EFFECT OF INTERNSHIP IN HOTEL INDUSTRY ON AN INDIVIDUAL'S SOCIAL PERSONALITY

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Abstract: The study was conducted to establish a relationship between internships in hospitality industry and their effect on individual's social personality. Aim of the project is to identify how internships in hospitality industry affect an individual's personality traits. It also aims at clarifying how we can maximize the positive outcomes of internships and the future careers of their participants. The study was conducted through Big Five personality trait model. Each of these traits was analyzed with individual's internship experience and results were summarized. A survey was conducted among 243 candidates from Bangalore who had undergone a minimum of 2 months of internship in hotel industry. It was found out that openness, conscientiousness, agreeableness and work environment has a significant impact on willingness to join the industry. These personality traits help in building network, socializing and taking risk in the work place which in turn enhances their work experience. On the other hand, neuroticism and extraversion had the most negative effect on willingness.

Keywords: Big Five personality trait model, work environment, duration of internship, willingness to work in hospitality industry

1. Introduction

The University of Cincinnati first implemented an academic internship program in 1906 (Henry, Razzouk, & Hoverland. 1988). While there is some discussion over which department started the internship program, the first cooperative program was so successful that many other departments and academic institutions developed similar programs (Sovilla & Varty, 2004). The National Society for Internships and Experiential Education (NSIEE): An internship is "any carefully monitored work or service experience in which an individual has intentional learning goals and reflects actively on what he/she is learning throughout the experience" This definition emphasizes students' intentions for participating in internships and how they react to the internship experience.

Internships refer to period of experience which students undertake while undergoing a graduation or post graduation program. It gives them an exposure to the industry and work culture. The internship is an interchange of experiential resources between the student and the organization. These are generally used to determine whether, after the real-life experience, an intern still has interest in the area or not. With the growing trend and dynamics of the environment, every college and institution are making internships mandatory. Internships are mandatory for a hospitality graduate, they must have minimum of 6 months of internship to get a graduation in hotel management. While my first internship in hotel industry I came across with situations and individuals who actually changed my personality and attitude towards work environment , career choice , and others .Hence I wanted to study how it affects other individuals personality.

(Cook et al, 2004) He pointed out that internships give graduates, employers and colleges a range of benefits. Evidently, students are the most important beneficiary of internship tests. According to (Calloway & Beckstead, 1995), "the experience of internship introduces students to practical skills, develops their social relations, motivates future learning and strengthens their social personality. Therefore these students have the ability under a qualified mentor to explore their work priorities and goals.

He found that internships give graduates, employers and colleges a range of benefits. Clearly, students are the most significant winner of practicum exams. According to (Calloway & Beckstead, 1995), "the internship experience exposes students to practical skills, establishes their social relationships, motivates potential learning and enhances their social identity, which is why these students have the ability to explore their job priorities and goals under a professional guide.

The Latin word persona is the etymology of the word ' personality ' which means mask. Façade, exterior, mask, name or image may be synonyms. The meaning of the word, in this context, is the public self, which may or may not differ from the private self. . (Furnham & Heaven, 1999)

The first definition of 'personality' was proposed by Marton in 1924. He proposed that personality was how an individual responded to certain social stimulus and how the individual adapted to the social environment. Personality is that which makes individuals distinctively themselves. It is determined by genes, as well as cultural factors, it operates at the both conscious and unconscious level. Personality changes over time and remains stable as well. (Furnham & Heaven, 1999)

Personality can also be a diverse organisation of the psychology and biology of a person with a view to responding to the world (Allport 1961). It is a constant, long-lasting, peculiar and distinctive characteristic that varies from individual to individual (Guildford, 1959). Personality can refer to a unique combination of individual traits that decide how a person communicates with his / her environment. Traits are human traits that are affected by one's upbringing and the environment. It is a persistent and stable reaction from a person in response to various environmental stimuli (Allport, 1937). The attributes form the basic personality structure. It is a long-lasting tendency to react in certain ways and produce consistent behaviours in different scenarios.

While psychologists are still unable to provide a clearer picture of personality traits today, several general principles that control personality traits may still be found in most academic studies. Such general principles include: personality has some degree of consistency and durability; personality is distinctive and formed by experience between human and environment; personality has some degree of complexity. Personality is not an absolute enigma. For the hotel industry, to recruit the right people for certain positions, certain specific criteria can be used to determine the employee's personality traits.

As every person's personality traits are unique, it becomes one of the key factors affecting individual choices when discussing hospitality students' willingness to join the hotel industry. Most studies in recent years adopted the classification method proposed by (Costa and McCrae 1985) when looking at personality traits' influence on dependent variables. The major five personality traits are: Extraversion, Agreeableness, Neuroticism, Conscientiousness and Openness.

1.1 Industry and company profile

Hotels refer to a hotel or establishment providing travellers and others with lodging, accommodation, etc. The industrial hospitality industry hires about 8 per cent of the total global workforce (LRGUAS). The same report also said this business could employ about 303 million people worldwide by 2020. However, this field has seen significant growth in the last few years. (Ernst & Young, 2013) It should be noted that hotels are the most important segment of the entire hospitality industry, as they form the basis on which all skills relevant to courting and pleasing guests are cantered (Thadani & Manav, 2009). Hotels will contribute significantly to the total tourism services offered through the required facilities and services available to visitors (Ahmed 70-91; Gill 28-77; Hsu and Powers 66-265; Jha 28-257; Ministry of Tourism, Government of India (HRACC)).

Hotels in the Indian subcontinent, in the form of dharamsalas (known as inns in other parts of the world) have existed long before. As monasteries, dormitories, taverns, etc., these offered meals and "accommodation" (Kannan 1-3). Hotels have grown enormously with the passage of time, especially in the last century. Early Indian hotels included the Taj Mahal Hotel and British Hotel in Bombay (now Mumbai) as well as the Great Eastern Hotel and Esplanade Hotel in Calcutta (now Kolkata). Later on, several new hotels were built, affecting both the private and public sectors (Kannan 1-10). In fact, the Government of India has set up the following things to support the hotel industry in India (Kannan1-86 & Mohanty 1-115):

- Indian Tourism Hotel Corporation (later known as the Hotel Corporation of India (HCI) Limited): the development and management of public-sector hotels was founded on 21 January 1965;
- Indian Tourism Corporation Limited: founded on 31 March 1965 to manufacture advertisement materials for tourism in the region.
- Indian Tourism Transport Undertaking Limited: developed on 1 December 1964 to provide tourist transport facilities.

