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**A STUDY ON INFLUENCE OF POST-INTERNSHIP EXPERIENCE
TOWARDS STUDENT'S CAREER INTENTION**

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ABSTRACT

The aim of this study is to investigate the factors that affect student career intention after post-internship program. This is the argumentative method where the related various journal article are collected and analysed to determine what are the most post-internship experience factors that affect career intention to industries. Based on the study, the results showed that work experience, benefits, work environment and bullying workplace from the internship program are positively impact the student decision making after their internship program. From the analysis, the work experience itself was the most influence among the factors.

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CHAPTER 1

1.0 INTRODUCTION

Upon to achieve about 36 million tourist arrivals by the year 2020, Tourism 2020 Vision gauges that around the world worldwide landings rely. Based on the latest Malaysia tourism data, Malaysia's international tourist in 2017 reached 25.95 million. Hence, the highest total tourist arrival by month is in December that shows 2,435,564. (Tourism Malaysia, 2018). Malaysia also has been categorized ninth with 24.6 million international tourist arrivals in 2010 in the United Nation World Tourism Organization (UNWTO) that list of ten most visited countries, (The Star Online, 2012).

The growth of tourist arrivals every year will lead to the development of hotel accommodations. It is reported by Tourism Malaysia the number of hotels has increased from 72000 in 2015 to 97000 in the following year (Tourism Malaysia, 2018) and thus creating new employment opportunities. The hospitality and tourism industry is now turning to academic institutions for employment of skilled workforce to fill the varied industry demands (Zain, Radzi, Lahap, & Abdullah, 2016). Moreover, the hospitality industry requires talented and skilled workforce to be successful in the competitive market (Ko, 2008).

However, Malaysian hotels are having complications in grabbing and maintaining skilled and educated workers (Patah , Zain, Abdullah, & Mohd Radzi, 2009). Another article found there are some of the students have a lesser of sureness about their future in the industry after their training program (Wu & Wu, 2006). Richardson (2008) exposed that "the problem the industry is provoking is that some characteristics have been commonly found in the tourism and hospitality industry in Australia impacting on the shortage of skills in the industry. Of those with work experience in the industry, 43.6% claim that they will not work in the tourism and hospitality industry after graduation, with 96.3% of these respondents' citing working experience in the industry as the main reason for this decision".