PAPUA NEW GUINEA

Tourism in our country is a growing industry

NATIONAL TOURISM MASTER PLAN 2007 – 2017
STRATEGY PILLAR# 4 – HUMAN RESOURCE DEVELOPMENT

Facilitate training and quality education programs, which meets industry needs, improve skill levels and create awareness of the benefits of tourism

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Destination Human Capital SWOT

Strengths

**KNOWLEDGE & SKILLS**
- Rich knowledge in our traditions and cultures which are passed on from generations.
- Naturally talented in traditional song and dance, paintings, carvings and arts and crafts.

**STRONG PERSONAL ATTRIBUTES**
- Friendliness
- Willingness to offer a helping hand without demanding tips
- Appreciative
- Naturally welcoming - natural warmth and smiles of Melanesian people

**TRAINING – DELIVERY MODES WORKING WELL CURRENTLY**
- Technical Colleges with strong practical components are producing graduates with more useful work place skills than those coming out of more theoretically based courses
- Workplace practicums that completed classroom-based teaching were working well in those places where they were arranged
- Training delivered with little or no written component, and carried out in our mother tongue called Tok Pisin and local languages, is more effective for many working at a foundation or grass-roots level in the workforce
- Most employers prefer In house training because it is less expensive, less disruptive to day-to-day business operations and more tailed to the specific needs of the individual workplace

Weaknesses

**LACK OF SKILLS**
- Skill gaps among the general workforce in customer service, rural guest house management, first aid & safety management, basic ICT, marketing, Head Chef level food production, food, beverage & hospitality management, tour guiding & tour leadership, effective & confident communication in English and Other language translators
- Lack of practical skills among graduates of diploma & degree courses
- Shortage of skilled workers able to take on work in middle and senior management positions

**TRAINING & RESOURCE LIMITATIONS**
- No national tourism qualifications framework that is universally recognized or accredited to an international system.
- No nationwide competency standards. All courses differ slightly and cross crediting is not possible between institutions
- Shortage of suitably-qualified/experience teaching personnel
- Institutions have very limited budgets for recruiting & retaining staff
- Inadequate and/or out-of-date teaching facilities & resources
- The high cost of tertiary education is seen as a barrier
- Shortage of accredited/standardized courses directed at the needs of the workforce, especially the smaller grass-roots operations
- No basic tourism course at primary and secondary education syllabus.

**WORKPLACE CHALLENGES**
- Lack of fundamental skills such as literacy, numeracy, basic computer use, general knowledge of PNG and the ability to communicate effectively.
- Lack of personal attributes such as confidence, self-discipline, professional presentation, timeliness and attitude
- Pay rates are generally low for most lower-level staff

Opportunities

- Large pool of labor for lower-level tasks including house keeping, driving, security, table-service, kitchen works, grounds keeping, maintenance, trekking assistance (porter)
- Endowed with tourism & hospitality courses compared to other Pacific Islands
- An Institution that offers “train the trainers” courses compared to other Pacific Islands
- High employment opportunities for tourism graduates

Threats

- Low pay rates can lead to high staff turnover and low level of new entrants into the tourism industry
- Competition for pay rates between tourism and the extraction & logging industries in Papua New Guinea
- Competition of skills talent with more expatriates to take on work in middle and senior management positions
## Stakeholder Analysis

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<thead>
<tr>
<th>Name of Stakeholder</th>
<th>Roles and Responsibilities</th>
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<tr>
<td>Government</td>
<td>Need to establish an Industry Advisory Committee to assist in curriculum and policy development.</td>
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<tr>
<td>Education and Training Providers</td>
<td>No national tourism qualifications framework that is universally recognized or accredited to international system. No nationwide competency standards, hence cross-crediting is impossible between institutions.</td>
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<td>Industry Associations</td>
<td>Primary role is to develop, promote, encourage and stimulate the tourism industry and its associated members. Broad industry participation is limited. There is no nation-wide co-ordination between tourism training providers and the industry.</td>
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<td>The Private Sector</td>
<td>Formal, structural, workplace-base training is undertaken by larger companies and is delivered by supervisors, specialist staff and occasionally overseas trainers. Key staff are sometimes sent overseas to attend courses relevant to their company workplace and position.</td>
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<td>Development Partners</td>
<td>TPA has and continues to facilitate important short training courses with funding from NZAID, SPTO and other donors. These courses target specific short term needs.</td>
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<td>Civil Society</td>
<td>Current training does not address wider tourism possibilities such as village guesthouses and cultural projects; and adventure tourism activities such as trekking, fishing, diving and surfing. Training is done on ad-hoc basis.</td>
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