EUROPEAN SCIENTIFIC DISCUSSIONS

ABSTRACTS OF II INTERNATIONAL SCIENTIFIC AND PRACTICAL CONFERENCE DECEMBER 26-28, 2020

ROME
2020

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Abstracts of II International Scientific and Practical Conference

Rome, Italy

26-28 December 2020

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The recommended citation for this publication is:
Ivanov I. Analysis of the phaunistic composition of Ukraine // European scientific discussions. Abstracts of the 2nd International scientific and practical conference. Potere della ragione Editore. Rome, Italy. 2020. Pp. 21-27. URL: https://sci-conf.com.ua/ii-mezhdunarodnaya-nauchno-prakticheskaya-konferentsiya-european-scientific-discussions-26-28-dekabrya-2020-goda-rim-italiya-arhiv/.

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PEDAGOGICAL SCIENCES

USE OF INFORMATION TECHNOLOGIES IN THE CONDITIONS OF DISTANCE EDUCATION IN THE PROCESS OF TRAINING SPECIALISTS IN THE FIELD OF SERVICES

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Introductions In recent years, tourism and the hotel and restaurant business have occupied key positions in the global market, along with industries such as oil and the automotive industry. The experience of foreign companies working in these segments proves that the effective development of tourism and hotel and restaurant business requires not only the availability of resources, infrastructure, but also qualified staff.

The main problem in the field of hospitality is the multidisciplinary nature of activities, which, on the one hand, is the need to provide qualified personnel, and on the other hand - the willingness to introduce fundamentally new technologies for customer service. Therefore, professional education in this field involves the training of specialists in general. To do this, it is necessary to provide decent conditions under which future professionals receive the necessary level of professional culture, knowledge, skills and abilities.

In the modern world there is a trend of informatization and distancing in all areas of management, especially in the restaurant and tourism business. Therefore,

the use of information technology in distance education, training of service professionals is relevant.

Associating a problem with a task. Recently, the analysis of the use of teaching aids with the help of information technology is considered in the works of many scientists, among them the works of I M Dychkivska, G K Selevka, E V Shirshov and others. Scientists cover mainly general theoretical issues of using information technology in the learning process.

However, the peculiarities of their use in the training of hospitality professionals are not taken into account enough. Thus, in accordance with the problem, the following purpose of the article was formulated: to explore the possibilities of using information technology in distance education during the training of service professionals.

In accordance with the set goal, the following tasks were formulated:

- to characterize the specifics of training specialists in the field of service;

- to consider the possibility of using information technology in distance education in the educational process of future service professionals;

- to analyze the positive and negative factors of the use of information technology in the training of future professionals in the context of distance education.

Results and discussion. In order to be a competitive specialist in the labor market in the hotel and restaurant and tourism business, you need to have a number of personal and professionally significant qualities, such as psychological, mental, behavioral, emotional and volitional manifestations, thinking, ways of doing things and behavior.

To this end, a number of disciplines of professional-practical, natural-scientific and fundamental, humanitarian and socio-economic training and disciplines that form a high level of professional culture are taught in higher educational institutions [1]. With regard to distance education, a large amount of diverse information requires the use of modern innovative technologies to facilitate the learning process.

The world practice of vocational education has gained considerable experience in the use of information technology, which is an important point in their further

study. According to the definition given by E V Shirshov, information technology is created by applied computer science a set of systematic and mass media and methods of information processing in all types of human activity using modern means of communication, printing, computer technology and software [2].

From the standpoint of the information approach, any pedagogical technology can be called informational, because the essence of the learning process is the movement and transformation of information. When computers began to be used in education, the term "new information technology" appeared.

Computer learning technologies are processes of preparation and transfer of information, the main means of which is a computer. If telecommunications are used, the term "information and communication technologies" appears. By information technology, we mean all technologies in the field of education that use special technical information tools to achieve pedagogical goals. Information technology is used to solve formalized problems which are characterized by a typical solution sequence.

Information technologies are used to improve methods of solving functional problems and ways of organizing information processes. These include:

1. computer training programs, which include electronic textbooks, simulators, laboratory workshops, test systems;

2. training systems based on multimedia technologies, built using personal computers, video equipment, optical drives;

3. intellectual and educational expert systems used in various subject areas;

4. distribution of the database by areas of knowledge;

5. means of telecommunications, including e-mail, teleconferencing, local and regional communication networks, data exchange networks.;

6. electronic libraries, distributed and centralized publishing systems [3].

