

facilities –any company warehouse is crucial because it serves as a safe haven for its inventory. Although the inventory is a valuable commodity, handling it generates a large amount of waste that is deposited into open land and water sources, making it a potential liability. Including the three Rs – Reduce Reuse and Recycle throughout the design. Setting up sortable bins at all garbage receptacles and at every station in the warehouse to recycle everything from cardboard, packing peanuts, plastic, or paper will go a long way to protect the environment and extend the life of packing content. Save trees by reducing your dependence on paper invoices, which just waste and pollute the atmosphere over time. Switch from energy-guzzling gadgets and bulbs to energy-saving ones by going digital and using cloud-based software to monitor inventory details. The use of LED lights in the warehouse will reduce power consumption by up to 50%. Motion sensors can be attached to lights so that they only turn on when anyone enters the room. As opposed to other lightings fixtures, solar power provides cleaner, more efficient lightning with a longer life cycle (Chakarvarty, 2018). The 'Go Green' movement – the transition to sustainable inventory management would have an effect on inventory management because sustainable materials will influence stocking storage, and pricing decisions to Go local – Go local Using a go local go green strategy encourages an institution to partner with local vendors, which has a number of advantages. Using a local supplier decreases transportation-related energy use and pollution, as well as downtime, increasing order fulfillment quality. Since local vendors are close by, an institution may keep stock levels in check and prevent overstocking, understocking, and inventory shrinkage (Harrison et al., 2019).

3. Methodology

This study was conducted using a non-experimental research design. Takoradi Technical University was chosen as the study site, with students from the hospitality department as the target populace. Since the students were able to evaluate the department, a sample size of 60 students from Takoradi Technical University, hospitality department was chosen. Twenty students were chosen from each stage of the Higher National Diploma (HND), from year one to year three.

A very wide sample within the research setting of students in the study area, identifying elements deemed to provide accurate response to achieve the objectives of the study; simple random sampling technique was employed for the study. To do this, the researcher could either use the table or lottery method (Asamoah, 2019). Hence simple random sampling technique was employed for the study.

A standardized questionnaire was used to collect data for the analysis. For easy study and interpretation of results and conclusions, both open-ended and close-ended questions were used. The survey was handed out by hand. The respondents were given plenty of time to complete the questionnaires. SPSS and Microsoft Excel were used to analyze and process the data. Frequency distribution tables, pie charts, and bar charts were used to display the findings.

4 Findings and results

Table 1 Demographic information of respondents N=60

Age	Frequency	%
18-21	12	20
22-25	32	53.3
26-29	11	18.3
30 and above	5	8.3
<i>Distribution of gender</i>		
Male	22	37
Female	38	63
<i>The distribution of educational level of the respondents</i>		
100	22	37
200	25	42
300	13	21

Sources: field survey June 2015

Table 1 shows that 12 out of 60 respondents interviewed (or 23.3 percent) were between the ages of 18 and 21, while 32 respondents (or 53.3 percent) were between the ages of 22 and 25 years. Finally, 11 respondents (18.3%) were between the ages

of 26 and 29, while 5 respondents (8.3%) were 30 years or older. As seen in the table, the majority of the respondents (students) in the hospitality management department were between the ages of and 25.

In terms of gender distribution, 22 of the 60 respondents were males (representing 37 percent), while 38 were females (representing 63 percent). As a result, the table suggests that the study was skewed towards women.

Twenty-two respondents or 37 percent, were first-year students, while twenty-five respondents, or 42 percent, and were second-year students, according to the educational level distribution. Finally, 13 respondents, or 21% of the total, were third-year students. The majority of the respondents were second-year students, as seen in the table

4.1. The perception of the respondents of the inventory management process the department undertakes

This section discusses the respondent's perspectives on the department's inventory management process. The respondent's perceptions of how the department conducts its inventory management operation, as well as the proper management process, were among the topics discussed.

