



# What do the Hospitality Student Find Important about Internship During the Covid 19?

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## ARTICLE INFO

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## ABSTRACT

*The COVID-19 pandemic is currently sweeping the world and hitting all sectors of the economy.*

*There are more than 3,900,000 positive cases of corona virus infection worldwide and more than 270,000 people have died. The impact of this pandemic is not only on the world of health, but also affects all aspects of people's lives. Currently, people are encouraged to do Social Distancing, where teaching and learning activities, work and worship are done at home. In addition, recommendations regarding Health protocols from WHO (World Health Organization) such as diligently washing hands, maintaining health and hygiene and always wearing masks when traveling out. This certainly has an impact on the general economic condition of the community, where many people are laid off because the company, they work for has stopped operating either temporarily or permanently. One of the sectors that has the most impact in this pandemic is the tourism sector, which includes tourist accommodation or hospitality. The hotel sector has been paralyzed in recent years. This can be seen from the decline in room occupancy rates in hotels. This study aims to see How Importance the Internship program for Podomoro University Students during the Covid 19 Pandemic.*

*This research uses descriptive qualitative. Primary data was obtained through interviews and surveys, while secondary data was obtained from related journals, public information and previous research.*

## 1. Introduction

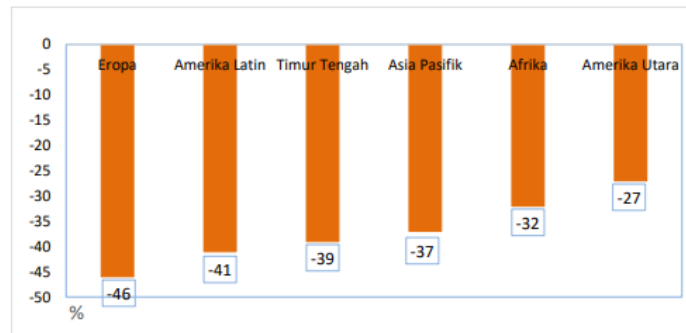
The Covid-19 pandemic is one of the biggest challenges faced by the Tourism and Creative Economy Industry in Indonesia. In fact, since February 2020 the number of foreign tourists entering Indonesia has decreased very drastically and the peak occurred in April 2020 with only 158 thousand tourists. Indonesia, as a country with the fourth most population density in the world, is expected to experience a very significant and long period of influence compared to other countries. (Djalante etc,2020). The impact of this pandemic not only affects the health

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sector but also affects all aspects of people's lives, one of which is tourism and education. Currently, people are encouraged to do Social Distancing, where teaching and learning activities, work and worship are done at home. In addition, recommendations regarding Health protocols from WHO (World Health Organization) such as diligently washing hands, maintaining health and hygiene and always wearing masks when traveling out. This certainly has an impact on the general economic condition of the community, where many people are laid off because the company, they work for has stopped operating either temporarily or permanently.

Based on worldometers data, per week (21 November 2021), positive cases exposed to the SARS - Cov 2 corona virus reached 257,572,804 cases. A total of 232,542,678 people were declared cured, and 5,116,304 people died ([www.worldometer.info](http://www.worldometer.info)). Based on data, the distribution of the Covid-19 pandemic in Indonesia was confirmed as many as 4,253,412 people who were declared positive, 143,739 people died, and 4,101,547 people were declared cured ([www.worldometer.info](http://www.worldometer.info)).

Fig I. Percentage Change in World Travel Industry Revenue from 2019 to 2020 (%)



Source: Becker, 2020

In Indonesia, the visible impact is that tourism sector workers experience a decrease in income, especially those related to accommodation and food and beverage providers; large-scale and retail trade; repair of cars and motorcycles; and warehousing and transportation (BPS, 2020a). In February 2020, the number of unemployed in Indonesia during the beginning of the Covid-19 pandemic was 6.88 million people with an Open Unemployment Rate (TPT) of 4.99 percent (BPS, 2020a). In areas that rely on tourism as their main income, pessimism has begun to emerge about the future of the tourism sector, especially for areas that are highly dependent or interested in developing tourism given the uncertainty of when the Covid-19 pandemic will end. Sambodo (2020) stated that the Covid-19 pandemic in the tourism sector had at least an impact on economic risk in relation to: 1) Temporary Closure of Hotels, Restaurants, Other Tourism Industries; 2) Employee Reduction: Unpaid Leave/Termination of Employment (PHK); 3) Liquidity Difficulties: Failure to Pay Investment Credit and Working Capital; and 4) Permanent Business Closure.

