



## What Determinants Make Internship Intention to Join the Hospitality Industry

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**Abstract:** Retaining the program from the campus so that you can enjoy for the first time the way to practice in work, which may be referred to as internship work, offers college students an idea of running in the industry. Within internships performed by college students, there are numerous factors to attain satisfaction in an internship, one among which is the element of social support within the painting's surroundings. Consequently, this examination discusses the influence of social assistance on internship pleasure which affects the goal of signing up for the hospitality industry of college students who carry out internships in 4-stars hotels. This research uses quantitative techniques and judgemental sampling techniques. Primary data collection is information collected by distributing questionnaires to students of private universities in the Jakarta and Banten areas who did internships at four-star hotels within the Jakarta and Banten regions. The data amassed became 183 respondents. The data obtained is processed using the Structural Equation Modeling (SEM) method. The outcomes showed that perceived supervisor support and coworker support positively impacted Internship satisfaction, and perceived organizational support did not affect Internship satisfaction. Internship satisfaction impacts the intention to join the hospitality industry.

**Keywords:** Internship Satisfaction, Intention to Join the Hospitality Industry, Social Support

### INTRODUCTION

The tourism quarter is a sector that plays a crucial function in the national economy. The tourism industry has a multiplier effect on profits and exertions called for in different sectors, which includes the accommodation, meals and beverage industry, and transportation offerings. The lifestyles of the tourism area are one of the significant activity creators, contributing as much as 10% of employment significant facts (BPS, 2021). The tourism industry, especially regarding lodges, isn't spared from the sports of tertiary college students and final-level vocational high college students who perform apprenticeships as a shape of

activity schooling. The implementation of internships cannot be accomplished haphazardly, and this is regulated by statutory rules inside the Manpower Law No. 13 of 2003, articles 21 to 29 (Hidayati, 2021). It was primarily based on the Ministerial policies in articles 12 and 13 concerning the rights and obligations of apprentices. The rights of apprentices are to acquire occupational safety and fitness facilities and to get hold of pocket money which incorporates transport, meal, and in-depth allowances. Moreover, reap ensures and protection for work injuries and dying blessings, and get a certificate after finishing an apprenticeship. However, what came about inside the discipline was numerous companies that did not offer pocket cash to apprentice college students (Hidayati, 2021).

The organization's assistance could be critical for all personnel, including college students or students who perform internships. Consistent with Eisenberger (1990), the elements which can have an impact on employees to get guidance from the organization are procedural justice from the distribution of human resources (equity), organizational situations & rewards, which encompass earnings, job safety, role stressor, autonomy, and training, in addition to helping. That comes from above. Help from supervisors is a part of giving and impacts the apprentice's pleasure. Supervisors offer motivation or help to their subordinates, whether employees or college students who are wearing out internships, so they don't feel uninterested in the paintings being completed (Chen & Shen, 2012) (Ervina, 2019).

Coworker support and social assistance will affect scholar internship pride to form a great work environment. Social aid can come from individuals with the nearest relationship, particularly colleagues. With the guidance of associates, it's miles hoped that every individual can manage the issues they face every day. The form of help obtained from coworkers is in the form of emotional support, having empathy while someone is experiencing problems (Amarneh et al., 2010) (Sihombing, 2021). The hotel industry has unique working hours as compared to other sectors. This is because the hotel's working hours are 24 hours. The working hours of motel personnel are not made haphazardly. There will generally be a difference at some point between ordinary running hours wit (Mensah et al., 2020)h holidays. Running hours in hotels usually use a shift gadget divided into three times: morning, afternoon, and night shifts. However, for the resort enterprise, the working hours of personnel can be greater than this provision and will be counted as additional working time.

Reporting from (Ramaprasad et al., 2022) state that the development of the hotel industry is quite suitable with the increasing resort shooting. Still, regardless of the high call for jobs in this field, there are few skilled and qualified human resources within the hospitality zone. The hotel industry is developing, but the absorption of workers continues to be low. Therefore, this look at objectives to decide the impact of perceived organizational support, perceived supervisor support, and perceived coworker help on Internship satisfaction and intention to join the hospitality industry.