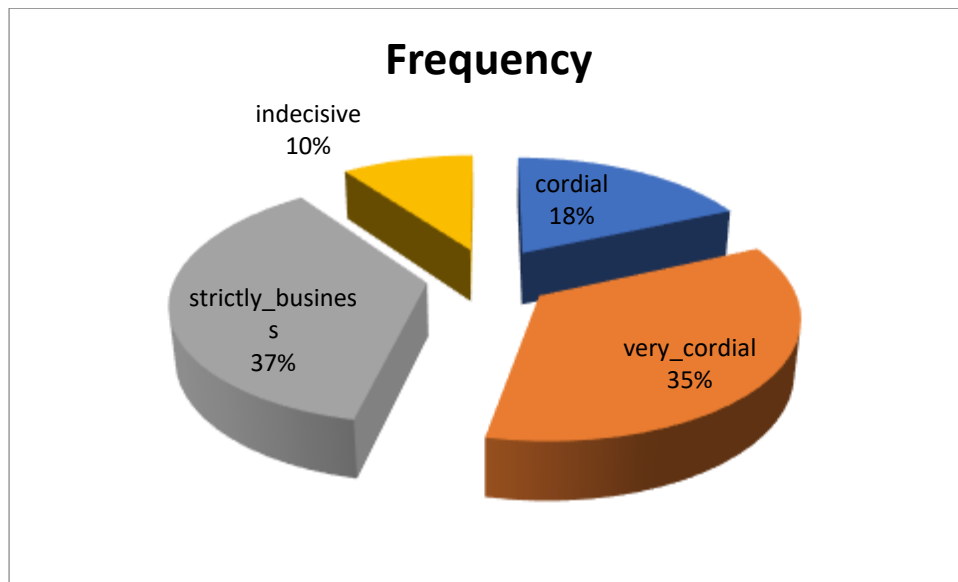


Figure 1 how the department undertakes its inventory management process

Sources: field survey June 2015

The answers to how the department does inventory control are shown in figure 4.1.4. The department was described as purely business by 37% of respondents, while the department was described as quite cordial by 35%. According to the survey, 18% of respondents said the department was friendly, while 10% said it was indecisive. As a result, the figure suggests that the department's inventory management process was purely commercial.

Table 2 the distribution of whether the department undertakes the right inventory management process

Variables	frequency	%
Strongly agree	10	17
Agree	22	37
Strongly disagree	17	28
Disagree	11	18
Total	60	100

Sources: field survey June 2015

Table 2 shows the distribution of whether the department uses the proper inventory management process. Out of 60 respondents, ten (17%) strongly agreed that the department follows the proper inventory management procedure. 22 respondents or 37 percent, agreed with the statement, while 17 respondents or 28 percent strongly disagreed. Finally, 11 respondents, or 18 percent disagreed that the department follows the proper inventory management procedure. As can be seen from the table, the vast majority of respondents agreed that the department follows the proper inventory management procedure.

4.2 The perception of the respondents results in adapting to a particular style of the inventory management process.

This segment discusses how respondents felt about the outcome of adjusting to a specific type of inventory management process. The question to be debated is whether the department was effective in adjusting to their inventory management process

Table 3 the distribution of whether the department has achieved any result in adapting to their style of the inventory management process.

Variables	frequency	%
Strongly agreed	4	7
Agreed	31	51
Strongly disagreed	15	25
Disagreed	10	17
Total	60	100

Sources: field survey June 2015

From the third table Out of 60 people interviewed, four people (or 7% of the total) strongly agreed that the department has succeeded in adjusting to their inventory management process style. Thirty-one respondents, or 51 percent, agree with the reality, while 15 respondents representing or 25 percent, and strongly disagree. Finally, ten respondents representing (17%) disagreed that the department had succeeded in adapting to their inventory management process style. Therefore, it can be inferred from the table that the department has achieved results in adapting to their style of the inventory management process.

4.3 The ways inventory management process at the department could be improved.

This segment discusses the respondent’s opinions about how the department’s inventory management process could be improved. The topic under consideration is how the department can enhance its inventory management.

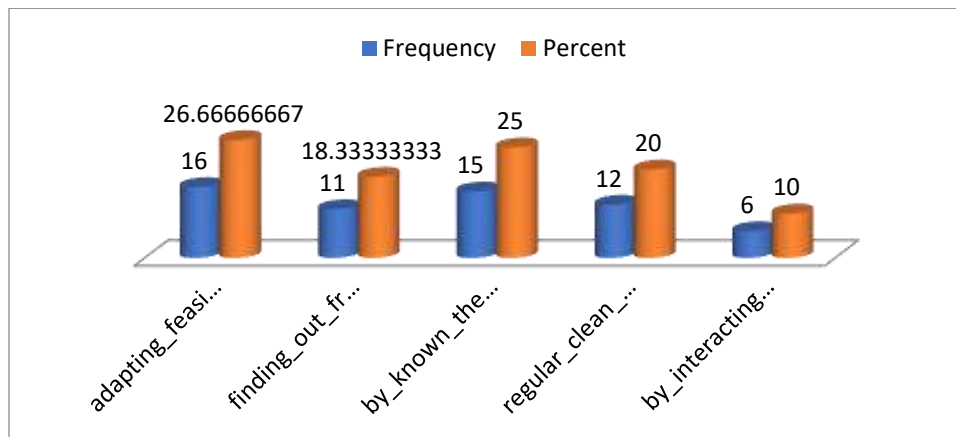


Figure 2 ways to improve inventory management in the department can.

