

A STUDY ON FACTOR THAT INFLUENCING INTERNSHIPS SATISFACTION AMONG STUDENT OF FACULTY HOTEL AND TOURISM MANAGEMENT UITM PERMATANG PAUH

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Abstract

The offered internship is one form of additional curriculum activity or training. Today's business students, including those studying accounting, public relations, and human resource management. Many students of hospitality courses are currently hesitant to work in the field after graduation. This trend is thought to be a result of the graduates' difficult experiences during their internships, which changed their opinions about the sector. The student's frustration with the curriculum will have a negative effect on the industry. With that, the aim of this study is to see what are the factors that affect the satisfaction of internships for pre-teaching students at UiTM Permatang Pauh, Penang Malaysia. Lately, we can see that there is an increase in the internship program in some universities and other study centers. The method used is through a questionnaire with items to get the required data. With a research paper like this, it is hoped that it will help researchers to conduct research in the future.

Introduction

Since lately we can see that there is an increase in the internship program in some universities and other study centers. The internship offered is one form of additional curriculum activity or training. (Margaryan, Saniter, Schumann, & Siedler, 2020). Internship is a form of program where students have to undergo industrial pre-training sessions where they help students by equipping themselves with knowledge that will be used for careers in the future (Sides and Mrvica, 2017). The training center that provides this internship training will have many benefits for the student and the industry. Lam and Ching (2007) focused on organizational settings that influenced internship satisfaction in their study of expectations and perceptions of hospitality interns in the Hong Kong Special Administrative Region. However, internships did not become more widespread till the 1990s, when higher education institutions realized there was a growing need for graduates with real-world experience in all fields. Today's business students, including those studying accounting, public relations, and human resources management. Many students of hospitality courses are currently hesitant to work in the field after graduation. This trend is thought to be a result of the graduates' difficult experiences during their internships, which altered their opinions about the sector. Due to the students' frustration with the curriculum, this will have a negative effect on the industry (Anjum, S. 2020)

Among the benefits that will be obtained by the student are lessons that are based on experience where the student will use the knowledge gained while undergoing industrial training. Not only that, through this internship training will

educate a student with interpersonal skills, provide internal motivation, be able to clearly understand the scope of work and be able to plan and make wise career decisions in the future (Miller and Weiss, 2008). In most countries in Southeast Asia and other Asian countries, every student from the dental and medical courses has to undergo some industrial training within a year before they are understood as specialists and medical practitioners (Huggan et al., 2012; Park et al., 2016). The systems of training and vocational education in the Netherlands, Spain, and Australia have all been believed to also include internships (Gamboa et al., 2014; Jackson et al., 2019; Sturing et al., 2011). Internships have several advantages for students, institutions, and businesses when they are well-organized (Callanan and Benzing, 2004; Maelah et al., 2014). According to (Daniel Jackel, 2011) stated that these internship programs began to be used for universities that mastered fields and subjects in business, medicine and others. The initial internship program provided at the beginning is actually to educate disciplines from various aspects such as psychological and physical aspects. This situation will allow students in the fields of business, medicine and hospitality to make a commitment when working full time. Now there are many internship programs offered to students in either the business or medical industry. A.Sadia 2020 stated that there are many positive effects from this internship training and most of them are from the business industry where it has helped the students with improvement in academic and professional aspects.

Literature Review

This chapter specifically discusses some studies on preparation related to internship programs and the level of satisfaction of training students with this program. Based on this research being done, a journal is used as a pilot journal that serves as a guide in completing the results of the research framework that was made. The pilot title of this journal is Factors affecting training satisfaction among Chinese students (W. M., & Lung, J. W. Y. 2020). This Pilot Journal examines the factors that affect student satisfaction with internship programs in China. Among the theories used in this study is the structural learning theory where the students will be exposed to the simplest solution method and then taught the most complex solution method (Scandura, J.M. 1970), experience-based learning theory is a learning theory that is obtained through experience that has been developed by psychologist David Kolb (C.kendra, 16 2022) and Constructive learning where it is a teaching design used to educate students to learn to understand a task first before doing it in internship program (John Biggs, University of Hong Kong.). Programs for internships can be used as recruitment and selection techniques to help with data collecting on potential employees' capacities to handle their everyday tasks (Putra, I. H., & Purba, D. E. 2020).

