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HOTEL MANAGEMENT STUDENTS INTERNSHIP SATISFACTION : THE CHALLENGE INVESTIGATION IN HOTEL

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Saharani Yarietsa[1], Andrika Aldi[2], Yuspita Mardiana[3], Feri Ferdian[4]
[1,2,3,4] Hotel Management, Faculty of Tourism and Hospitality, Universitas Negeri Padang
Jl. Prof, Dr. Hamka, Air Tawar Barat, Padang, telp/fax +62 751 7058692
e-mail: *[1]yarietsasaharani@gmail.com

Abstrak
This study aims to analyze the effect of individual challenges and organizational challenges on the satisfaction of hotel management student internships. The methodology used in this research is quantitative with a causal associative approach. Samples were selected using stratified random sampling. Hospitality management students in 2019, 2020 and 2021 are the population in this study. The number of samples in this study were 82 people who had done internships or were doing internships. The independent variable in this study is individual challenges and organizational challenges and the dependent variable is Internship satisfaction. The method used in this study is quantitative using two data analysis techniques, namely descriptive statistical analysis techniques to identify and describe data from the answers to the respondent's questionnaire and inferential statistical analysis techniques using the SEM (structural equation modeling) data analysis method using PLS (partial least square) approach. SmartPLS Application 3. The results showed that individual challenges did not affect hotel management student internship satisfaction. meanwhile Organizational challenges affect the satisfaction of hotel management student internships.
Keywords: Individual Challenge, Organization Challenge, Internship Satisfaction.

INTRODUCTION

Internships are part of the curriculum, professional practicums are carried out by arranging for students to gain real experience through working in industry Chen et al (2011). The internship program is designed to bridge the gap between theoretical knowledge and practical application in the real world. An important aspect of the program is the satisfaction of the hospitality management student internship, as it determines the effectiveness of the program in preparing students for their future careers. According to Seyitoglu and Yirik (2015), internship satisfaction contributes to positive professional development and industry perceptions, which are the expectations of both the academy and the company. The hospitality industry is a dynamic and fast-paced industry that demands individuals to have a wide range of skills and knowledge. Hospitality management students

need to have a good understanding of the industry and its operations in order to be successful in their future careers. According to Chen et al (2011) that the internship program provides students with the opportunity to discover their interests and work goals through real work experience under professional guidance.

However, the internship program also has challenges for hospitality management students. Reviewing the literature, internship satisfaction in a recent study investigated students' expectations for the workplace and support of schools and tourism businesses. The challenges faced by most students consist of individual and organizational challenges, namely communication and behavior, health, problem solving skills (Lam & Ching, 2007), self-confidence (Chen & Shen, 2012), supervision, working hours, and work environment (Lam & Ching, 2007). The

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challenges faced by hotel management students during the internship program can affect their satisfaction with the program. If challenges are not addressed, they can lead to negative experiences for students and affect their satisfaction in the industry.

Therefore, it is important to investigate the challenges faced by hotel management students during the internship program and how it affects their satisfaction with the program. This research will investigate the challenges faced by hotel management students during their internship program and how it affects their satisfaction with the program. In particular, this research will focus on the challenges faced by hotel management students during their program and how these challenges affect their satisfaction with the program. The investigation will provide insight into the effectiveness of the internship program and how it can be improved to better prepare students for their future careers in the hospitality industry. This study aims to explore the impact of difficulties in the internship practice of hospitality students and to answer two research questions to fill the above research gaps:

RQ1 : The effect of individual challenges on internship satisfaction in the hotel industry

RQ2 : The effect of organizational challenges on internship satisfaction in the hotel industry

The findings of this investigation will be useful for educators and industry professionals to improve internship programs and provide a better learning experience for hotel management students.