After almost a year of service, the above three entities, the Indian Tourism Development Corporation (ITDC), combined into one body. As of 1 October 1966, the ITDC commenced operations. Today, prior to 1980, the Indian hotel industry consisted mainly of single hotel enterprises. Owing to bottlenecks in improving key infrastructure sectors such as airports, railways, roads, communications, etc., this industry lagged behind its Western counterparts during this period (Kannan 1-86).

However, the face of the hotel industry changed tremendously with new economic policies in 1991 and liberalization and globalization. The industry's technology as well as market share grew significantly. International businesses have entered the

industry, improving India's economy. In fact, the Indian hotel industry recorded a modest growth rate of 7 per cent (India maps) during the financial year 2010-2011. The same author also pointed out that the launch of low-cost airlines; the destination campaign "Incredible India" and the campaign "Atithi Devo Bhava" have greatly helped in this regard. Moreover, the Government of India has also taken 24 steps to boost "travel and tourism," which in the end will help the hotel industry (Kumar 17-41):

- • Abolition of inland air travel levy of 15 per cent
- Reduction of the excise duty on turbine fuel in aviation to 8%.
- Removal of restrictions on charted outbound flights.
- Treating "exhibition and conference centres as a part of core infrastructure."
- Implementation of a visitor visa-on-arrival system with a maximum duration of 30 days with single entry facility provided by the Delhi, Mumbai, Chennai and Kolkata Airports Immigration Officers.

A survey published by Hospitality India in 2012 reveals that the overall number of rooms available in all types of hotels and guesthouses in India is 200,000, with a shortfall of around 100,000. There are 1285 approved budget hotels with approximately 51,000 rooms available throughout the world, apart from dharamsalas, devasthans and guest houses. In 2011, India achieved the 1361th spot among all countries in terms of hotel rooms, according to the Travel and Tourism Competitiveness Report 2011 (Blanke & Chiesa, 215-217) The Ministry of Tourism, Government of India, has developed a "voluntary scheme for the classification of operational hotels" in India based on the following categories to provide "contemporary standards of faculty and hotel facilities" (Ministry of Tourism, Government of India (HRACC Division) :

- Hotels in the Star Category: Hotels in the Star Category are graded as 5 Star Premium, 5 Star, 4 Star, 3 Star, 2 Star and 1 Star.
- Hotels in the Heritage Category: Hotels in the Heritage Category are graded into Heritage Grand, Heritage Classic and Heritage Standard.

The Hotel and Restaurant Approval and Classification Committee (HRACC), Ministry of Tourism, Government of India, is responsible for inspecting and evaluating hotels based on the facilities and services offered. Therefore it also takes care of the following:

- Approval of hotel ventures at time of implementation.
- Classifying hotels into different categories

Some researchers have classified hotels on the following bases (Ahmed 71 & Gill 28-77):

- On the basis of size
- On the basis of location
- On the basis of ownership

The Indian hospitality industry has seen steady growth in room supply, with 1,28,163 advertised rooms operational in 2017/18–a 7.5 percent increase over the previous year and a 11.4 percent CAGR since 2008/09. Hotelivate plans to construct a little more than 35,000 rooms over the next five years, increasing the existing base by 28 per cent and taking the total room capacity to 1, 63,733.

2. Review of Literature

(Braswell & Cobia D, 2000) This research seeks to investigate to what degree dispositional motivation and a subjective sense of achievement during an internship predicts improvements in career self-efficacy. The author describes dispositional optimism as a positive propensity to predict the future to see good things happen. Before beginning their internship, a group of 66 pre-service teachers at a major southern university completed a test of job self-efficacy and the LOT-R evaluating dispositional confidence. Following a three-month internship, the participants were again compared by topic to full measurements of job self-efficacy and individual success assessments Pre and post grades. The findings suggest internships could be a learning experience that effectively leads to improved self-efficacy in the workplace. The study shows how important it is to provide self-relevant performance reviews during an internship, in addition to showing the effectiveness of internships in increasing job productivity. The major drawback of the research is that it was conducted only for teachers in a particular region. Subjective performance measures could be supplemented with quantitative measures to address the risk that an internship may not have adequate resources for appropriate self-assessment skills for further research.

(Costa, Terracciano & McCrae, 2001) Examines how variations between genders occur across different cultures. Cultures can have the same pattern of differences in gender but there are variations in the degree of difference. Gender differences can be emphasized in some cultures; in others, they might be disguised. Data were examined across 24 cultures and 30 characteristics of personality. Women were shown to be higher in Neuroticism, Agreeableness, and Warmth and Openness to emotions while men were higher in Assertiveness and Openness to Ideas.

(Levine, Haidet, Kern, Beasley, Bensinger & Brady, 2006) The purpose of this study was to explore processes related to personal growth during internship. This study analyzes individual growth during their internship and different factors balancing such growth. Every 8 weeks, interns responded to an e-mail containing open ended question related to personal growth. Total of 300 interns were there. Triggers for personal growth included caring for critically ill or dying patients, receiving feedback, witnessing unprofessional behaviour, experiencing personal problems, and dealing with the increased responsibility of internship. Personal growth boosters involved promoting partnerships, meditation, and dedication to core values. Fatigue, lack of energy and exhausting work became challenges to personal growth. The relationship between facilitators and obstacles may determine to what degree personal growth occurs. In further research, quantitative analysis can be performed, and other personality traits can also be seen as variables influencing internship development.

(Amy McManus, Andrew Hale Feinstein, 2008) It aims to explain how we can optimize the positive outcomes of the internships and their participants ' future careers. Using the domain-specific, multidimensional scale, respondents were asked questions about hypothetical situations in a context related to work. The scenarios for the ten samples were given. The proposed model of direction is generated by interrelating three variables which are locus of influence, build of self-determination and socialization of the occupation. There are three universal human needs that influence how people choose certain actions over others: the need for autonomy, the need for relatedness, and the need for competence. The longitudinal analysis could be carried out for future research and the social temperament of interns can be linked to their workplace socialization.

