



A SCIENTIFIC PROTOCOL TO GAUGE SATISFACTION AMONGST HOTEL MANAGEMENT INTERNS DURING THEIR INTERNSHIPS

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ABSTRACT

As part of their education, many colleges and universities require students to perform internships. Two of its primary goals are classroom learning and real-world application. How pleased students are with their internships can be a good indicator of how well a programme is in preparing them for the job. Only a few of studies have been done on what makes an internship satisfying, especially in service-oriented fields like hotel management, nursing, etc. Therefore, the study's primary goal was to examine the factors that contribute to hotel intern happiness. Students' personal brands may be shaped through internships, as well. A search in two independent databases was required, each with a different set of search criteria. In-depth reviews of several papers on a wide variety of service-related subjects were conducted. Individual attributes, job features, organisational settings, environment, and career chances all play a role in how much fun an internship may be. In the paper, it is suggested that internships might enhance students' soft skills, problem-solving abilities, sense of self-worth, and understanding of the labour market in general. To that end, it is hoped that the findings of this study would add value to the existing research on internships and aid those involved in creating an internship programme from scratch. This study is restricted since it relies solely on experience of hotel management students who have completed internships during their curriculum. To support this study further, a comprehensive survey analysis will be presented.

KEYWORDS: Internship satisfaction, hospitality, hotel management

INTRODUCTION

During the internship period, students enrolled in hotel management courses have the opportunity to put their knowledge and abilities to the test in a real-world setting. It is a win-win situation for everyone involved since internships help students build the skills they will need to find employment after graduation [1]. Specifically, we will look at how students' internship experiences are influenced by

their work environment, contextual variables, and task characteristics. Internship students are asked a series of some meaningful questions, the responses to which are analysed statistically, and provided a definable outcome. Using data from a survey, researchers are attempting to determine which factors influence the behaviour of Hotel Management interns at a well-known schools [3]. Also taken into consideration is the student's level of

happiness and satisfaction with their internship experience, which is used to determine the link between their future career plans and word of mouth amongst their peers. Cross-sectional surveys were done on students who had recently completed their internships in the hospitality industry [4,5].

More and more educational institutions are emphasizing courses emphasizing the development of practical skills in order to better prepare students for the workforce after graduation. Several courses in hospitality and hotel management emphasize the importance of hands-on experience, including internships, which are either mandatory or offered to students [2]. Hotel internships provide students with a unique opportunity to learn about the industry while also obtaining real-world experience and honing their soft skills. The trade-off students make between their expectations and impressions of internships

may be connected to their happiness as students [7]. Some students see internships as a great experience, while others see it as a negative one. This perspective might impact their future contacts with the hotel industry and their decision to pursue a career in the industry. There has been a lot of controversy about the value of internships in the hospitality industry [8]. Students, companies, and educational institutions all gain from internships. In order for students to develop and practice their managerial talents, they insist them to go to work. When it comes to what hotel management students think about their education and internships, there is a dearth of information to go on. Hence, polling students was a way to find out what makes them pleased about their internships and what they value most about their internships. At this study, interns in high-end hotels are considered as the possible indicators of future job goals.

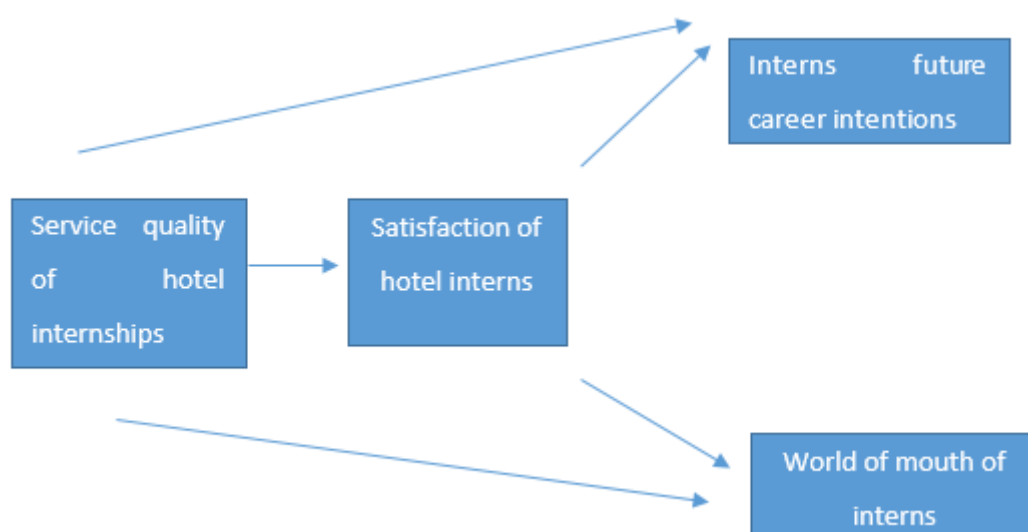


Figure 1. Block diagram of proposed pattern for analysis of Hotel Management Interns