Covid-19 certainly has an impact on various fields of life such as economic, social, tourism and especially education. The face-to-face teaching and learning process is indicated to accelerate the spread of Covid 19. As in universities, usually all forms of lectures are carried out face-to-face but with the current situation it is difficult to replace them with online methods or e-learning (Napitupulu, 2020). Through the circular letter of the Ministry of Education and Culture No. 1 of 2020 regarding the prevention of Covid-19 in universities by implementing distance learning and students learning from home through various online learning platforms (Kemendikbud, 2020).

Apprenticeship is a profession-oriented learning technique that aims to prepare students with work-related skills and expertise essential for future careers (Chen, et al. 2011). Internships help to familiarize students with practical skills, improve social relationships, motivate future learning and develop socially acceptable personalities (Calloway & Beckstead, 1995). Internships prepare students according to the changing demands of the business world but on the other hand, if students experience poor satisfaction, they can change their attitude towards subject and college choices. Students can develop both negative and positive attitudes and behaviors due to the internship experience. A positive attitude generates loyalty and a willingness to offer more while a negative attitude results in regret for their choice in a future career, negative word of mouth towards programs and colleges. The internship program is intended to create experience and behavioral intentions as the basic output of university programs that aim to facilitate the acquisition of career values and enhance personal development.

Podomoro University's Hotel Business Program Department which implements two internship schemes chosen by students who have internship courses in the Odd Semester of the Academic Year 2021/2022, namely online internships and internships in Industry. The results obtained are that around 65% of students choose online internships and around 35% percent choose internships in Industry. Internship is defined as a learning process to find out abilities and add experience according to their field. The existence of experience from internship activities is expected to shape students' knowledge and behavior so that they are able to face future problems (Sari, 2018). In accordance with the Standard of Operating Procedure for student internships in the Hospitality Business Program Department of Podomoro University, internships are carried out in various agencies with final reports on internship courses in the form of outputs such as videos or presentations.

Because there are still 35% of students who are interested in internships in Industry out of a total of 238 students of which around 18% percent have experienced covid 19 before starting an internship or during an internship, it is done but still decides to take part in the internship program. This research is to find out "What do hospitality students find important about internships during the covid 19 pandemic?"

## **2. Research Methodology**

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 84 people. Meanwhile, what is meant by the sample according to Sugiarto (2006, p.9) is part of the number and characteristics possessed by the population.

This research takes place at Podomoro University, which is located in West Jakarta, Indonesia. It is a Tourism University operating since 2014.

Primary data samples were obtained from interviews with several students who had internships in the United Arab Emirates, Indonesia and the United States. Then we also distributed questionnaires to all of them. Furthermore, secondary data collection was obtained through the required documents and obtained from related journals, public information and previous research.

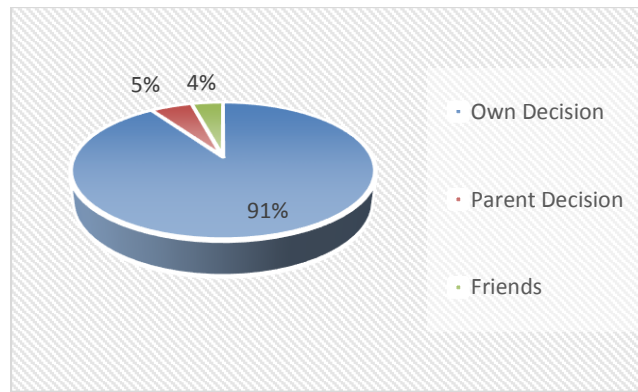


Fig 3. Internship Placement Podomoro University Student (%)

### 3. Result and Discussions

With the high rate of covid 19 in Jakarta during this pandemic, the 35% of Podomoro University students' steps for internships in Industry have not been reduced. The majority of interns are female as much as 75% and male as much as 25%. The average age is around the age range of 17-20 as much as 82% and ages 21-23% as much as 18%. The prolonged covid 19 pandemics since March 2020 has forced Podomoro University to combine the internship period of two batches in the odd academic year 2021/2022 consisting of students from the 2019 and 2020 batches. The 2019 batch has postponed the departure of the internship which should have started in semester 3 to semester 5. Students who decide on this internship there are about 5% have comorbid and 95% have no comorbid. In terms of specialization, from year to year the top position is always occupied by the culinary department.