Research Methodology

This chapter will discuss the approach that will be used to help collect data related to the factors that influence the Hotel and Tourism Management student internship program. At the same time, this chapter also discusses the design of the study, the study sample, data collection, and data analysis. This research will use the quantitative research method where information and data related to the study will be obtained by distributing several forms of questions. Where this methodology will use a questionnaire which is a set of survey questions which will be a survey instrument to see the response from the respondents. The questionnaire was used to see the respondents' views regarding what factors will influence internship satisfaction among UiTM Permatang Pauh students in Hotel and Tourism Management. In addition, to see the views of respondents related to supervisor support in statistics internship. For this study, data will be collected using a google form to contact the students of the Hotel and Tourism Management internship program at UiTM Permatang Pauh. Where the questionnaire form will be distributed to the sample by the respondents. In addition, this process will only use the online method because it can help the respondents by giving them time to fill in and facilitate the researcher to collect relevant data.

Internship program is a compulsory course taken by students who follow six semesters in Hotel and Tourism Management at UiTM Permatang Pauh, Pinang Island (J.Afiza, R.Suziyani, F.Dzul 2017). At the same time, there are many public universities in Malaysia that require each of their students to undergo an internship program (Z. Zakaria, H. Mohamed, Z Jusoh, Z. Ahmad, MA Kamaludin 2018). As stated before, the main goal of this study is to examine the factors that affect the practical program among UiTM Hotel and Tourism Management students. All students in the Hotel and Tourism Management course will be selected to be respondents to obtain the data that will be used in this study. The questionnaire was used as a platform to collect data and it was distributed using a google form in every department of Hotel and Tourism that a total sample size of 267 respondents will be taken through stratified sampling technique. This amount is considered a sufficient number to study this study and can prove Student satisfaction on internship programs. Based on 90% confidence level using RaoSoft websites. In this study, students from Hotel and Tourism Management from UiTM Permatang Pauh have been chosen for this study area. The subjects of this study were among the students that take Internship programs and the data collection were using online surveys through using google forms. All the data that have been collected will be used to see factors that are influencing internship satisfaction among Hotel and Tourism students.

Discussion

Sawyer 1992 states that assignments are a form of basic thinking where each student understands the assignments, schedules and procedures given by the supervisor of a management. In addition, Belua also thinks that it will also give good to the trainees in terms of performing the role and have a positive effect on the student's results. A study carried out using a longitudinal method involving a total of 122 MBA trainees in three schools in the United States. The main purpose

of the study was to examine the effect of supervisor support and the clarity of the training tasks. Based on the findings of this study, it was found that clarity in doing assignments will help trainees from the aspects of self-confidence and behavior. In addition, the high clarity of the task will help the trainee to get a lot of practical training and useful experience in the future. Not only that, they have conducted a study related to the literature on internship programs that use the concept of self-discipline. The results of this study found that clarity in doing assignments is one of the factors that attract the success of a student in the internship program (Maertz et al. 2014). Clear task outputs, in the first instance, direct internship attention and effort towards activities that need the performance of goal-directed skills. Task autonomy outlines the manner in which work is anticipated to be carried out, while task output clarity outlines what work is expected to be done. The degree of freedom the intern has to carry out actions that result in task outputs is known as task autonomy. By encouraging internalized work goals and job persistence, task autonomy can improve learning (Beenen, G. 2007, August)