METODHOLOGY

The methodology used quantitative with a causal associative approach. The sampling technique used in this study was stratified random sampling. The population were Hotel Management Students of 2019, 2020 and 2021 batches at Universitas Negeri Padang. The sample of this study were 82

respondents who have first and second internship experience. Respondents for the 2019 class were 20 (24.4%) for the 2020 class, 48 (58.5%) and 14 (17.7%) for the 2021 class. The sample consisted of 33 (40.2%) male respondents and 49 (59 .8%) female respondents. The most dominant part of the respondent's apprenticeship was F&B Service with 34 (41.5%), Front Office with 10 (12.2%), Housekeeping with 21 (25.6%), F&B Product with 3 (3.6%), and other parts as much as 14 (17.1%). Primary and secondary data are the types of data used. Questionnaires and online surveys were used as data collection methods. The variables of this study were individual challenges and organizational challenges (independent variable) and internship satisfaction (dependent variable). The Likert scale was used as a research measurement tool. PLS-SEM (Partial Least Square Structural Equation Modeling) was used as an inferential analysis method in this study.

RESULT AND DISCUSSION
Result

The measurement and structural models are the two sub-models that make up the PLS-SEM (structural equation model)

Measurement Model

The reflective measurement model was evaluated by internal consistency and indicator reliability, and convergent and discriminant validity (Sarstedt et al., 2014). This was conducted with composite reliability (CR), Average Variance Extracted (AVE), and Cronbach Alpha value. Figure1 and Table 1 show the results of the reflective measurement model, including the outer loading, indicator reliability, composite reliability, AVE scores, and the Cronbach Alpha value.

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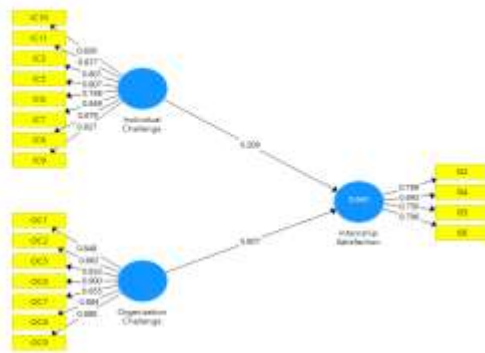
Fig. 1. Measurement Model

Figure 1 above shows that all indicators have an outer loading value of > 0.7 and meet convergent validity.

Table 1. Reflective Measurement Model

Variable	Indicators	Outer Loadings	Cronbach's Alpha	Composite Reliability	AVE
Individual Challange	IC 3	0, 801	0, 932	0, 944	0, 677
	IC 5	0, 807			
	IC 6	0, 748			
	IC 7	0, 849			
	IC 8	0, 879			
	IC 9	0, 827			
	IC 10	0, 830			
	IC 11	0, 837			
Organization Challange	OC 1	0, 848	0, 945	0, 955	0, 751
	OC 2	0, 862			
	OC 5	0, 833			
	OC 6	0, 900			
	OC 7	0, 855			
	OC 8	0, 884			
	OC 9	0, 888			
Internship Satisfaction	IS 2	0, 789	0, 762	0, 843	0, 575
	IS 4	0, 693			
	IS 5	0, 750			
	IS 6	0, 796			

Table 1 above shows the results of Cronbach's Alpha for all constructs > 0.6. Meanwhile, the composite reliability results for all constructs are > 0.8 which indicates that all constructs in the estimated model have high reliability and meet the criteria of being reliable. Furthermore, the results of the AVE root value > 0.5, this indicates that all variables in the estimated model meet the criteria of discriminant validity.

After the model meets the criteria for the outer model, then the structural model (inner model) is tested.

Table2. HTMT assessment

	Individual Challenge	Organization Challenge	Internship Satisfaction
Individual Challenge			
Organization Challenge			0, 874
Internship Satisfaction	0, 857		

The results from table 2 show that the construct achieves discriminant validity because the HTMT Assessment value is <0.90. then the construct can be accepted.