## **LITERATURE REVIEW**

### **Perceived Organizational Support**

Perceived organizational support is the view of employees in an organization regarding how an awful lot of the organization values employee contributions and cares approximately employees. Personnel sees their work as a reciprocal relationship that reflects relative dependence and goes past formal contracts. The personnel want to determine whether or not and to what extent an organization recognizes and values the efforts made through personnel, supports the socio-emotional needs of personnel, and is inclined to help personnel while wanted (Allen et al., 2008). Perceived organizational guide for process pleasure is vital to decide which factors contribute to its formation, whether or not the political talent of the leader or procedural equity. The effect of perceived organizational help on job satisfaction

becomes more prominent amongst personnel with a decreased propensity to believe than people with a high tendency to trust (Kim et al., 2017).

### Perceived Supervisor Support

Perceived supervisor support is an employee's perception of the quantity to which their manager cares approximately their subordinates and appreciates the contributions made by using their associates to work effects (Golden & Veiga, 2008 in Mensah et al., 2020). Perceived supervisor support refers to subordinates' perceptions of the extent of support they obtain from their supervisors. Without aid from supervisors, work demands, conditions, and environments that might be entirely of strain may potentially hazard the welfare of employees (provide & Schneider, 2008 in (Kalliath et al., 2020). There's a good court between perceived manager support on job satisfaction. The better the guidance from their supervisors, the better the level of apprentice satisfaction (Hussien & La Lopa, 2018).

### Perceived Coworker Support

Coworker support is the extent to which a colleague facilitates him, is dependable when wanted, and accepts problems associated with accomplished paintings (Babin & Boles, 1996 in (Menguc & Boichuk, 2012). (Kim et al., 2017) said that perceived coworker support is a worker's belief approximately the volume to which the quality of assisting dating comes from their coworkers. For instance, emotional assistance regarding affection and attention from colleagues will assist personnel in manipulating strain and fatigue. There is an acceptable dating between perceived coworker support on process satisfaction. Employees with high perceptions of social and coworker support will show better task satisfaction in situations with high work involvement (Amarneh et al., 2010) (Mensah et al., 2020).

### Internship Satisfaction

Internship satisfaction is defined as the volume to which college students who do internships perceive and experience approximately one-of-a-kind factors of the internship program they're walking (Hussien & La Lopa, 2018). Job satisfaction is an aggregate of mental, physiological, and environmental conditions that intends to motivate a person to feel satisfied with the work he is doing, so this will affect the level of job satisfaction (Chen, 2009 in Koo et al., 2016). The involvement of college students in a satisfying internship could affect those students entering their selected field (Koo et al., 2016). A satisfactory internship experience will increase confidence to have a future career development within the hospitality industry (Ko, 2008) in (Siu et al., 2012).

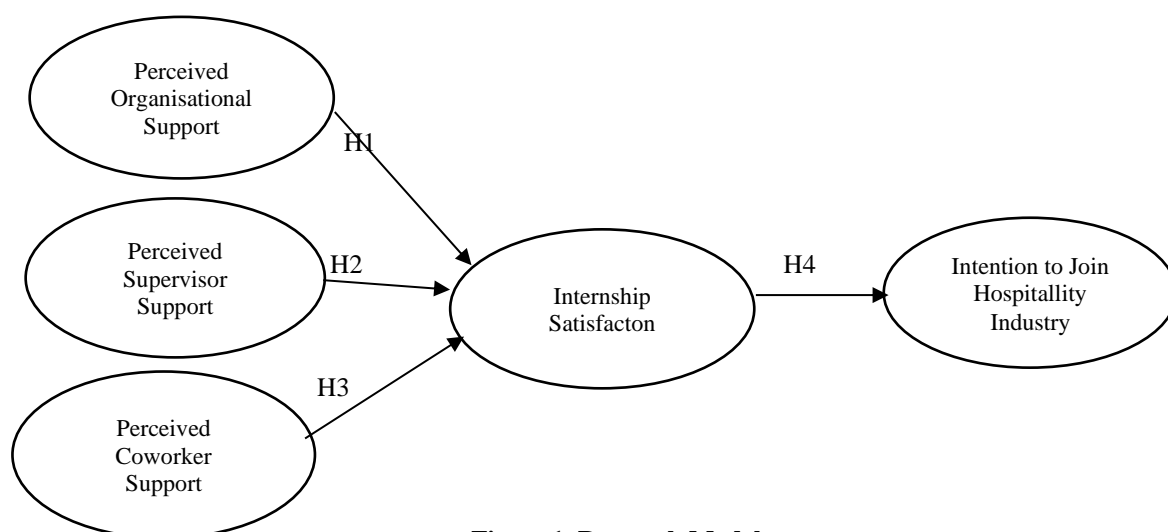


Figure 1. Research Model

Based totally on empirical research, the researchers designed a studies version in figure 1. They evolved hypotheses to test perceived organizational support, perceived supervisor support, perceived coworker support, and internship satisfaction on intention to join the hospitality industry.