Self-motivated variables, According to Sabri, S. M., Mutalib, H. A., & Hasan, N. A. (2019) stated that well-motivated employees are one of the important but difficult things to manage. This is because the competition around the world is increasing in the hospitality industry where organizations need to produce good quality and highly motivated workers. In addition, the way to manage motivation among employees is to use several types of approaches such as taking care of each individual's differences. However, there are many approaches that can be applied because the level of motivation of an employee is the key to increasing job satisfaction. Therefore, every action taken by the organization to maintain the motivation level of their employees will help them again by facilitating the achievement of their goals in the future. Motivation is also assessed as the act of working together and supporting each other to achieve the goals of an organization. Not only that, motivation is defined as a factor that can influence a person's actions in making detailed decisions and trying to achieve something specific. This study also states that a form of organization must ensure that the needs of each individual are met which is the basis for motivating employees (Sabri, S. M., Mutalib, H. A., & Hasan, N. A. 2019). The opportunity to work as an intern can help students become more committed, mature, and confident, which will improve their marketability once they graduate, Students must therefore rely on their internal motivation for proactive learning to achieve high learning efficacy in off-campus internships, thereby building up the confidence and skills required for their chosen vocation and ultimately affecting their career path. However, the majority of students studying hospitality or catering still rely on job counseling programmes and others' perspectives on their intended career path In 2010 Tsai, C.-T. (Simon, Hsu, H., & Yang, C.-C. 2017). . Patton and Dial (1988) showed that self-initiative on the part of interns took the form of requesting for assignments, providing suggestions, and accepting and acting upon comments.

Perceived social value was supported by a study that conducted using the background of respondents from students from China, a total of 316 Chinese. Based on the research it was found that there are some students who stated that the perception of functional value helps to get a job after graduation and social value

has a positive and significant effect on the student (Lai, L.S.L 2012). Murphy.2018 has conducted a study related to internships satisfaction and trainee loyalty to the university by using a sample of 149 international students who were directly involved as trainees in a Disney College Program. In addition, I found that the perception of social value has a strong relationship with the internship program with their satisfaction and loyalty and this study only focuses on the value of the social function where it is closely related to the student training of the student (Murphy 2018). In the hotel and tourist sector, internship programmes typically aid undergraduate students in understanding the sector and gaining exposure to real-world work settings, which is mostly impossible in a traditional classroom setting. Students who participate in internship programmes might get a solid idea of what it would be like to work for companies in the field by developing practical skills via first-hand experience and by forming relationships at work. Typically, undergraduate students participating in internship programmes in the hospitality and tourism sector get knowledge of the sector and experience real-world work conditions, which is mostly impossible in a traditional classroom setting. Students who participate in work experience might get a solid idea of what it would be like to work for companies in the field by developing practical skills through first-hand experience and by forming relationships at work. In the hotel and tourist sector, internship programmes typically aid undergraduate students in understanding the sector and gaining exposure to real-world work settings, which is mostly impossible in a traditional classroom setting. Students who take part in internship programmes might get a good idea of what it's like to work for businesses in the field by learning practical skills through experience and by developing connections at work (Kim, H. B., & Park, E. J. (2013).

Support from supervisors is the effort and action of an organization's trainees to see how well the student's potential does the job by always appreciating them and caring about the students' needs Dixon et al. (2005). In addition, supervisor support is also a form of positive behavior that will benefit the management. This is said because when an employee is appreciated then they will have a strong form of trust in the management trainee and will indirectly motivate them to remain committed and perform well to achieve the company's results in the future. The form of appreciation that can be practiced is to offer a variety of additional alternatives, respect their views, and practice a fair attitude in distributing tasks for each staff member (Msuya, S. 2022, August 17). Narayanan 2010, stated that he did not study in depth related to the main role of the supervisor but based on the results of the youth study found that the supervisor is a form of instrument that shapes the experiences and results of the trainees. Based on a study using a sample of 99 university students in the United States, where students who get quality guidance and support from their supervisors most of them significantly influence the effectiveness of charity training during the internship program. In addition, the study found that supervisors will make it easier for trainees to adapt to the work given (McHugh, P.P. 2017). According to Sanahuja Velez and Ribes Giner (2015), the quality of the mentoring, the difficulty of the assignments, and the pay seemed to be related to how satisfied students were with their internships. Among retail merchandising interns, Ann Paulins (2008) investigated the link

between job qualities and satisfaction. She gathered 242 usable sets of replies from a university located in the Midwest, and discovered that the most significant indicators of internship satisfaction were satisfaction with knowledge, job variety, and closure.

Conclusions

In conclusion, this research should achieve its goal by proving the danger that there are several factors that will indirectly affect a student's satisfaction with their internship, in line with the research objective.

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