Sources: field survey June 2015

Figure 2 shows that 16 of the 60 respondents (or 27 percent) believed the department could enhance its inventory management by modifying feasible plans. 11 respondents (18%) said the department could improve its inventory by getting feedback from

students, while 15 respondents (25%) said the department could improve its inventory by understanding the needs of the students. Finally, 12 respondents (20%) claimed to clean up on a regular basis, while 6 respondents (10%) claimed that the department would increase its inventory by engaging with students. As a result of the graph, it can be deduced that the best way for the department to develop its inventory management is by adapting feasible plans.

Table 4. The distribution of whether there is a relationship exists between staff and the student.

Variable	frequency	%
Excellent	4	6
Good	30	50
Somehow ok	22	37
Poor	4	7
Total	60	100

Sources: field survey June 2015

On the table, 4 out of 60 respondents (6%) said that the relationship between staff and students is excellent, while 30 respondents (50%) said that the relationship between the staff and students is fine. However, 22 respondents (37%) said the relationship between the workers and the students is somehow okay while 4 respondents representing 7% said the relationship there is "bad". As a result of the table, it can be concluded that the staff and the students have a positive relationship.

Table 5. the distribution of performance of staff in hospitality department as compared to other departments

Variable	frequency	%
Excellent	5	8
Good	24	40
Somehow ok	22	37
Poor	9	15
Total	60	100

Sources: field survey June 2015

Table 5 shows that 5 out of 60 respondents (8%) believe the hospitality department's staff performs exceptionally well in comparison to other departments. In comparison to other departments, staff in the hospitality department performs well, according to 24 respondents (40 percent). In addition, 22 respondents (37%) said that the performance of staff in the hospitality department is very when compared to other departments, while 9 respondents (15%) said that the performance of staff in the hospitality department is low when compared to other departments. As a result, it can be seen that the hospitality department's workforce performs well in comparison to other departments.

5. Discussion

According to the results, the department did an outstanding job in inventory management for the benefit of the students. The inventory management process was purely business for the department, and the proper inventory management process was implemented. The department has seen success in adapting to its inventory management process and the best way for the department to improve its inventory management is to adjust to feasible plans as recommended by (Drury & Tayles, 1994). According to Drury and Tayles, the inventory management process is the method of a company keeping a stock of products in anticipation of potential demand of merchandise that is maintained by a company in expectancy of some potential demand.

The department encouraged students to handle inventory properly and has a section dedicated to students' grievances. In comparison to other departments, there is a good relationship between the staff and the students as well as good performance among the staff in the hospitality department.

The hospitality department should make every effort to keep its inventory in stock. In order to achieve effective stock management, stores should be properly designed and organized, inventory control and record-keeping records should always be obtainable, and there should be a transparent method of inventory control in the hospitality department.

The workers in the hospitality department should raise awareness about the importance of the department joining the computerized inventory management system.

The strict- paternalistic pattern gave way to increased functional specialization with several levels of middle and lesser management for organizing organizational effort as organizations become larger (Pushpakumara, 2018). The benefits of bureaucracy, according to Osborne and Plastrik, are numerous (Ohemeng, 2009). In addition to consistent employee actions, it avoids overlapping or contradictory jobs or tasks, and the system's action is predictable. Despite the benefits listed above, the hierarchical organization has a number of pessimistic and side effects. (A great deal of red tape and paperwork leads to not just negative experiences but also inefficient activities Osborne et al.,(1997) as cited in (Ohemeng, 2009). According to the findings of the survey, approximately 58 percent of respondents agree with the inventory management process style. The department encourages students to handle inventory properly and has a section dedicated to student grievances. Finally, in comparison with other departments, it is observed that there is a good relationship between the staff and the students. Also, there is high performance among the staff in the hospitality department in terms of students' practical courses of which inventory taking is part.

6. Conclusion and Recommendations

The researchers advise Takoradi Technical University hospitality department to consider the following factors;

The hospitality department should strive to maintain inventory control and, in such situations, implement proper steps that are efficient and reliable in their operations because it will often serve as a guide to all employees and thus help them boost their efficiency, as the primary goal of every company is to make money. The hospitality department should implement an efficient inventory management mechanism that will improve the department's efficiency and assist staff and students in general in monitoring challenges.

Stores should be well designed and organized, and inventory management and record-keeping records should always be available. To avoid overstocking the warehouse, it is important that hospitality establishments endeavor to sustain the optimal amount of inventory. To replace manual processes, department heads should consider implementing inventory management systems. Controlling and balancing the flow of incoming and outgoing goods from the warehouse is easier with a strong inventory management system. Despite the fact that installation and maintenance costs can be high, it offers a competitive benefit in that it can aid inventory management, plummeting overall operating costs in the areas of labor, equipment, logistics, and fulfillment volume. Environmentally friendly assets management activities should be considered by the department in order to minimize expenses, project a positive picture of the institution's brand to prospective students, and improve competence and profitability. Sustainable inventory management can also improve warehouse functionality.

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