The main functions of information technology that can be implemented in the educational process of future service professionals:

1. information and reference, by presenting various kinds of information on the screen, including theoretical material, methods of solving problems;

2. visual demonstration of the material, computer visualization of the object under study and its components;

3. individualization and differentiation of the process of assimilation of educational material during classes and independent work of students, by generating tasks of different levels of complexity, issuance of certificates and tips;

4. optimization of the educational process due to the possibilities of step-by-step work or work at a certain pace;

5. controlling, due to the implementation of objective control with feedback, assessment of knowledge, skills and abilities with the diagnosis of errors, the implementation of self-control of knowledge, skills and abilities;

6. diagnoses by informing the teacher about the results of learning, about common mistakes;

7. automation of learning management processes in the registration, collection, analysis, storage of information about students, sending the necessary material and information from the network;

8. modeling of real experiments, simulation of various laboratory stands, objects, processes and phenomena;

9. automation of processes of processing of results of laboratory experiment, construction of graphs, tables and diagrams; obtaining information about the course in real conditions of the process or phenomenon using a set of sensors that allows you to display on a computer screen the data obtained during the experiment and process them [4; 5].

In the process of application and use of information technologies in the educational space, the qualities of a specialist are formed who are able to act not only on the model, but also independently, receives the necessary information from as

many sources as possible; is able to analyze it, make hypotheses, build models, experiment and draw conclusions, make decisions in difficult situations.

Researchers often point out that the use of information technology during the educational process is impossible without the use of a computer. After all, it allows you to increase student motivation. Acquiring knowledge related to a large amount of digital or other information through active dialogue with a personal computer is more effective and interesting for the student, compared to studying a textbook. Interest is also created through a variety of color information. This is facilitated not only by the novelty of working with a computer, but also the ability to adjust the sequence of tasks by complexity, encouraging the right solutions.

It may seem that the use of information technology is always justified. In many cases, this is true. However, researchers emphasize that the use of information technology has a number of negative aspects.

There is an impact of the frequency of use of audiovisual media on the effectiveness of the learning process. It is due to the fact that these tools affect the evaluative and motivational sphere of personality. If audiovisual means are used very rarely, then each of their use becomes an extraordinary event, students create increased emotional arousal, which interferes with the perception and assimilation of educational material.

Automation of learning during distance education is a prerequisite for a deeper understanding of the properties of the studied objects and processes on mathematical models, conducting parametric research and optimization. Meaningful application of professional automation systems requires a fairly high qualification and a high level of culture, which students do not always have at a high level.

There are many both positive and negative factors in the use of information technology in the educational process in general. But there are some things to keep in mind when training service professionals. The specifics of training students in the specialty "Hotel and restaurant business", "Tourism" is that it provides a high level of communication skills and professional culture, and the constant use of information technology leads to a decrease in "live" communication between students and

teachers. Another important aspect is the focus on the practical use of theoretical knowledge, in which information technology in the training of hospitality professionals is not always appropriate.

On the other hand, we should not forget about the informatization of all areas, in which the tourism industry is no exception. Workplace automation can be found not only in a travel agency, but also in a hotel or restaurant. Therefore, information technology can not only help in the theoretical consideration of issues, but also act as a simulator in practical classes, to develop computer skills, mastering automation programs.

Conclusions. It is established that information technologies are all technologies in the field of education that use special technical information tools to achieve pedagogical goals, especially in distance education. Their use makes it possible to improve the methods and technologies of selection and formation of learning content, increase the effectiveness of student learning

This is especially important in the process of training a specialist in the specialty "Hotel and restaurant business", "Tourism". As a result, the student's workload has almost doubled. This requires the teacher to intensify the learning process.

However, most scholars do not pay attention to the fact that excessive unreasonable use of information technology leads to a deterioration of the communicative qualities of the student, distracts from important information and affects health. Therefore, when using information technology, the teacher must keep in mind the dosed, reasonable use of information technology in conjunction with traditional learning technologies.

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