(Richardson, 2008) The purpose of this study is to explore the attitudes and expectations of current Australian undergraduate tourism and hospitality students towards industrial professions. The online survey is administered by internal as well as external graduates. Purpose sampling system is chosen. 240 mails have been sent, 86 of which have been completed and usable. Key findings from this survey are that over 50% of respondents are already seeking jobs outside the industry. Of those with work experience in the industry, 43.6 percent say that after graduation they will not be employed in the tourism and hospitality industry, with 96.3 percent of those respondents citing industry work experience as the main reason for this decision. Most respondents agree it's fun to work in the industry, and feel there are always new things to learn every day. Many respondents believe compensation is a major issue in determining whether to start or end a career in the industry. The qualitative method can also be used with quantitative research. It may take into account various types of individuals and their behaviors. To generalize the results, work may be performed among other universities in Australia. Follow-up studies should give employers explanations why, after graduation, graduates are not joining the tourism and hospitality workforce.

(Scott-Halsell, Blum & Huffman, 2008) The research seeks to explore the association between different socio-demographic variables and the degree of EI among professionals in the hospitality industry. To analyze Emotional Intelligence's current levels in relation to their age, gender, hospitality background, occupational status, hospitality category, and educational level. A minimum of 130 letters and 75 emails have been sent to businesses and individuals applying for membership. Sixty-six industry professionals, representing 15 different organizations, responded to the survey. System used to analyze snowball. Results revealed that hose with higher EI was more likely to participate in EI preparation volunteering events. Data showed that people with less than 20 years of industry experience appear to express their emotions much better than those with more than 20 years of experience. For further research, sample size may be expanded to generalize the results and accommodation students with internship experience may also be considered. There is also the option of including data from overseas brads. It can also be taken into consideration with emotional intelligence considerations such as personality trait of the child.

(Vernon, Villani, Vickers&Harris, 2008) The study explores the first genetic behavioural analysis of the three factors of the Dark Triad and their comparison to the Big 5 characteristics. The Dark Triad includes three fairly newly defined personality traits: narcissism, machiavellianism and sub-clinical psychopathy. It obtained data from 139 pairs of twins. 75 were monozygous twins and 64 dizygous twins ranged from 17 and 62. We have been reached in an email or over the phone. In line with several prior research, important correlations with some of the Dark Triad variables, and between each of the Dark Triad variables, and each of the Big 5. Positive association has been identified between narcissism and psychopathy, and between machiavellianism and psychopathy. Such associations are primarily due to associated genetic influences, to the degree that the phenotypic level interacted with these variables. Machiavellianism also revealed that common environmental influences had an impact.

(De-Chih Lee & Chun-Fu Chen, 2011) The purpose of this study is to examine the impact of previous work experience on their willingness to work and socialize and to study the impact of 5 different personality traits on their career development. The questionnaires were distributed in a group test setting. The survey was conducted in May 2008, and the sample group was five schools in southern and central Taiwan that offered hospitality related vocational programs. In total there were 366 respondents and all were college students. Study found that having previous work experience helped students adapt to the internship socialization environment. As for personality traits, with the exception of neuroticism all of the other personality traits had a positive influence on the willingness to work in tourist hotels. The research was carried out only for 5 major personality traits. Other traits were not considered. Only study was limited only to college students. Future researchers may

wish to consider studying these factors in more depth in the future and hospitality professionals may also be taken into consideration.

(Neal, Yeo, Koy&Xiao,2011) Prediction of the shape and course of job position success from the Big 5 personality trait model has been tested. Nine levels of job role success are generated by cross-classifying the form of work role activity with the degree at which that behaviour leads to effectiveness. The investigators received self-report personality tests from the government employees and subordinates success scores of 1447. Both were carried out by online survey and paper-pen survey.
Openness to knowledge and agreeability were positively linked to opposing influences on individual proactively openness, while consensus was negatively related to this aspect. Conscientiousness was a greater measure of capacity to particular activities than the other eight measurements, while neuroticism was the reverse. Extraversion was adversely related to the human competences. The sample size was low and the research did not explore environmental variables that could influence relationships of personality–performance.

(Barlett & Anderson, 2012) The research explores the direct and indirect association between Big Five personality traits and violent aggressive behaviour. Those results were analyzed by data from two large samples using different Big 5 scales. Sample 1 was composed of 347 participants and sample 2 was composed of 843 participants. All participants were undergraduate students from the same large university in the Midwestern region. Overall, the findings have shown that the pathways from Big 5 to aggressive behavior depend on both the particular type of aggressive behavior and the assessed Big 5 characteristics. Openness and consistency were directly and indirectly related to physical aggression, but were related only indirectly to violent behaviour. Likewise, neuroticism was directly and indirectly linked to, but not to, physical aggression. The current study's restriction is based only on the major effects of the Big 5 on violent behaviors, hostile feelings and aggressive behaviour.

(Alam, Stepanov & Riccardi, 2013) explores the association between identity and how people act on social networks. For evaluate the research, it uses the concept of personality trait BIG-5 and online social network as a face book. Data is obtained from 250 people who used to be facebook users. Raw data such as the state of the face book, comments and author information were used. It has been shown that there is a strong correlation between the temperament of the individual and the manner in which they function. Future ramifications of this research include synchronization of syntactic, procedural and observable highlights; consideration of highlight preference, classifier blend approaches, which may cause more evidence to interpret character attributes (Sun Youn & Fumio, 2014) Through analyzing the details of the Japanese and U.S. sample, the study investigates and discusses how non-subjective skills are assumed to be non-subjective. Personality is perceived as a form of cognitive ability that can have an effect on individuals ' economic decisions and outcomes. Data were obtained from over 7600 Australian households, and factor analysis was conducted. As a result, mean level changes in personality traits were observed to be small, and do not vary substantially across different age groups. It has been observed generally that non-cognitive ability works as a reliable input into many economic decisions.

(Sisson & Adams, 2013) The main objective is to evaluate the essential skills of the hospitality industry and to decide whether there are variations between the skills needed by the lodging, food and beverage managers and the conference and event management. A study of the literature and previous survey tools was used, from which a list of 114 possible expertise, abilities, and attitudes are defined as important to hospitality managers. They took an online poll of 114 experts in the industry and hospitality educators. Of the 16 soft competencies, all respondents found 11 important, and only 2 had a significant difference in value between practical work areas. There is a positive relationship between accounting, communications, and human resources and the area of adaptation competencies. Technical skills such as competencies in information technology, legal and regulatory standards need to be learned but should not precede soft competences. Changing patterns regarding women working in industry can also be considered. Work may be conducted at all management levels. Additional research will review the effectiveness of hospitality services in teaching soft skills and the most effective approaches to use in teaching these skills.

