



## DARI INDUSTRI KE KARIR: PENILAIAN KEUNTUNGAN PENGALAMAN MAGANG UNTUK KESIAPAN KARIR MASA DEPAN DI INDUSTRI HOTEL

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### Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh pengalaman magang terhadap kesiapan karir di industri perhotelan yang dimediasi oleh self efficacy. Metodologi yang digunakan untuk melakukan penelitian ini adalah kuantitatif dengan pendekatan asosiatif kausal. Sampel dipilih menggunakan semacam stratified random sampling. Mahasiswa angkatan 2019, 2020, dan 2021 merupakan populasi. Jumlah sampel penelitian ini adalah 106 orang yang telah mengikuti magang pertama dan kedua. Variabel bebas dalam penelitian ini adalah pengalaman magang dan efikasi diri dan variabel terikatnya adalah kesiapan karir masa depan. Metode yang digunakan dalam penelitian ini adalah kuantitatif dengan menggunakan dua teknik analisis data, yaitu teknik analisis statistik deskriptif untuk mengidentifikasi dan mendeskripsikan data dari jawaban kuesioner responden dan teknik analisis statistik inferensial menggunakan metode analisis data SEM (structural equilibrium modeling) dengan menggunakan PLS (partial kuadrat terkecil) pendekatan. Aplikasi SmartPLS 3. Hasil penelitian menunjukkan bahwa pengalaman magang mempengaruhi kesiapan karir dan self efficacy mahasiswa di industri perhotelan. Self efficacy mempengaruhi kesiapan karir masa depan dan memediasi hubungannya dengan pengalaman magang.

Kata kunci: Pengalaman Magang, Efikasi Diri, Kesiapan Karir Masa Depan.

### ***From Industry To Career: Assessment Of Internship Experience Advantage For Future Career Readiness In The Hotel Industry***

#### **Abstract**

*This study aims to analyze the effect of internship experience on the career readiness in the hotel industry mediated by self efficacy. The methodology used to conduct this study is quantitative with a causal associative approach. The sample was chosen using a sort of stratified random sampling. Students of class 2019, 2020, and 2021 constituted the population. The total sample of this study was 106 who had participated in the first and second internships. The independent variables in this study are internship experience and self-efficacy and the dependent variable is future career readiness. The method used in this study was quantified using two data analysis techniques, i.e. descriptive statistical analysis techniques for identifying and describing data from respondents' answers to questionnaires and inferential statistical analysis techniques using SEM (structural equilibrium modeling) data analysis methods using the PLS (partial least square) approach. SmartPLS 3 application. The results showed that internship experience affected the students future career readiness and self efficacy in the hotel industry. Self efficacy affected the future career readiness and mediated its relationship with internship experience*

*Keywords: Internship Experience, Self Efficacy, Future Career Readiness.*

### INTRODUCTION

Internship is the process of learning from an expert through real-world activities. In addition, apprenticeship is the process of practicing knowledge and skills to solve real problems around (Sumardiono, 2014: 116). Apprenticeship is a learning process in which a person acquires and masters a skill without and or with the guidance of people who are already skilled

at the job (Anwar, 2015). The hospitality industry is a labor-intensive industry that requires a large number of employees with professional knowledge and skills (Wen et al., 2018). Prospective hospitality employees must obtain adequate education and knowledge (Tandra & Thio, 2015). Internships can help students to gain work experience in certain career fields and ultimately increase their potential to have a successful career in the future (Lerner, 2020). Industrial work practice or work apprenticeship in some agencies called On The Job Training (OJT) is a training model that aims to provide the skills needed in certain jobs in accordance with the demands of the ability for work (Hamalik in Nurjanah, 2015). The internship program carried out by students is prepared to be able to enter work at an early level, and through the internship process can see the real potential of future workers. Internships give students confidence and better critical thinking skills, which makes graduates more employable and builds stronger university connections with industry. At this time, competition in the world of work is getting tighter, so it requires human resources to have competencies and expertise that are in accordance with the qualifications desired by the company where they apply for a job. Students who have done an internship program are expected to gain insight into the actual work environment, as well as exposure to new ideas and trends, and also opportunities to gain a network of friends with hospitality professionals, which will be able to pave the way for future success (El-Dief & El-Dief, 2019). But according to the ILO, not all internship programs can improve the employment prospects of young people to join a particular industry (O'Higgins & Pinedo, 2018). A career is an occupation, or profession undertaken by a person who has undergone education or training over a period of time and which will be undertaken for the rest of his or her life (Igere, 2017). Internships are important as a step towards employability in the first professional position and a portal to long-term career success (Shoenfeld et al, 2013). Based on the description above, it can be seen the importance of internship programs for students to gain experience and in making decisions after graduation. More work experience in the industry can provide a foundation for students to identify a clearer career path, help them make decisions, and identify realistic career expectations. Work experience is one of the main considerations for recruiters when selecting job candidates, because with work experience a person's level of self-efficacy is higher.

