

Study On Student's Perception About Internship Program And Its Impact On Their Personality, With Reference To Hotel Business Program Students Podomoro University

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ABSTRACT

This study examines the benefits and impact of internships for students in the Hotel Business Program at Podomoro University. The research looks at how internships provide real-world experience, build professional connections, and aid in exploring career options. It also highlights the importance of industry experience for academic education in the hospitality field. The study specifically focuses on factors that influence internship preference among hospitality students, comparing preference for international versus domestic internships, and examining the impact of internships on the personality development of students. The research used is descriptive and the population studied were 75 students who had completed internships in various hotels in Indonesia or abroad. The results show that internships provide valuable opportunities for students to acquire new skills and knowledge, with the internship department playing a crucial role in overseeing and supporting students. Additionally, obtaining an internship at an international chain hotel is highly valued by students and pre-internship seminars are crucial in preparing students for the internship experience.

ABSTRAK

Penelitian ini mengkaji manfaat dan dampak magang bagi mahasiswa Program Studi Bisnis Perhotelan Podomoro University. Penelitian ini melihat bagaimana magang memberikan pengalaman dunia nyata, membangun koneksi profesional, dan membantu dalam mengeksplorasi pilihan karir. Penelitian ini juga menyoroti pentingnya pengalaman industri untuk pendidikan akademis di bidang perhotelan. Penelitian ini secara khusus berfokus pada faktor-faktor yang mempengaruhi preferensi magang di kalangan mahasiswa perhotelan, membandingkan preferensi magang internasional dan magang domestik, serta meneliti dampak magang terhadap pengembangan kepribadian mahasiswa. Penelitian yang digunakan adalah deskriptif dan populasi yang diteliti adalah 75 mahasiswa yang telah menyelesaikan magang di berbagai hotel di Indonesia maupun di luar negeri. Hasil penelitian menunjukkan bahwa magang memberikan kesempatan yang berharga bagi mahasiswa untuk memperoleh keterampilan dan pengetahuan baru, dengan departemen magang memainkan peran penting dalam mengawasi dan mendukung mahasiswa. Selain itu, mendapatkan kesempatan magang di hotel jaringan internasional sangat dihargai oleh para mahasiswa dan seminar pra-magang sangat penting dalam mempersiapkan mahasiswa untuk pengalaman magang.

1. Introduction

An internship is a temporary work opportunity offered by an organization for a specific period of time. It is usually taken up by students or recent graduates looking to gain skills and knowledge in a particular field. Internships can be paid or unpaid, and can last for a few weeks to a few months.

There are many advantages to doing an internship. One of the most crucial benefits is that it allows students and recent graduates to gain real-world experience in their chosen field. This can be extremely valuable when it comes to finding a job after graduation, as many employers look for candidates who have relevant experience. An internship can be a great way to demonstrate that you have the skills and knowledge they are looking for.

In addition to gaining experience, internships can also provide opportunities to build a professional network. You will likely work with experienced professionals in your field, and have the chance to learn from them. These contacts can be valuable in the future, when you are looking for a job or considering career changes.

Internship can also help you determine if a certain career path is the right fit for you. By working in the field for a period of time, you will be able to get a better sense of the day-to-day tasks, expectations, and whether it is something you would like to pursue long-term.

Internship can be found in various ways, such as through college career services, job portals, company websites, etc. It is important to research and apply to positions that align with your interests and career goals, and to carefully review the responsibilities and qualifications required before applying.

In conclusion, internships are a great way to gain experience, build a professional network, and explore career options. They offer individuals the opportunity to gain insight into the industry and see the real-world application of what they have learned in their studies. As emphasized by Imran Rahman (2010), industry involvement is important in hospitality curriculum assessment as hospitality education is closely linked to the industry. The viewpoints of educators solve this problem as industry experience is a prime requirement for jobs in the hospitality academic world. Industrial Training is compulsory for all students enrolled in the undergraduate hotel management curriculum of all Indian universities, with the duration prescribed by various universities ranging between 18 weeks to 24 weeks. Internship experiences are observed to

become increasingly important in terms of academic education of students and establishing their connection with the business world. Additionally, internships provide students with the necessary skills to be effective in the work environment (Chinomona & Surujlal, 2012).

Internship provides many benefits for the students. Some of these benefits are listed (Immaneni, 2017; Yiu & Law, 2012)

- To learn administrative operations.
- To develop competence and skills required by the sector.
- It improves the students' employability skills and ensures smooth on boarding to their careers.
- It helps them to translate the knowledge gained from the institute to be put to practice.
- This helps them to gain work-related skills and expertise related to their future careers.
- Real work situations enable them to establish their career goals.