(Woo, 2013) This study examines the intersections of internship stage models and organizational assimilation processes to better understand student experiences.13 interns are interviewed one to one, among which 8 are seniors, 3 juniors and 2 have already graduated. All the interviews were audio-taped and ranged between 40 minutes and 75 minutes, averaging 60 minutes. Semi-structured research questions were used in order to gain information. Findings indicate that students are more adaptive to socialization than individualization in terms of their responsibilities and roles during organizational assimilation. The idea of organizational identity was so broad and complicated that during the process of their internships students were unable to understand their host organization identity; instead, through their understanding of organizational assimilation, participants understood the organizations culture**.** Future research should be able to tease out organizational differences by collecting a larger participant sample from interns in organizations that are similar in size and budget. It can also be a dyadic study. Study from both interns and organization's end should be taken. Quantitative study can also be taken into consideration.

(Cheong, Yahya, Shen, & Yen, 2014) The objectives of this study were to better understand the experiences that the students went through during their internship and to recommend ways in which the educational institution could further enhance this experience. The primary results for this analysis were in-depth interviews with four purposively chosen students from a business school at a private Malaysian university. Discussion has proceeded from 15-45 minutes. We both agreed that what we learned during the internship surpassed their in-class experience. We have been able to see the' bigger picture' and improve their delivery and skills for the public. Besides that they also grew to be more autonomous. The interviews with the four participants could be obtained prior to the internship. Additional work could be carried out to determine the key factors that influence the happiness of the students with their internship. Quantitative study can be carried out to generalize the data.

(Moghaddam, 2014) It examines the perceived potential of business internships in helping students to acquire or improve their personal and business values. The research also examines the effect of the personality traits of the students on their perceptions. Survey was conducted among 899 respondents. Questionnaire was divided in 3 parts and then distributed to them. Study revealed that students find the business internships to be effective in helping them to acquire or improve their personal and business values. It is significantly stronger for those students who have not yet taken an internship than those who have taken or were currently taking one with respect to their business values. In the same way, this category of personality traits of students played a more significant role in shaping their view of the ability of internships as a means to gain or develop personal and business values. In further study students from different background can be taken into consideration for evaluating their internship performance.

(Leephaijaroen, 2016) The purpose of the study is to investigate the impact on the actions of organizational citizenship of the major five personality traits and organizational commitments. For study mixed-methods approach comprising quantitative and qualitative methods. For the quantitative research method, 249 support staff and 11 support staff at Ubon Rachathani Rajabhat University in order to explain the qualitative findings. The findings revealed that the big-five personality traits and organizational commitment have positive effects on the OCB. The highest effect was agreeable personality, followed by continuance commitment, conscientious personality, affective commitment, and emotionally-stable personality. Some of the limitations include 1. Qualitative study may not give true results. 2. Only 5 big personality traits are considered. Other social factors can also take place. The study should include other social factors while analyzing their behaviour patterns in work place.

(Geerlink & Lashley, 2018) This research seeks to investigate the implications and advantages of hospitality management students ' study results, expertise and career development when they are working as students in the hospitality sector. Qualitative study-4 applicants were interviewed and 82 respondents were polled on Quantitative study-Survey. All the respondents were businessmen and graduates in the hospitality sector. Entrepreneurs like to work with students because they are flexible and willing to work on weekends and evenings. Many graduates have college jobs for money and very few for training. Students working in business-related jobs are more likely to get jobs in the industry, although there is evidence that work experience in any profession has advantages. Other considerations such as learning climate and attitude of people towards research can be taken into consideration for further analysis. For further assess their results students post work and pre job can be polled. You can also include their personality traits in the study.

(Losekoot, Lasten, Lawson & Chen, 2018) The present study aims to find the relationship between perceived stress, emotional intelligence (EI), and hope among intern nursing students. A descriptive correlation design was conducted at the clinical settings of internship training of faculty of Nursing, Damanhour University among 174 respondents. Results of the study revealed a significant +ve correlation between level of emotional intelligence and hope and a significant -ve Correlations between level of perceived stress and both level of emotional intelligence and hope among the studied interns In conclusion emotional intelligence as an skills is better suited to handle day to day perceived stress in internship nursing experience High emotional intelligence and optimism will meaningfully predict healthy functioning and less expected stress at work. For further study, personality can be linked to both stress and emotional intelligence and results could be found. Different types of personality affecting stress levels of interns could be studied.

(Peters, Kallmuenzer & Buhalis, 2018) This research explores factors influencing the quality of life of hospitality entrepreneurs ("HE-QoL") and how they contribute to the development of companies. Goals include the recognition of different factors influencing the quality of work life with its relationship to business objectives. To find out how small and medium-sized businesses handle their creative hospitality. This discusses how various groups of entrepreneurs link the understanding of QoL, entrepreneurial competencies and business growth. An online survey of 380 respondents was conducted. Population of 380 participants, made up of 141 women and 221 male businessmen. Six aspects Physical well-being, economic well-being, social well-being, emotional well-being, geographic well-being and civic well-being resulted from the study, 2 large groups of entrepreneurs were found with different perceptions of QoL and entrepreneurship skills: the so-called Approvers & Disapprovers. Work could have been carried out also in nearby regions. It is possible to take into account political and conditions impacting the business environment. Family-dominated business should be taken into account as it significantly impacts the quality of life.

3. Research Design

3.1 Objectives of the study

The objectives of the research are:-

- To study the impact of internships on an individual's different personality traits
- To understand how intermittent internships affect individual's personal development and brings about the change in their personality
- To understand an individual's process information during internships and amount of effort extended during an internship
- To understand the experiences that the students go through during their internship and to recommend ways in which the educational institution could further enhance this experience.

3.2 Statement of problem

Internships are the first phase of interaction of students with organization and its work environment. Hospitality industry has a different work culture as compared to other industries like IT or Management. The personality of students is totally different before and after the internship. They tend to get a change in their behaviour, communication skills, attitude, confidence and others. This research will analyze how internships affect their personality traits and how can we bring about a change in our hospitality industry to optimize the changes in personality of students. We should make them think more positive about internships.