Self efficacy is a person's belief that he can perform the required behavior in a specific situation. Self efficacy is more directed at an individual's assessment of their abilities. The importance of self-efficacy will affect the effort required and ultimately seen from work performance (Bandura, 2013). Self efficacy refers to self-beliefs about one's ability to motivate the cognitive resources and actions needed to succeed in carrying out a particular task (Luthan, 2014). To achieve optimal performance, one of them can be achieved through self-efficacy. Self efficacy is needed in career development because the existence of self efficacy in individuals will lead to confidence in their ability to complete the work given by superiors in a timely manner.

Work readiness consists of two words, namely readiness and work. Readiness is the overall condition of a person that makes him ready to respond or answer in a certain way to a situation (Slameto, 2010). Meanwhile, the Law of readiness is that if the reaction to a stimulus is supported by the readiness to act or act, the reaction becomes satisfactory (Dalyono, 2015). This statement means that if students in carrying out an activity are supported by knowledge, skills, attitudes, and mentality that allow activities to be carried out properly, the results will be more satisfying. The principles for the development of readiness according to Dalyono (2015) are as follows:

1. All aspects of growth interact and together form readiness, namely the ability of readiness.
2. One's experience influences the physiological growth of the individual.
3. Experience has a cumulative effect in the development of individual personality functions, both physical and spiritual.
4. When readiness to carry out certain activities is formed in a person, then certain moments in a person's life.

Therefore, Hospitality Management D4 Study Program students must be able to master all the knowledge they have learned so that they can have competencies that are in accordance with their majors while at university. The purpose of the study was to analyze the effect of internship experience on the work readiness of Hospitality Management study program students class of 2019, 2020, 2021 Universitas Negeri Padang

## **METHODS**

The methodology used in conducting this research is quantitative with a causal associative approach. The sampling technique used in this study was stratified random sampling. The population of this study were Hospitality Management Students of class 2019, 2020, and 2021 at Padang State University. The sample of this study were 106 respondents who had first and second internship experiences. Respondents of class 2019 were 19 (17.9%), class 2020 were 70 (66%), and class 2021 were 17 (16%). The sample consisted of 48 (45.3%) male respondents and 58 (54.7%) female respondents. The majority of 106 (100%) respondents were aged 18-24 years. The respondents' semesters at the time of internship were semester 4 as many as 16 (15.1%), semester 6 as many as 70 (70%), and semester 8 as many as 20 (20%). The most dominant respondents' internship departments were F&B Service as many as 19 (34.9%), Front office as many as 23 (17.9%), Housekeeping as many as 37 (21.7%), F&B Product as many as 5 (4.7%), Engineering as many as 2 (1.9%), Finance/Accounting as many as 10 (9.4%), Sales and Marketing. Respondents who did internship 1 were 81 people (76.4%) and internship 2 were 25 people (23.6). 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 are internship experience and self-efficacy (independent variables) and future career readiness (dependent variable). Likert scale was used as the research measurement tool. PLS-SEM (Partial Least Square Structural Equation Modeling) was used as the inferential analysis method in this study