Scope and Limitation of Study

The study focuses on internships as a part of the Hotel Business Program syllabus and includes students from the Hotel Business Program at Podomoro University. The respondents of the study were students who have completed a 6-month until 1 year of industrial training internship. The scope of this study is relevant to interns who have been trained in Indonesia or abroad.

2. Literature Review

The research by Christina G. Aquino, Ma. (2014) aimed to examine the expectations of various stakeholders during the internship program. Industrial training provides students with hands-on experience in their field of specialization, with the industry serving as a guide or mentor in providing knowledge and skills. However, it is important to address any discrepancies in the expectations of stakeholders, such as the industry or the intern, as the ultimate goal is to achieve successful practicum training for all involved.

The study by Wang, Yao-Fen & Chiang, Min-Huei & Lee, Yi-Ju. (2014) aimed to investigate the relationship between intern anxiety, internship outcomes, and career commitment of hospitality college students. It found that during internships, students interact with people, gather information in various departments, and handle different situations, giving them an insight into the actual industry. Recognition from managers during the internship

can increase the chances of getting recruited in the same hotel after graduation. Internship can help the candidate to absorb knowledge, improve ability and work under pressure and implementation of theoretical knowledge. The study recommends that schools keep records of feedback from the interns, their experiences and update the data to improve the systems.

Kim, Hong-bumm & Park, Erin. (2013) aimed to identify the impact of undergraduate students' internships on their perceptions of careers in the hospitality and tourism industry, focusing on the moderating role of informal social experiences with co-workers and supervisors that may occur during the internship period. The study collected data from undergraduate students majoring in hospitality and tourism management in two-year courses in the Seoul metropolitan area, Korea. The results suggest that positive social experiences during the internship periods can ultimately lead to a change in students' perceptions and decrease negative perceptions regarding various factors relating to a career in the hospitality and tourism industry.

Objective of the Study

- The study aims to investigate factors that influence internship preference among hospitality students
- Compare preference for international vs domestic internships
- Examine the impact of internships on the personality development of hospitality students.

3. Research Methodology

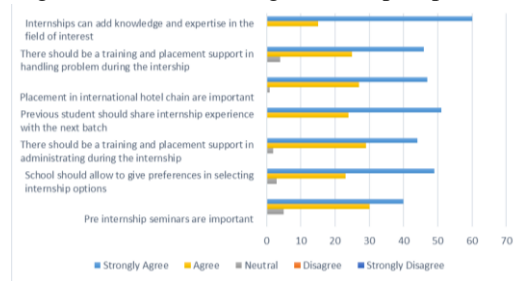
This study focuses on identifying the factors that influence Hospitality students' choice of internships and the level of satisfaction they have with their internship experience. The researcher used a conceptual framework from a study by Chen and Shen (2012) titled "Today's Intern, Tomorrow's Practitioner? – The Influence of Internship Programmes on Students' Career Development in the Hospitality Industry. The type of research used is descriptive. Descriptive definition itself is a type of research whose problem-solving procedures are investigated by describing the current state of the subject or object of research (people, institutions, communities, etc.). By using this type of descriptive research, it will be described in the form of a description of employee orientation training based on aspects of a digital platform. Regarding the population, Sugiarto (2006, p.9) explains that the population is the whole unit or individual within the scope of the study. The population in this study

were all Podomoro University students, totaling 75 people who had completed internships in various hotels in Indonesia or abroad (either twenty six weeks or fifty two weeks). According to Sugiarto (2006, p.9), the sample is a subset of the population that possesses certain characteristics and numbers. The data collection for this study included responses from surveys as well as secondary sources such as journal articles, research papers, newspapers, magazines, and books.

Result

The primary data collected for the research was analyzed with the help of bar diagrams and graphs for better interpretation. The data analysis was conducted with the purpose of attaining the objectives of the study, based on the internship of Hotel Business Program students.

Fig 1. Factor Influencing Internship Experience



Observation Fig 1:

There are multiple factors that could influence a Hotel Business Program student's decision to choose their internship.