3.3 Scope of the study

This study will majorly focus on effects on internship on an individual's personality traits. There are not many studies taken on internships which specifically relate to personality traits in hospitality industry. It will give a clear picture to the firms, regarding their internship or training program. Indian researchers haven't studies this topic in detail. Sample of Indian population is not taken into consideration yet; hence this study will majorly study the Indian population with its culture. It will be a quantitative study in Bengaluru The sample size is huge; hence the findings can be generalized. It will in turn help the institute and the internship organization to modify their training plan according to students change in personality.

3.4 Aim of the project

Aim of the project is to identify how internships in hospitality industry affect an individual's personality traits. It also aims at clarifying how we can maximize the positive outcomes of internships and the future careers of their participants. We will study Big Five personality traits and how each of them affects students after their internship. The Big five personality traits include; Extraversion, Agreeableness, Neuroticism, Conscientiousness and Openness. The intermittent part of internship is also taken into consideration with respect to personality traits.

3.5 Conceptual framework and variables

Control Variables

A variable in an experiment which is held constant in order to assess the relationship between multiple variables, is a control variable. A control variable is an element that is not changed throughout an experiment, because its unchanging state allows the relationship between the other variables being tested to be better understood. Control variables used here include gender, age, occupation and duration of internship.

Independent Variables

Openness: Openness is a tendency to be innovative, broad minded and curious, arguing that this trait is likely to be displayed when a person has the opportunity to be inventive and contributes to an innovative community, or is expected to learn ways of doing things and consider it**.** It is general appreciation to art, emotion, creative, adventure, imaginative and curious etc. People are tending to be open to all situations and accept it very well. High openness can be perceived as unpredictability or lack of focus, and more likely to engage in risky behaviour and adventures. Moreover, individuals with high openness are said to pursue self-actualization. Those with low openness seek to gain fulfilment through perseverance

and are characterized as pragmatic and data-driven. They work according to their theories and values. They do not understand the need for change and cannot easily perform new or any different kind of activity.

Conscientious: Conscientiousness represents a tendency to be secure and drive for achievement. People who are conscientious are organized and have a strong sense of duty. They're dependable, disciplined and achievement-focused. High conscientiousness is often perceived as being stubborn and focused. They plan their each activity and do not prefer uncertainty in their lifestyle. Low conscientiousness is associated with flexibility and spontaneity, but can also appear as sloppiness and lack of reliability. They just go with the flow and work accordingly.

Extraversion: Extraversion is a sociable, gregarious and assertive tendency. Argued that this tendency is likely to be found when there is a need to collaborate and function in a team with other people It is possibly the most recognizable personality trait of the Big Five. The more of an extravert someone is, the more of a social butterfly they are. Extraverts are chatty, sociable and draw energy from crowds. They tend to be assertive and cheerful in their social interactions. Introverts, on the other hand, need plenty of alone time, perhaps because their brains process social interaction differently. They are reserved and do not prefer sharing their emotions with anyone.

Agreeableness: Agreeableness is a propensity to be friendly, courteous and compassionate. It measures the extent of a person's warmth and kindness. They value getting along with others. They are generally considerate, kind, helpful, trustworthy, faithful and friendly. The more agreeable someone is, the more likely they are to be trusting, helpful and compassionate. They have a optimistic view in life. Disagreeable people are cold and suspicious of others, and they're less likely to cooperate. They don't get along with others easily and are challenging people to deal with. They place self interest before others.

Neuroticism: Neuroticism is characterized by negative perception, intrusive thoughts, and emotional reactivity. This trait is thought to be a generalized way of responding through contexts, as it is a predisposition to perceive relevant personal stimuli as a potential threat and to react emotionally .Also known as emotional instability, it is the tendency to experience negative emotions, such as anger, anxiety, or depression. Those who score high in neuroticism are emotionally reactive and vulnerable to stress, they also tend to be flippant in the way they express emotion. They are more likely to interpret ordinary situations as threatening, and minor frustrations as hopelessly difficult. Their negative emotional reactions tend to persist for unusually long periods of time, which means they are often in a bad mood. They are pessimistic in their approach. Individuals who score low in neuroticism are less easily upset and are less emotionally reactive. They tend to be calm, emotionally stable, and free from persistent negative feelings.

Work Environment: It refers to all the factors which can affect an individual work experience in the industry. Factors such as rules & regulations, organizational culture, location of the organization, employees, and systems followed governmental and other cultural factors. Such factors also tend to affect an individual personality.

<u>Dependent variable</u>

Willingness to join the industry
Willingness referred to the willingness of the intern to join the tourist hotel industry after graduation. In this study, this was measured using a self-reporting. It depends on five personality traits discussed above. It can also be referred to as how positive an individual is about working in the organization he has interned in.

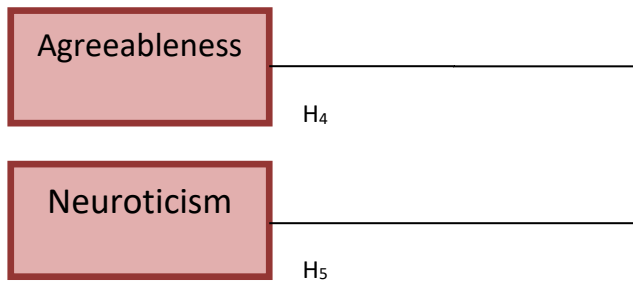Following chart depicts the conceptual framework of the study.