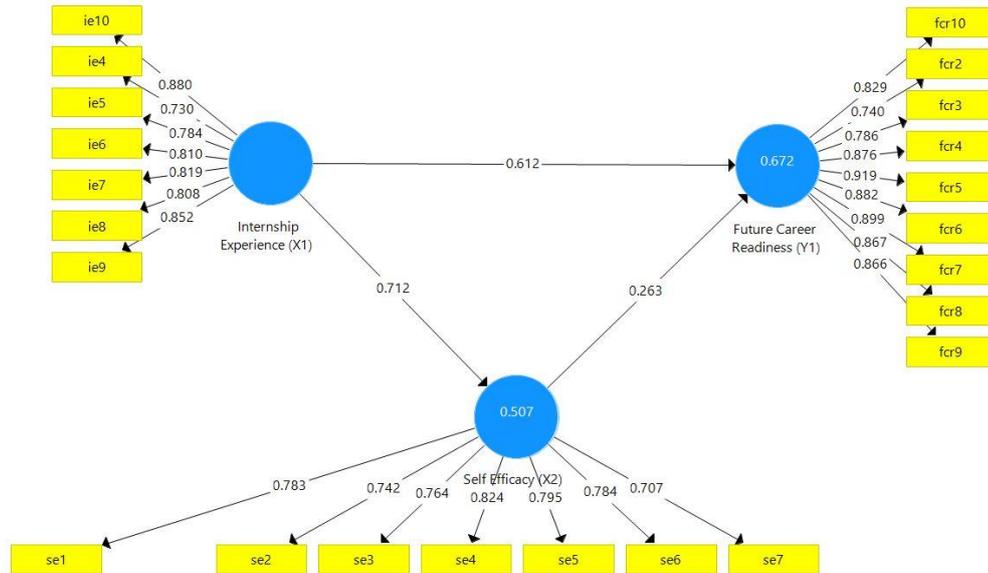
## **RESULT AND DISCUSSION**

### **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.



**Fig. 1.** Measurement Model

Figure 1 above illustrates a summary of the measurement model of this study. The values in the measurement model are acceptable with an outer loading above 0.70. In this section, the measurement model is given to test the effect of work experience on job readiness in the hotel

**Table 1.** Reflective Measurement Model

Latent Variabl	Indicators	Outer Loading	Cronbach Alpt	Composite Reliability	AVE
Internship Experience	ie4	0,73	0,914	0,931	0,66
	ie5	0,784			
	ie6	0,81			
	ie7	0,819			
	ie8	0,808			
	ie9	0,852			
	ie10	0,88			
Self Efficacy	se1	0,783	0,887	0,912	0,6
	se2	0,742			
	se3	0,764			
	se4	0,824			
	se5	0,795			
	se6	0,784			
	se7	0,707			
Future Caree Readiness	fcr2	0,74	0,953	0,96	0,73
	fcr3	0,786			
	fcr4	0,876			
	fcr5	0,919			
	fcr6	0,882			
	fcr7	0,899			

fcr8	0,867
fcr9	0,866
fcr10	0,829

According to table 1, the internship experience, self-efficacy, and future career readiness variables have Cronbach Alpha values of 0.914, 0.887, and 0.953, while the composite reliability values are 0.931, 0.912, and 0.96. This shows that internal consistency reliability is acceptable because Cronbach Alpha and Composite Reliability are higher than 0.70. Furthermore, all loaded components are also significantly acceptable (outer loading ranges from 0.707 to 0.899), indicating indicator dependence. Based on the AVE value, it can be concluded that the measurement model used to prove that the respondent's data has convergent validity. The AVE value for internship experience is 0.661, the AVE value of self efficacy is 0.596, and the AVE value of future career readiness is 0.728. Significantly higher than the minimum level of 0.50.

Furthermore, Heterotrait-Monotrait Ratio (HTMT) analysis is used to evaluate discriminative validity. This analysis is the final step in evaluating the measurement model. The HTMT value in table 2 (HTMT criterion 0.90), no discriminatory validity problems were found. This indicates that problems with collinearity between latent components are not found using the HTMT criterion.