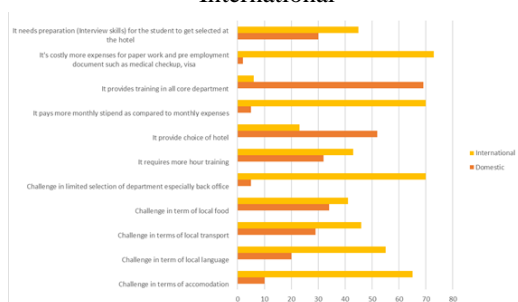
- The graph illustrates that internships provide students with the opportunity to acquire new skills and knowledge that will benefit them in the future. They can apply what they have learned in university and combine it with the expertise gained from the industry.
- The internship department plays a crucial role in overseeing interns. They are responsible for addressing various issues that may arise during the internship such as female transportation, overtime, harassment, confusion in selecting the location for the internship, and insurance.
- At Podomoro University, obtaining an internship placement at an international chain hotel is highly valued. Students aspire to gain international experience in five-star hotels. Our university provides opportunities for students to interview with renowned international hotel chains such as Marriott International, Accor, Hilton, Hyatt, IHG, and other reputable brands.

- The majority of survey participants strongly agreed that the previous intern should share their experience with the next batch through our "Baton Pass" program, where seniors pass on their internship insights to juniors to aid in department selection.
- The internship department plays a crucial role in supporting students before they enter the industry by managing all necessary documents, both before and during the internship period. They must ensure that all required documents from the industry are completed by the students, including medical checkups, visa arrangements, flight tickets and housing arrangements, before the start of the internship.
- The respondent agrees strongly that after conducting internships, the institutes should offer a variety of options for the interns to choose from, including both domestic and international options. These options should not only include different locations but also different brands. The institutes should also maintain internal interviews and lectures to prepare the interns for their future careers.
- Most of the respondents in this study also believed that pre-internship seminars are crucial. These seminars provide the interns with an opportunity to learn more about the internship experience and what is expected of them to ensure the internship program runs smoothly. Furthermore, it allows the interns to make an informed decision when choosing the department, they prefer to intern in.

checkup, visa, and other necessary documents. The process of getting a visa stamped at the embassy also requires additional steps such as obtaining a police report, medical checkup, photo, and purchasing flight tickets.

- Almost all respondent strongly believes that the monthly stipend for international internships is typically larger than that of domestic internships. In Indonesia, it is common for domestic internships not to include any stipend, with the average stipend ranging from Rp 200,000 to Rp 500,000. In contrast, international internships often provide a monthly stipend of more than Rp 2,000,000.
- The graph indicated that the international internship is challenging in regards to the option for selecting back offices such as Human Resources, Sales & Marketing, and Finance Department. Mostly open internships for the non-operational department such as Front Office, F&B Service, and Culinary.
- Most of respondent after experiencing the internship, realize that international internship had a lot of challenge in accommodation, local language, local transport. There can be a language barrier for those interning in a foreign country where the primary language spoken is different from their own. This can make communication with colleagues and supervisors difficult, as well as hinder their ability to fully understand and participate in tasks and projects. Additionally, it can also make it challenging for the intern to integrate into the local culture and make connections with their colleagues. However, some international internships may require the intern to have basic knowledge of the local language, or provide language training to help them cope up with the language barrier. Other concern about accommodation in abroad. Accommodation can be a significant concern for interns who are working in a foreign country. Securing a place to live that is safe, affordable, and accessible to the internship location can be difficult and time-consuming. The presence of amenities like a kitchen or laundry facilities. Some internships may provide housing or help with finding accommodation, but it is not always guaranteed. Transportation can be an issue for those interning in a foreign country. Some hotels may provide a shuttle bus service to the internship location, while others may require the intern to rent a car or walk. This can add

Fig 2. Comparison between Domestic and International



Observation Fig 2:

This reflects on many of the similarities and differences between a domestic internship and an international internship such as:

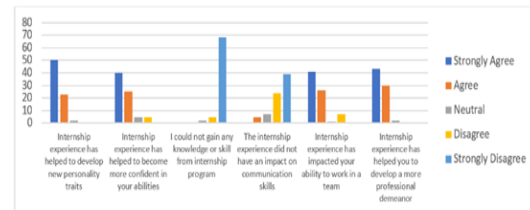
- The graph shows that obtaining paperwork and pre-employment documents for an international internship can be more difficult and time-consuming. This includes getting a medical

additional costs and potential challenges for the intern, as well as make it difficult to navigate an unfamiliar area.