Agreeableness

H_4

Neuroticism

H_5
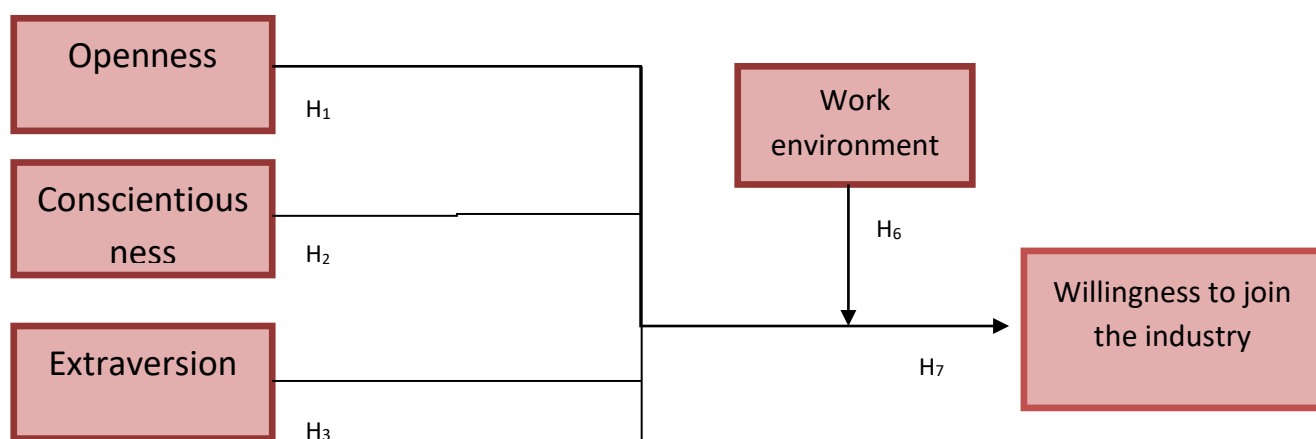
Figure 3.5: Conceptual Model

3.6 Hypothesis

H_1: Openness trait of an individual helps in greater internship socialization
H_2: Conscientiousness trait results in willingness to join the industry
H_3: Extraversion traits help an individual in building networks in the organization
H_4: Agreeableness nature of an individual has significant effect on internship
H_5: Neuroticism generally leads to negativity among the interns and the organization
H_6: Work Environment is dynamic and affects an individual's personality traits significantly.
H_7: Personality traits influence the willingness to work in the industry.

3.7 Research questions

1. Which among the five personality traits, is affected the most during the internship?
2. Does an individual's personality trait affect their willingness to work in the industry?
3. Does internship socialization help an intern in joining the industry?

3.8 Method of data collection

Internship experiences and memories fade over time; hence this study chose students that had just completed their off-campus internship for a census to exclude time as a factor. Quantitative study is undertaken. It is a descriptive analysis. Population includes the whole hospitality students and sample would be hospitality students who have finished at least 2 months of internship in hospitality industry. Respondents include both male and female. Maximum of respondents will be from Christ University, Bangalore. An online questionnaire was distributed to the respondents. All the questions revolved around personality traits, work environment and their ultimate effect.

3.9 Sampling size

Sample from 243 respondents was collected. 137 male and 106 female respondents were there. All the respondents varied from age group of 18- 40 with minimum of 2 months of internship.

3.10 Statistical design

This study first used descriptive analysis to determine the distribution of the recovered samples. Regression analysis was then conducted to look at the impact between each independent variable (Personality trait) and dependent variable (willingness to join the industry). Correlation was conducted to test the relation between each control variable and their willingness to join the industry. SPSS software was used to carry out data analysis. The final step was validation of the research hypotheses.

3.11 Limitations

Some of the limitations of study include:-

- No qualitative study is undertaken, as it would help in enhancing our results.
- Only hotel industry students are taken as sample data.
- Study is limited to Bangalore only.

- Individual's previous work experience is not taken into consideration.
- Only 5 major personality traits are paid attention to, other traits recently discovered are not included like intuition, locus of control etc.

4. Analysis and Interpretation

4.1 Reability test

Table 4.1: Relibility analysis

Cronbach's Alpha	0.761812858
Split-Half (odd-even) Correlation	0.588806906
Spearman-Brown Prophecy	0.74119379
Mean for Test	32.48844884
Standard Deviation for Test	6.562647973
KR21	2.495944125
KR20	2.525363078