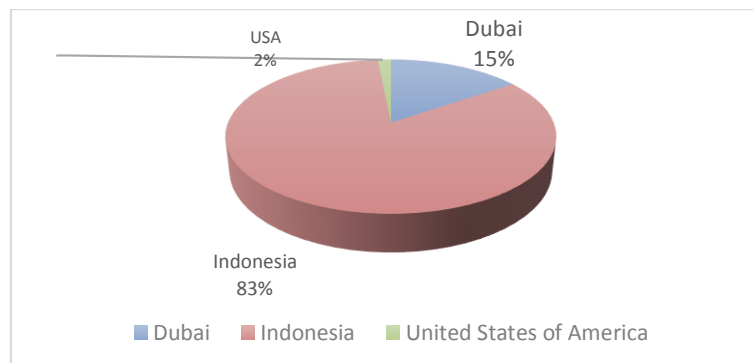


Fig 4. Podomoro University Student Internship Department Options (%)

In the midst of the COVID-19 pandemic that coincided with the internship period, students felt that choosing an internship directly in the industry was the most appropriate decision because when they had to choose there were only two choices. Online internships or direct internships in the industry. Internships in the industry are considered effective because they will be able to learn more both hard skills and soft skills in the form of how to communicate with fellow co-workers. A total of 35% of students who took an internship stated that the source of motivation to decide on an internship was themselves. From the data below, it can be seen that 91% of students' decisions for internships are their own decisions. 5% due to encouragement from parents and 4% due to encouragement from friends.

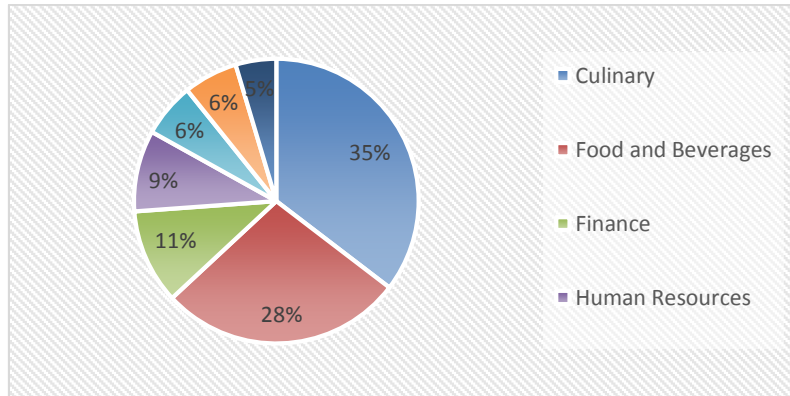


Fig 5. Source of Internship decision Podomoro University Student (%)

Individual factors are important variables that are essential to determine the effectiveness of the implementation of industrial work practices. Students undertake industrial work practices as an opportunity to learn so programs must be supported by courses that provide the skills needed to do a good job. A number of research studies have investigated the relationship between hospitality internship student satisfaction and career intentions. This paper provides empirical evidence on internship programs with a focus on factors that contribute to student internship satisfaction and career intentions. Provision for college, 11% for adding other networks mostly answered because they wanted to apply college lessons, increasing the value of CV.

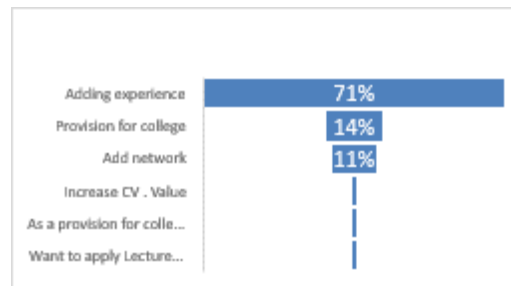


Fig 6. Reason for deciding on internship (%)

The pocket money factor given by the industry is also not an important factor that decides students to decide on an internship because the majority of 40% of students do not get pocket money but continue to undergo the internship program that has been chosen. On average, students who get pocket money, as much as 34% get pocket money in the range of IDR 100,000 – IDR 500,000, 5% > IDR 2,000,000, 9% get IDR 1,000,000 – IDR 2,000,000, the rest get an amount of IDR 600,000 – IDR 1,000,000 as much as 2%.



Fig 7. Range of pocket money given by Industry (%)

Although some discrepancies were found between students' expectations and actual perceptions of their internships, this paper suggests that the experiential learning approach enables students to understand the industry, put their academic knowledge into practice, and decide whether they will pursue a career in hospitality or leave industry. Education is about equipping people for work, so knowledge for knowledge is irrelevant to these goals and the needs of employers (Wang et al., 2009, p. 69). Internships allow students to form realistic expectations about their careers, and develop the skills needed to be successful in a competitive marketplace.

A well-planned internship can maximize the potential to prepare high-quality hospitality management graduates. The authors propose that managers and host organizations in the industry should add value to the internship programs offered at their hotels with students in mind.