LITERATURE SURVEY

According to the conclusions of this study, internships have a significant influence on students' professional development and impressions of the industry. Internship satisfaction, vocational tourism education, professional advancement, and student

opinion of the sector were all assessed using three tiered questionnaire forms [1]. Students who got training in vocational tourism and reported high levels of internship satisfaction had an even greater impact on their future professional success and attitudes about the industry, the

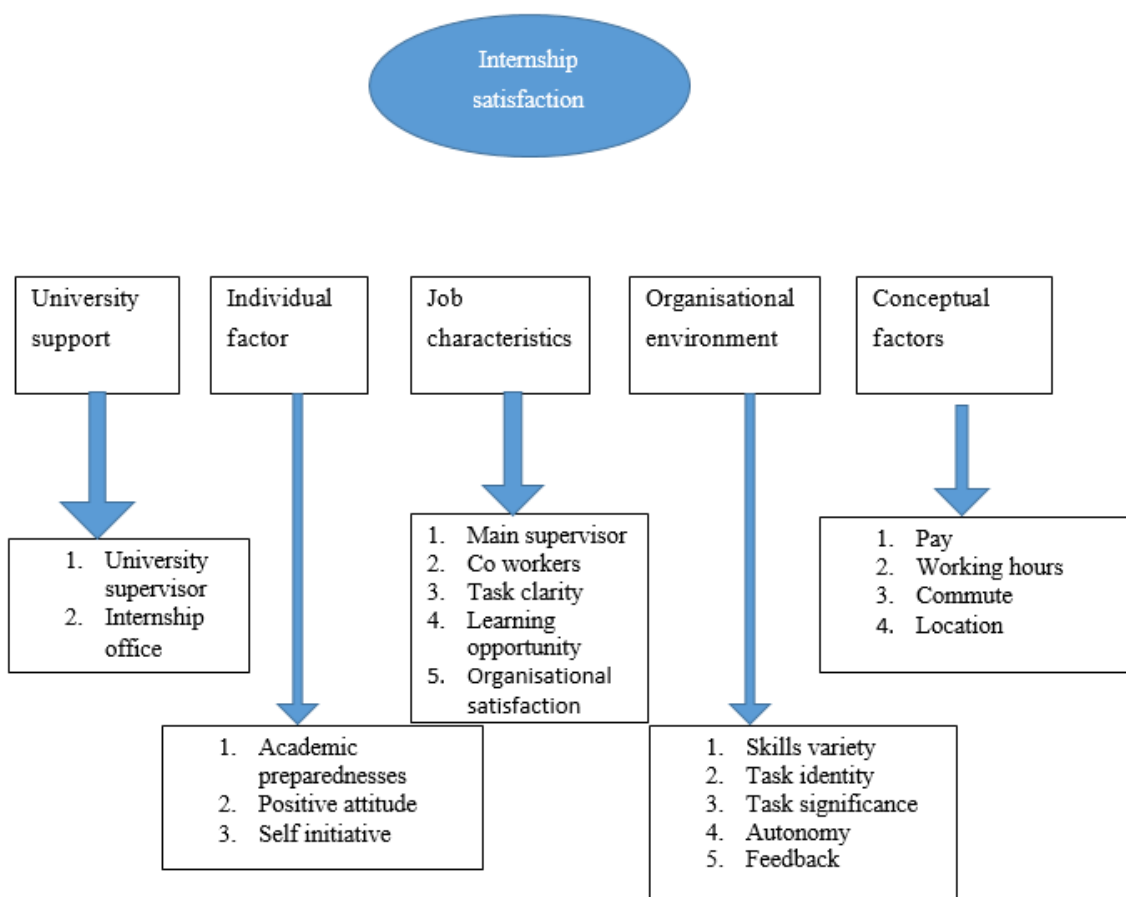
researchers found [2]. Internships are an excellent opportunity for Hotel Management school alums to put their newly acquired abilities to use in the real world. As a way to prepare for the real world after graduation, internships should be seen as a blessing by students. Internships can have a significant impact on students' perceptions of their work surroundings, but academics are also interested in examining how external influences and the activities they are assigned impact their mood [3]. Internships in the hospitality industry are unquestionably becoming an increasingly important part of the educational process. For students, internships may be an excellent way of integrating their academic studies into the real world [4]. Feedback, student initiative and autonomy, university supervisor assistance, academic preparation, flexible working hours, and a wide range of skills all had a significant role in internship satisfaction, according to the findings of a study. In the future, both universities and internship host organizations will benefit greatly from the outcomes of this study [5]. Students reported feeling more positive about their teachers and the courses they were taking after attending workshops. The study's regression analysis found a high correlation between participants' satisfaction with their training and their work contentment and confidence in their professional futures [7]. Mediating factors were participants'