- In regards to local food problem for Intern in foreign country. Student has a limitation to access familiar and preferred food can be a challenge for interns working in a foreign country. The availability and cost of certain foods can vary greatly depending on the location, as well as cultural differences. This can lead to feelings of homesickness or cultural isolation.
- The majority of respondents recognize that the number of hours required for an internship can vary depending on the organization and the specific role of the intern. Departments such as Culinary, Food and Beverage Service, and Front Office often require additional hours. This can be challenging for interns who are not accustomed to working long or irregular hours. Furthermore, working excessive hours can lead to burnout and negatively affect the intern's overall experience.
- The majority of respondents recognize that the number of hours required for an internship can vary depending on the organization and the specific role of the intern. Departments such as Culinary, Food and Beverage Service, and Front Office often require additional hours. This can be challenging for interns who are not accustomed to working long or irregular hours. Furthermore, working excessive hours can lead to burnout and negatively affect the intern's overall experience.
- Respondents are strongly agreed, when it comes to preparing for a selection process in a hotel property, students who wish to do their training abroad need to have strong interview skills and a good understanding of the country and location where they plan to intern.
- Graphic has indicated when choosing a hotel for an internship abroad, it's important to consider things like the hotel's location, reputation, type of guests, services and department where the intern will be placed. It's also important to make sure the hotel's policies and culture are a good fit for the intern. It's important to also think about the intern's personal preferences and the cost of living in the area to ensure a good overall experience.
- It's good for internships to provide training in all core departments of a hotel or hospitality organization. This helps interns understand the different parts of the industry and find their

interests and strengths. It can also help them make better career choices and be more competitive in the job market. Training in all departments also allows interns to meet and learn from managers of different departments.

Fig 3. Student's personality development during internship



Observation: The chart above illustrates the impact of internships on the intern's personality development.

- The respondent strongly agreed that the internship experience had a significant impact on the development of new personality traits.
- Respondent strongly agreed that the internship experience had a significant impact on their confidence in their abilities.
- The intern strongly disagreed that the internship program did not provide any opportunities for knowledge or skill acquisition.
- The majority of the respondents strongly disagreed that the internship experience had no impact on their communication skills.
- The respondent strongly agreed that the internship experience had a positive impact on their self-confidence in their abilities.
- The graph suggests that the internship experience has had an impact on the intern's ability to work in a team.
- The respondent strongly agreed that the internship experience had a significant impact on the development of a more professional demeanor.

4. Discussion

This result demonstrates that internships provide students with valuable workplace experience and skills, as theorized by Chinomona & Surujlal (2012). Internship programs offer students the chance to gain practical social and job skills through real-world experience, allowing them to become more self-sufficient and gain valuable social experience (Chen, et al. 2011). These skills are highly sought after by employers and are crucial for success in the business world. Students in the Hotel Business Program at Podomoro University

are required to complete an internship lasting between six months and one year, depending on industry standards. These internships are available to Indonesian students at prestigious hotels in various countries such as Australia, Japan, Hong Kong, Malaysia, Oman, Thailand, UAE, and the USA. These programs are full-time, and students work in various departments and job areas. However, it raises the question of whether these internship programs also change the attitudes and behaviors of students, as many students exhibit unexpected changes in behavior after completing an internship. According to most respondents, there are several changes in their personalities such as maturity, confidence, and improved communication skills.

This study emphasizes the importance of a pre-internship course that encourages reflection on one's own culture and the culture of the host country. Such a course is crucial for students to become more culturally aware and able to work effectively with people from different cultures during academic internships abroad. This is supported by the research of Andy Dunlap & Susan C. Mapp (2017). At Podomoro University, we provide pre-arrival briefings and offer a course on cross-cultural understanding to ensure that all students are prepared for their internships, both domestically and internationally.

5. Conclusion

In conclusion, this study has explored the factors that influence Hospitality Business Program students' preference for internships, the comparison of preference between international and domestic internships, and the impact of internships on the personality development of students. The results indicate that internships provide students with valuable opportunities to acquire new skills and knowledge, with the internship department playing a crucial role in overseeing and supporting students before and during the internship period. The study also found that obtaining an internship placement at an international chain hotel is highly valued by students, and that pre-internship seminars are crucial in preparing students for the internship experience. Additionally, the study highlights the similarities and differences between domestic and international internships, including the difficulties in obtaining paperwork and pre-employment documents, the larger stipends provided for international internships, and the challenges of accommodation, language, and transportation when interning in a foreign country. Overall, the study

suggests that internships play an important role in the professional development of hospitality students, and that institutions should provide a variety of options for students to choose from and ensure that necessary support is provided to ensure a smooth internship experience.

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