In this study, Cronbach's α was used to analyze the reliability of each variable and the results are as shown in Table 4.1. According to Guieford (1965), if the scale's Cronbach's α value is greater than 0.6 then the scale offers a high level of reliability. Cronbach's α for this study's scales are greater than 0.6 so their reliability was acceptable. Cronbach's α value for this study is 0.76 (Table 4.1) which suggests that data is acceptable and further research can be carried on.
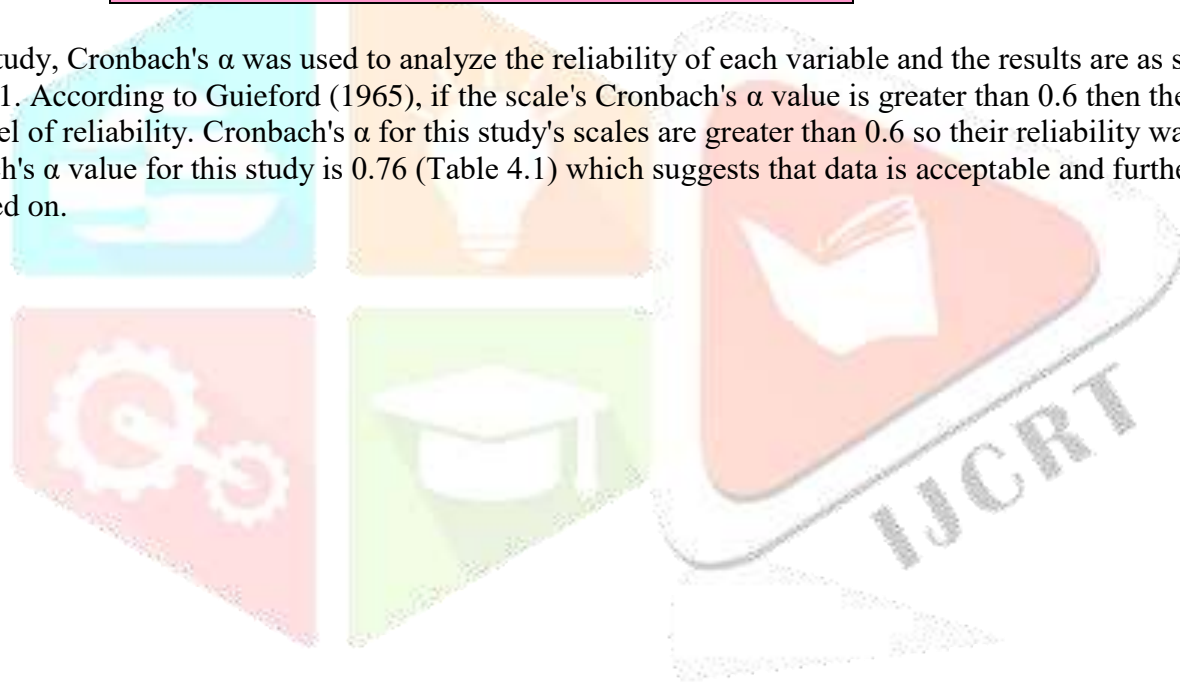
4.2 Normality test
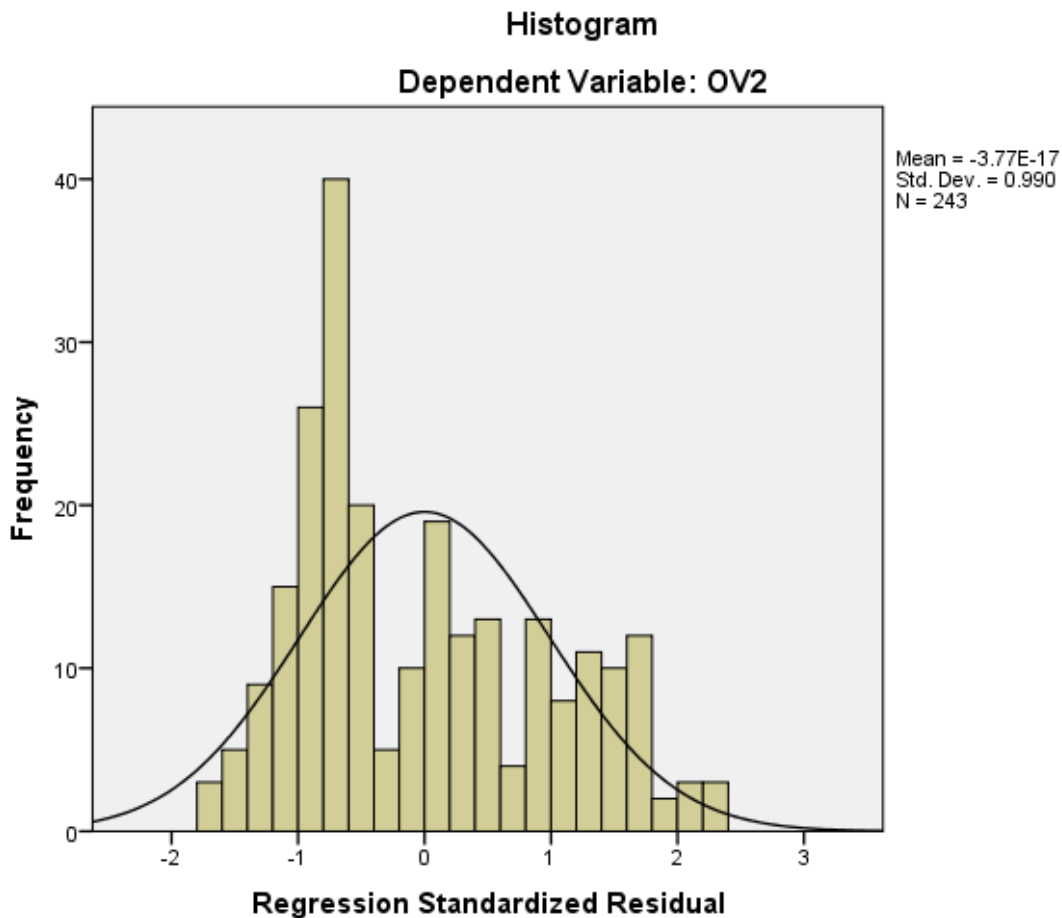
Figure 4.2: Normality test histogram

A normality study was conducted to understand if the data set is well-modelled by a normal distribution and to compute how likely it is for a random variable underlying the data set to be normally distributed. Almost majority of my data lied under the bell curve which shows data is normal and can be used for analysis. Data between 0 and -1 lie highly behind the normal curve and can be excluded from the study.

4.3 Demographics of the study

4.3.1 Gender of respondents

Table 4.3.1: Gender of respondents

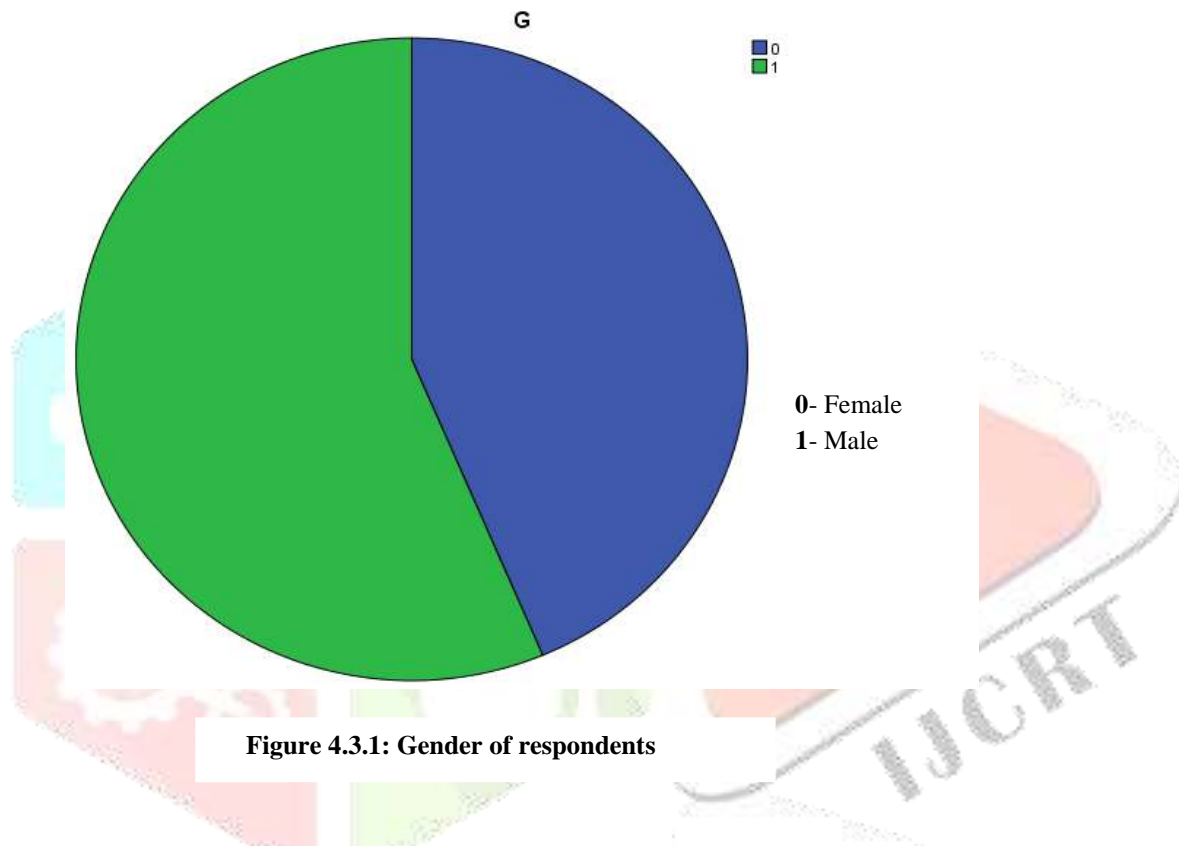|		*Frequency*	*Percent*	*Valid Percent*	*Cumulative Percent*
Valid	0	106	43.6	43.6	43.6
	1	137	56.4	56.4	100.0
	Total	243	100.0	100.0	