H1: Perceived organizational support effect on internship satisfaction

H2: perceived supervisor support effect on internship satisfaction

H3: perceived coworker support effect on internship satisfaction

H4: Internship satisfaction effect on the intention to join the hospitality industry

## RESEARCH

This study uses a descriptive research layout to look at the phenomenon of intention to join the hospitality enterprise. This aims to obtain an intensity evaluation of students' perceptions of interest in joining the hospitality industry after commencement and the relationship between variables to determine the elements that affect these students. Records were amassed by way of dispensing questionnaires online using Google Forms. This study targets students of personal tertiary establishments who have had internships in 4-star hotels within the Jakarta and Banten regions. Questionnaires will be disbursed in June-July 2022. a total of 183 people were collected as samples. This study makes use of non-probability sampling with the approach used is judgmental sampling because there may be no available sampling body, and there are exceptional standards to grow to be respondents. A total of 5 constructs were used in this observation: perceived organizational support, perceived supervisor support, perceived coworker support, internship satisfaction, and intention to join the hospitality industry. The signs for each construct had been adapted from previous research. Indicators have measured the usage of a five-point Likert scale, with one indicating strongly disagree and five indicating strongly agree. The subsequent is a table of measurement instruments:

**Table 1. Measuring Instruments**

Construct	Number of Items	Sources
Perceived organizationalsupport	7	(Mensah et al., 2020)
Perceived supervisor support	9	
Perceived coworker support	6	
Internship satisfaction	8	
Intention to join the hospitality industry	4	

Sources: Data of Research (2023)

Data were analyzed using Structural Equation Modeling (SEM) with AMOS 25. SEM structural equation model (SEM) is a statistical model that explains the relationship among several variables. This model presents a precise and efficient technique for a series of more than one regression estimated concurrently. SEM includes steps: a measurement model and a structural model analysis (Hair et al., 2014). Analysis of the measurement model was completed through Confirmatory factor analysis (CFA) to measure the validity and reliability of the constructs and variables. In contrast, the structural model turned into executed to take a look at the relationship among variables. Further, an evaluation of the Goodness of fit (GOF) size model and structural model may also be finished.

## RESULT AND DISCUSSION

The profile of the respondents can be seen in table 2. The majority of these respondents were female (75%), aged 19-21 years (68%), who had completed an internship (74%), who held a marketing position (22%), duration of the internship 6 months (84%).

**Table 2. Respondent Profile**

		Percentage (%)
Gender	Man	25%
	Women	75%
Age	19-21 years	68%
	22-24 years	32%
Internship duration	Currently doing an internship	26%
	It's finished the apprenticeship	74%
Internship duration	3 months	9%
	4 months	5%
	5 months	2%
	6 months	84%

Sources: Data of Research (2023)

### Validity And Reliability

The validity test was performed by considering the standardized loading factor (SLF). While the reliability takes a look at is finished by calculating the construct reliability (CR) and average variance extracted (AVE) values. Table 3 shows the results of the validity and reliability tests. These results indicate that all indicators are legitimate and reliable because they meet the minimum cost requirements.

**Table 3. Validity And Reliability**

Variable	Code	SLF ≥ 0,5	AVE ≥ 0,50	CR ≥ 0,70
Perceived Organizational Support	POS2-POS10	0,686-0,671	0,504	0,859
Perceived Supervisor Support	PSS1-PSS9	0,636-0,777	0,502	0,889
Perceived Coworker Support	PCS1-PCS7	0,704-0,785	0,566	0,886
Internship satisfaction	IS1-IS8	0,637-0,756	0,526	0,899
Intention to join the hospitality industry	IJHI1-IHJI4	0,767-0,814	0,624	0,869

Sources: Data of Research (2023)

### Model Fit

The Goodness of fit results indicates a concordance between the estimated covariance of the indicator variable and the observed covariance of the sample data. Because all measurements pass the required value, it can be concluded that the level of fit of the model is acceptable (fit). Table 4 shows the results of the mediation fit model.