**Table2.** HTMT assesment

	Future Career Readiness	Internship Experience	Self Efficacy
Future Career Readiness			
Internship Experience	0.850		
Self Efficacy	0.749	0.784	

### 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	T Statistics	P Values	Result
Internship Experience -> Future Carrer Readiness	0.612	6.324	0.000	Accepted
Internship Experience -> Self Efficacy	0.712	14.425	0.000	Accepted
Self Efficacy -> Future Career Readiness	0.263	2.897	0.004	Accepted

Notes: \*p<. 05, \*\*p<.01, \*\*\*p<0.001

Path Coefficients for the first hypothesis (H1) show that internship experience has a positive effect on future career readiness at ( $\beta = 0.612$  and  $t = 6.324$ ). The second hypothesis (H2) shows that internship experience has a positive effect on self-efficacy with ( $\beta = 0.712$  and  $t = 14.425$ ). Meanwhile, the third hypothesis (H3) was rejected. This shows that self efficacy has a negative effect on future career readiness with a value of ( $\beta = 0.263$  and  $t = 2.897$ ).

**Table 4.** The effect size, R2 , Q2 statistics

Path Analysis	f <sup>2</sup> Future Career Readiness	Effect size	R <sup>2</sup>	Q <sup>2</sup>
Internship Experience -> Future Carrer Readiness	0.562	Weak	0.672	0.480
Internship Experience -> Self Efficacy	1.029	Weak		
Self Efficacy -> Future Career Readiness	0.104	No Effect		

Notes: f2 values of 0.02 = weak; 0.15 = moderate; and 0.35 = substantial

The results in Table 4 showed a substantial amount of variance (R2 = 0.672) in the future career readiness constructs that can be explained by the proposed first-order model predictors (internship experience and self efficacy). The future career readiness, internship experience and self efficacy explained 67.2% (R2 = 0.672) of the variance in the future career readiness construct. Next, this study reports the effect size, coefficient of determinants and predictive relevance (Table 4). Based on the result, there is a weak effect for the significant paths internship experience path toward future career readiness. Meanwhile, there is no effect on the self efficacy paths toward future career readiness. This study obtains a Q2 value of 0.480 for future career readiness, indicative of a medium predictive model. In this sense, internship experience and self efficacy proposed in this study are predictors of career commitment in the hotel industry.

### Mediating Analysis

The mediation analysis was conducted using the outcomes of the PLS-SEM algorithm and the bootstrap procedure, applying the direct, total and specific indirect, and total effect values. The mediating effects of job embeddedness on the relationship between work compensation and intention to stay in the hotel industry were analyzed and tabulated in Table 5.

**Table 5.** Mediating effect hypothesis

Self Efficacy	
Direct w/ Med	0.
Direct w/o Med	0.
IV>Med Beta	0.
Med>DV Beta	0.
IV> Med SE	0.
Med>DV SE	0.
Sobel test statistic	2.
One-tailed probability	0.00568
Two-tailed probability	0.01137
Result	Signific

The hypothesis H4 showed that internship experience ( $\beta= 0.712$  and  $t=14.442$ ) positively influences self efficacy. Therefore, self efficacy mediated the relationship between internship experience and future career readiness in the hotel industry. This was supported by the Sobel test (independent vs. mediating and dependent), with a significant mediation effect of 2.531. The direct effect model showed that self efficacy significantly mediated between internship experience and future career readiness in the hotel industry. This is because the coefficients of X to M and M to Y were significant in both relationships.

## Discussion

### The Effect of Internship Experience on Future Career Readiness in the Hotel Industry

Hypothesis H1 proposed a causal relationship between internship experience and future career readiness in the hotel industry. This was based on the belief that internship experience enhances the future career readiness in the hotel industry. The results showed a positive effect of internship experience on intention to future career readiness ( $\beta = 0.612$  and  $t = 6.324$ ,  $p < 0.00$ ), supporting hypothesis H1. Furthermore, this demonstrated that internship experience significantly impacted the intention to future career readiness. What can be explained from the results of this study is that the internship experience of the students makes them have future career readiness in the hospitality industry. So, hospitality management graduates who have internship experience will increase their future career readiness in the hospitality industry. This is consistent with Kardimin (2004) who states that work readiness is influenced by two dimensions, first internal factors originating from within including: psychological and mental maturity, internal drive, independence, experience, and motivation. Second, external factors, namely factors that come from outside the student, including: the role of society, family, relatives and friends. Based on Kardimin's explanation above, internship experience is one of the factors that influence work readiness. Similarly, according to Slameto (2013), states that the experiences gained during the internship have a positive influence on work readiness, because the more work experience gained by interns when carrying out industrial internship practices, the higher the work readiness.

