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FACULTY OF HOTEL MANAGEMENT AND TOURISM

**THE STUDY ON CHARACTERISTIC THAT INFLUENCE
STUDENTS' PERFORMANCE DURING INTERNSHIP PROGRAM
IN HOSPITALITY INDUSTRY**

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**BACHELOR SCIENCE (HONS.)
HOTEL MANAGEMENT
HM240**

JULY 2019

ACKNOWLEDGEMENT

Praise to Allah S.W.T, we finally successfully completed our undergraduate project report throughout His blessing. We also would like to extend our thankfulness to the most precious persons in our life which is our parents for all their moral support, financial support and also to all our friend for giving us a support.

Furthermore, for our supervisor from Universiti Teknologi Mara (UiTM) Terengganu, Dungun campus who is Miss Siti Nor Fadillah Binti Ahmad Shariff, we would like to extend our appreciation for all the reprimand and guidance as it is very helpful for us in completing our report. Also a special thanks to program advisor, Madam Jazira binti Anuar who always remind us to stay motivated and keep advising us to complete this report. Without her, this report cannot be done properly.

Last but not least, to those who had involved and contributed directly or indirectly to this report, we are very grateful for them to the effort shown in our report until we successfully completed.

Thank you.

ABSTRACT

This study seek to examine whether the present of trainees' characteristic like knowledge, skill and attitude have relation with their performance outcome during their internship. Internship program have become an important requirement for all student to involve before they end their studies. This program act as a bridge between educational life and working life. Therefore, the outcome of student performance from internship program will lead them a better chance to have a secured employment in hospitality industry. Related to this topic, the argumentative research will be adopted for the purpose of the investigation. The secondary data method will be apply by using a number of previous studies which will help to collect all the relevant information regarding this study. The relevant finding then will be screened and analyzed by using content analyse method. This study concludes that students achievement within their internship are based on their job performance. This study has also observed a positive and significant relationship within performance of the student and their knowledge, skill and attitude.

Keywords: hospitality industry, internship program, students' performance

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