**Table 4. Mediation Fit Model**

Measurement	Cutoff Value	Value	Result
<i>Normed Chi-Square</i>	$(X^2/DF) < 3$	2,549	Fit
GFI	$0,80 \leq GFI < 0,90$	0,724	Marginal Fit
RMSEA	$0,08 \leq RMSEA \leq 0,10$	0,092	Fit
IFI	$0,80 \leq IFI < 0,90$	0,808	Fit
CFI	$0,80 \leq CFI < 0,90$	0,806	Fit
PNFI	$0 \leq PNFI \leq 1$	0,666	Fit

Sources: Data of Research (2023)

**Table 5. Hypothesis Test Results**

Hypothesis	Statement	std. Coef.	p-Value ≤ 0.05	Result
H1	Perceived organizational support affects internship satisfaction	0,017	0,598	Data does not support H1
H2	Perceived supervisor support affects internship satisfaction	0,463	0,000	Data supports H2
H3	Perceived coworker support affects internship satisfaction	0,484	0,000	Data supports H3
H4	Internship satisfaction affects the intention to join the hospitality industry	1,207	0,000	Data supports H4

Sources: Data of Research (2023)

**H1: Perceived organizational support does not affect internship satisfaction**

The consequences of previous studies performed by using (Hayati, 2020) conducted studies on perceptions of organizational support on process pleasure among employees at PDAM Surya Sembada Surabaya. Studies suggest that support from the organization does not affect worker process satisfaction because of confined promotions. This dissatisfaction arises because promotions are challenging to attain. On this, a look at perceived organizational support does not affect internship satisfaction due to the fact after completing the internship, and they have a tendency not to get given to work at the hotel. Dissatisfaction in sporting out the training arises due to the fact getting merchandising to paintings in the hotel is hard to get, mainly these studies were performed on the time of the covid-19 pandemic, wherein resort control become not virtually starting job vacancies because the condition of the resort that turned into empty of visitors, each domestic and non-home visitors.

**H2: Perceived supervisor support affects internship satisfaction**

The consequences of this observation are supported by previous research performed by (Mensah et al., 2020), which said there might be a positive relationship between perceived supervisor support and internship satisfaction. The supervisor's obligations which encompass dividing tasks, determining work sequences, scheduling, assigning duties, and imparting evaluations, have a crucial role for students wearing out internships. Pleasant interactions among supervisors and apprentice college students will significantly have an effect on the extent of pride of these students.

**H3: Perceived coworker support has an impact on internship satisfaction**

The outcomes of this observation are supported by preceding studies by (Mensah et al., 2020), which stated that there's a positive relationship between the variables perceived coworker support and internship satisfaction. Personnel will spend loads of time with college students who are concerned in formal and informal interactions, the behavior of employees closer to college students who're wearing out internships plays an important position in work situations, and the support supplied by hotel employees will affect the fulfillment in their gaining knowledge of targets.

**H4: Internship satisfaction affects the intention to join the hospitality industry**

The outcomes of this look are supported by preceding research carried out by (Mensah et al., 2020), which stated that there's a positive relationship between the internship satisfaction variable and the intention to join the hospitality industry. Students who are disillusioned with their internship enjoy will seek other painting placements. Student

satisfaction contributes to reflecting on their goal to continue their profession in the hospitality industry.

## CONCLUSION

The outcomes showed that perceived supervisor support and coworker support positively impacted Internship satisfaction, and perceived organizational support did not affect Internship satisfaction. Internship satisfaction impacts the intention to join the Hospitality industry.

The management implications that can be advised through the writer are to increase perceived organizational support, and hotel management can hold meetings with intern students to speak about requesting comments regarding internship stories, criticism, and pointers for motel control so that it's far was hoping that the internship program accomplished in the future can be even better in growing perceived organizational support through giving the campus the possibility to directly evaluation its college students at the least as soon as, so that resort control can get input from the campus and a terrific courting can be installed among hotel management and the campus. To increase perceived supervisor support, it is constructive for hotel control to behavior-train each in soft abilities and formidable capabilities that are beneficial for further improving the existing talents of those supervisors. So that the expertise from the schooling acquired may be taught to apprentice students. In that manner, college students can get more significant knowledge than what they have learned at some stage in university, and it's far been hoped that this could grow student internship satisfaction.

Employees can play a positive role in speaking with apprentice college students to increase perceived coworker support. That is done to draw college students to be more active in running and communicating with different employees. So that students will find it less challenging to offer input if they get assignments that are not according to the specified activity description. To increase internship satisfaction, inn control can free the choice of work shifts within the operational department. Liberation in deciding on modifications is carried out, so scholars get a one-of-a-kind revel. It was hoped that students would feel happier wearing the internship software. So that it will boom internship satisfaction. Hotel management can also conduct regular schooling packages so that students benefit from more knowledge. This training software is expected to be useful for their destiny careers.

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