feelings about their internships when it came to predicting future job satisfaction. However, supervisors, surroundings, and interpersonal interactions did not have a significant effect in how pleased interns were with their internship experience and how confident they were in their future job [6,8].

METHODOLOGY

Descriptive and quantitative methods were employed in the study's examination. From April to May of 2021, a random sample of hotel management students was drawn from different management schools across India. 80 participants successfully participated in this study. The key method was the use of structured surveys. A total of three parts made up the survey. Individual factors, university support, job features, organizational environment are used to quantify internship satisfaction in the first portion of the framework. The final part includes criteria that were also utilized to assess the level of satisfaction that interns reported having with their experiences. A five-point Likert scale was used to solicit responses from respondents. A variety of statistical methods were used to analyze the data, including descriptive statistics, exploratory factor analysis, and linear regression.

DATA ANALYSIS AND INTERPRETATION



Accordingly, the literature work provides as a basis for this study. Our proposed strategy is made up of five main components: individual elements, university support, work features, organizational setting, and a contextual element. "Job attributes" are a reflection of what you bring to the table at work. Workplace factors such as employee skill diversity and how much autonomy they have over how they execute their responsibilities have a role in employees' jobs. A student intern's "personal aspects" refer to the things that make them pleased as an intern. Being academically prepared, having a positive outlook, and being self-motivated are a few examples of these qualities in action. Also, students' satisfaction is influenced by the quality of their internship experience. Self-motivated students who are well-informed about the sector and excited about their internship experience are more likely to enjoy it.

Several researchers found that interns who received enough university assistance had a greater degree of training input and satisfaction than those who did not. How often the institution's supervisors meet to discuss their internship program is crucial to a successful internship program. Relationship quality between a university supervisor and an intern has a direct bearing on the intern's capacity to perform and be pleased.

Students' Internships in Hospitality Management industry provides opportunities, such as support from a supervisor and the assistance of coworkers, as well as learning and career development and networking opportunities, are all part of the workplace setting. There is a strong correlation between internship satisfaction and the capacity to pick up new skills on the job. Workplace progression possibilities can have a significant impact on happiness at work. There are several aspects that

contribute to an intern's happiness that must be taken into account. Students who work flexible hours and don't have to go far from home are more satisfied with their careers. Also the location of an internship can have an impact on how well an intern feels about their experience at their respective work place. Surveys were carried out to determine the importance of each of the hotel's attributes in influencing interns decisions.

DEMOGRAPHIC RESULTS

From the table 1, the age groups and the qualifications can be analysed of the respondents. 36% respondents were Male. Most of the respondents (58.7%) belong to the age group of 20 – 29 years old. Out of survey, 11.25% respondents were highly educated (post-graduate) and other than this 35% has achieved certification level while 32.5% respondents were getting internship who did diploma.

TABLE 2. Internship Satisfaction

	Frequency	Total(N)	Percentage
GENDER			
Male	36	80	45%
Female	44	80	45%
AGE			
Below 20 Years	33	80	41.5%
20-29 Years	47	80	58.7%
EDUCATION LEVEL			
Certificate	28	80	35%
Diploma	26	80	32.5%
Degree	17	80	21.25%
Postgraduate	9	80	11.25%

CONCLUSION

According to the conclusions of the study, internships at hotels have minimal impact on interns' job aspirations when they graduate. Poor hotel internship service quality, on the other hand, has a negative influence on interns' word-of-mouth referrals and recommendations. It has been established that the direct negative effect is reduced by the good effect of interns' satisfaction, and that competitive mediation may be demonstrated. As a result, hotels and IHMs may be in a better position to develop and administer an internship programme that bridges the gap between

the demand for and supply of skilled hotel employees.

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