Apart from that, students should also prepare for their internship by developing the skills, competencies and attitudes required for the sector. They must understand that it is a learning process to overcome problems and become more employable. Even though the university is changing the curriculum to be more business-oriented, students must understand the value of internships and demand that element in their course of study. They can also be more involved with the curriculum and other extra-curriculum activities such as field trips, projects to engage with the industry and have a better perception of employment in the hospitality industry. Finally, educational institutions should consider students' expectations and opinions about their internship experience (Tse, 2010). Although students may have a limited view of the context of an internship, there are ways to help them develop an understanding of expectations. Alumni, students who have completed internships or even employers can offer presentations and discussions with students about the importance of internships and job requirements. A designated internship coordinator whose primary responsibility is to monitor internships, should work closely with employers, identify potential problems, offer consultation to students and employers, and provide other necessary support. The internship program should include training prior to the internship, ongoing consultation and support during the internship, and a post-intern review where students may be asked to reflect by reporting on their experiences and learning. Pre-internship training may include practical/applied courses with demonstrations, or for example students may be asked to organize events from the start of event planning to completion, budgeting, operations. This might give them some experience in the operating area. Educational institutions can collaborate with industry and use their facilities to provide students with hands-on experience during their studies.

#### 4. Conclusion

Based on the results of the research conducted, there are the importance of internships during the COVID-19 pandemic, namely:

##### 1) Adding Experience

As many as 71% of students said that the reason for joining an internship was to gain experience. The COVID-19 pandemic that has occurred since March 2020 has forced students to study at home online and this makes them bored. With the opening of the internship opportunity which was delayed for almost a year for the 2019 class, they were bored and they took advantage of this opportunity. By going directly into the industry, students hope to get new experiences and things to be learned. In addition, with this internship program, they can better feel the department they have chosen so that when they graduate, they will know more about where the right place for their career will be.

Some students also said that by doing internships during the COVID-19 pandemic, they will experience internships during the pandemic and also want to feel if conditions improve in terms of business and the creative process of hoteliers to survive with the lack of room occupancy.

The COVID-19 pandemic has not affected the students' fighting spirit to develop themselves through the internship program, although around 18% of students have been exposed to COVID-19. Through the internship program, students say they learn a lot about the hospitality industry and apply the learning and knowledge gained through work practices in the professional world. Covid-19 is not an excuse to stop developing yourself. Learning from the harsh world of work is a challenge for students to be more independent and have high fighting power.

##### 2) Provision for college

Virtual classes since the covid 19 pandemic occurred, making around 14% of students decide to do internships in the industry to add to their provisions after college. They said that teaching and learning activities at home and practice were also carried out virtually so that they did not feel the practice directly. With internships in this industry, they hope to be able to practice in the industry, interact with other people directly and prepare for a brighter future. This happens because of the assumption that internships in this industry are one of the first stepping stones for them to expand their connections, learn new things, become responsible, independent and more mature individuals.



Fig 8. Student Internship with guest at Dusit Thani Dubai

### 3) Add Network

About 13% of students think that the importance of internships is to add to the network. Internships in the industry allow students to meet many people with various skills. The student said that he would not waste the opportunity available for two internships at Podomoro University. In this era of the COVID-19 pandemic, job opportunities are decreasing, this internship program adds to the network of student connections, these experiences and benefits will be useful when graduating and looking for work.



Fig 9. Student Internship with guest at Intercontinental Fujairah Resort, UAE

### 4) Increase CV Value

2% of students said that by implementing an internship program, they could increase their CV portfolio to be valuable in terms of the duration of the internship that was carried out in accordance with the skills they were interested in and the experience of internships at international hotel chains.



Fig 10. Student Internship got some achievement as Intern of The Month at Intercontinental Fujairah Resort

### 5) As a provision for college and also add experience

2% of students said that by carrying out an internship program, when they graduated from college, they had gotten quite satisfied links from the total number of 2 internships that had been done.





Fig 11. Student Internship with Colleagues at Intercontinental Fujairah Resort, UAE

6) Want to apply Lecture Lessons

There are 2% of students who think that the importance of internships is to prove first-hand practice in the real world of work with real guests. In addition, they also want to be able to feel how life really is in the hospitality world.



Fig 12. Student Internship with guest at Dusit Thani Dubai

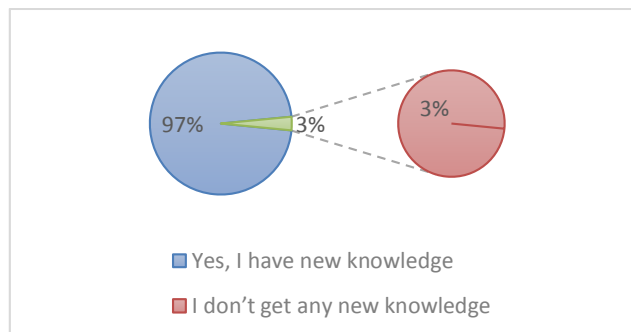


Fig 13. Percentage of knowledge from Internship

From this research, it can be seen that Internship is still the most important thing for every student who majors in hospitality and as many as 97% feel they have gained new knowledge in the world of work.

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