### The Effect of Internship Experience on Self Efficacy

Hypothesis H2 proposes a causal relationship between internship experience and self-efficacy. This was based on the belief that internship experience enhances self efficacy. The results showed a positive effect of internship experience on self-efficacy ( $\beta = 0.712$  and  $t = 14.425$ ,  $p < 0.00$ ), supporting hypothesis H2. Furthermore, it shows that internship experience significantly affects self-efficacy. What can be explained here is that the internship experience received by students in the hospitality industry keeps their self-efficacy in check. This is consistent with Rusliyanto (2019), stating that work experience can make a person more competent and professional in the field he is studying. Similarly, according to Gunawan (2020), it states that people who are confident in their abilities tend to succeed, while people who always feel incapable tend to fail.

### The Effect of Self Efficacy on Future Career Readiness in the Hotel Industry

Hypothesis H3 proposes a causal relationship between self efficacy and future career readiness in the hotel industry. This was based on the belief that self efficacy enhances the future career readiness in the hotel industry. The results showed a positive effect of The results showed a positive effect of self efficacy towards future career readiness in the hotel industry ( $\beta = 0.263$  and  $t = 2.897$ ,  $p < 0.004$ ), supporting hypothesis H3. This shows that self efficacy significantly affects students' future career readiness in the hospitality industry. Students still have good self efficacy, so their future career readiness in the hospitality industry can still be maintained. This reinforces that self efficacy has a significant impact on future career readiness in the hospitality industry. In other words, this illustrates that hospitality management students who have graduated understand well the self efficacy that sometimes takes a long time compared to other sectors. Similarly, Noviana (2014), stating that there is an influence of self efficacy on work readiness, because the existence of self efficacy will shape students' mentality and emotions to form work readiness.

### The Mediating Effect of Self Efficacy on Internship Experience and Future Career Readiness in the Hotel Industry

The finding of H4 demonstrated that self efficacy mediated the relationship between internship experience and future career readiness in the hotel industry. The finding of H4 demonstrated that self efficacy mediated the relationship between internship experience and

future career readiness in the hotel industry. Furthermore, it suggested that the strength of the relationship between internship experience and future career readiness in the hotel industry increases with self efficacy. Therefore, the future career readiness depends on the internship experience influenced by self efficacy. What can be interpreted is that students have a strong future career readiness in the hotel industry, which is supported by self efficacy that has been formed because the internship experience received is still in line with the students expectations. This was consistent with Eliyani (2016) stated that internship experience strengthens self-efficacy towards work readiness.

## CONCLUSIONS AND SUGGESTIONS

### Conclusion

The overall findings showed that internship experience affects the hotel management students self efficacy subsequently on future career readiness. Furthermore, self efficacy increased the relationship between internship experience and future career readiness in the hotel industry. Hotel management students of class 2019, 2020, and 2021 view their internship experience enough to meet their expectations, satisfying their future career readiness. This increases their motivation to perform and stay in the hotel industry. Additionally, the hotel management students of class 2019, 2020, and 2021 in Universitas Negeri Padang had a similar experience, affecting their decision to career in the industry due to an interest in internship experience. This study's limitation was the methodological approach, namely quantitative. Based on the data valuation, this approach could symbolize the relationship between the relevant variables but failed to explain the issues in a wider context. Therefore, future studies can replicate this using a mixed-method, including a survey on hotel management graduates working in the hotel industry and interviews with the human resource manager. This will provide a more explicit, visible, meaningful, or detailed picture of the discussed issues. Investigating the effect of internship experience on students of class 2019, 2020, and 2021 future career readiness in the hotel industry gave a better understanding of its causes and effects. Subsequently, testing the self efficacy as a mediator between internship experience and future career readiness produced some new theoretical understanding. These findings provided significant insights with varying consequences for the hotel management to maintain or improve internship experience in increasing students self efficacy and future career readiness in the hotel industry.

### Suggestion

Based on this, it is necessary to take action from the campus, including the need for evaluation of the implementation of internships, especially regarding the suitability of work at the internship site with the competencies needed by students. In addition, it is necessary to select internship sites and place students according to the required competencies. The importance of increasing supervision of supervising teachers to be maximized.

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