Structural Model

The second evaluation in PLS-SEM analysis is the structural model after hypothesis. This study aims to assess the impact of internship experience on future job readiness in the hotel industry. Table 3 reports the structural model with Path Coefficient, T-statistic, and hypothesis significance level (Bootstrapping result). Path analysis is acceptable when their significance is at least 95% of the confidence level. The results of Path Analysis in table 3 show that all hypotheses are accepted.

Table 3. Path Coefficients, T- Statistics, significance levels

	Path Analysis	Path Coefficient β	T-statistics	P-values	Result
H1	Individual Challenge -> Internship Satisfaction	0.209	1.043	0.297	Reject
H2	Organization Challenge -> Internship Satisfaction	0.607	3.497	0.001	Accept

The individual challenge construct has no effect on the internship satisfaction construct. This is based on the p-values in this construct relationship which is $0.297 > 0.05$. Meanwhile, the individual challenge construct has an influence on the organization challenge

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construct. This is based on the p-values in this construct relationship which is 0.001 <0.05.

Table 4. The effect size, R^2, Q^2 statistics

Path Analysis	F^2InternshipSatisfaction	Effect Size	R^2	Q^2
Individual Challenge	0,022	No Effect	0,642	0,357
Organization Challenge	0,187	Weak		

The results in Table 4 indicate a large amount of variance (R2 = 0.672) in the future career readiness construct which can be explained by the proposed first-order model predictors. Individual challenges and organizational challenges explained 64.2% (R2 = 0.642) of the variance in the internship satisfaction construct. Furthermore, this study reports effect sizes, determinant coefficients and predictive relevance (Table 4). Based on the results of the study, individual challenges have no effect on internship satisfaction. Meanwhile, organizational challenge path has a weak effect on significant internship satisfaction. This study obtained a Q2 value of 0.357 for internship satisfaction which indicates a moderate predictive model. In this sense, the individual challenges and organizational challenges proposed in this study are predictors of student internship satisfaction in the hospitality industry.

Discussion

The Effect of Individual Challenge on Internship Satisfaction in the Hotel

Hypothesis H1 proposes an individual relationship challenge to internship satisfaction. However, the results of this study showed no significant relationship between individual challenges on internship satisfaction and the results (β= 0.209, t= 1.043, and p=0.297) which stated that individual relationship did not have a strong effect on internship satisfaction. Nga Thi Vo, Linh Hoang Phuong Le & Van Thi Thanh Lam (2022) educators and organizations should prepare longer and better for internship training program also. Students still have

difficulties in effective communication and problem solving. From the above result, trainers/employers need to give a proper preparation in term of survey, workshops, internship allocation, receiving feedbacks and sharings to internship students – future employees – to create more chances for them to apply the trained knowledge and skills from school.

The Effect of Organization Challenge on Internship Satisfaction in the Hotel

Hypothesis H2 proposes a relationship between organizational challenges and internship satisfaction. This proposition is based on the belief that organizational challenges can affect student internship satisfaction in hotels. The results of this study indicate that there is a positive influence between organizational challenges and the results (β=0.607, t= 3.497, and P=0.001) which symbolizes that organizational challenges have a strong effect on the internship satisfaction of hotel management students. Evangelia Marinakou (2013) states that low salaries, routine assignments, lack of decision making, and long working hours are some of the factors that affect student satisfaction, educators must prepare students about expectations and work culture in hospitality organizations.

Conclusion

Based on this study it can be concluded that individual challenges do not affect hotel management student internship satisfaction. This study shows that individual challenges such as self-confidence, communication and behavior, health/physical requirements and problem-solving skills do not play a significant role in the satisfaction of a hotel management students internship. Meanwhile, organizational challenges have a positive impact on the satisfaction of hotel management student internships. In particular, supervision, working hours and work environment affect the internship satisfaction of hospitality management students. Although organizational

challenges have a positive impact on internship satisfaction, keep in mind that the results of this study are based on the subjective experiences of hotel management students who have or are currently doing internships and may not apply to everyone.

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