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0
1

0- Female
1- Male

Figure 4.3.1: Gender of respondents

Table 4.1.1 depicts gender of the respondents. 0 represents female and 1 represents male respondents. We had 106 female and 137 male candidates. We had more of male candidate than female but, the difference is not so significant. Hence, data cannot be applies to any gender in particular.

4.3.2 Age of respondents

Table 4.3.2: Age of respondents

		Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Valid	0	147	60.5	60.5	60.5
	1	82	33.7	33.7	94.2
	2	11	4.5	4.5	98.8
	3	3	1.2	1.2	100.0
	Total	243	100.0	100.0	

0- 18 to 21
1- 22 to 25
2- 25 to 28
3- above 28
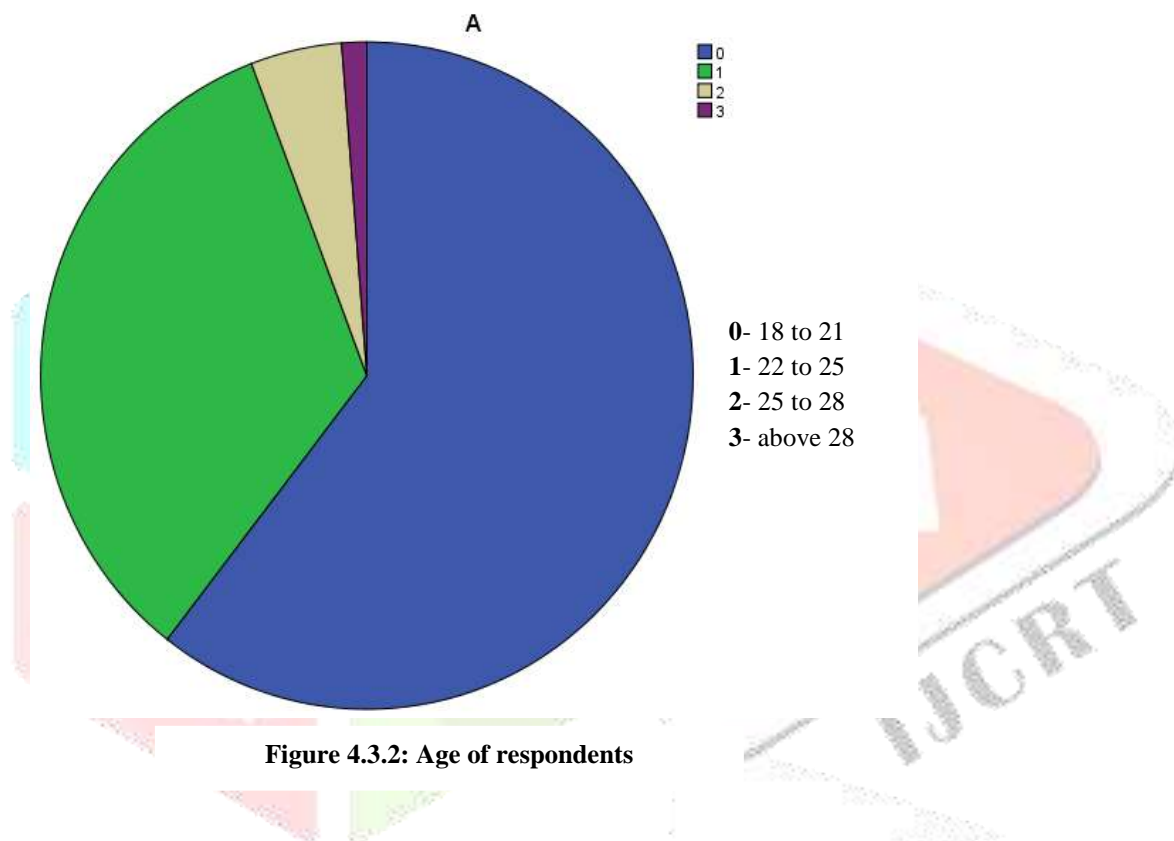
Figure 4.3.2: Age of respondents

Table 4.1.2 shows the age group of respondents. 0 represents age group of 18-21, 1 represents age group of 22-25, 2 represents age group of 25-28 and 3 represents age of above 28. 60 percent of my respondents belonged to category of 18-21, 33.7 % belonged to category of 22-25, 4.5 % belonged to a category of 25-28 and 1 % percent of the respondents were above 40. Majority of the respondents belonged to an age group of 18-21 & 22-25 which shows that the data is perfectly applicable to the population belonging to this age group. Average of the data is .47 which is between 0 and 1, representing an age group of 18-21 and 22-25.

4.3.3 Duration of internship among respondents

Table 4.3.3: Duration of internship

	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
0	108	44.4	44.4	44.4
1	28	11.5	11.5	56.0
2	82	33.7	33.7	89.7
3	25	10.3	10.3	100.0
Total	243	100.0	100.0	

0- 1 to 2 Months
1- 3 to 4 Months
2- 5 to 6 Months
3- above 6 months
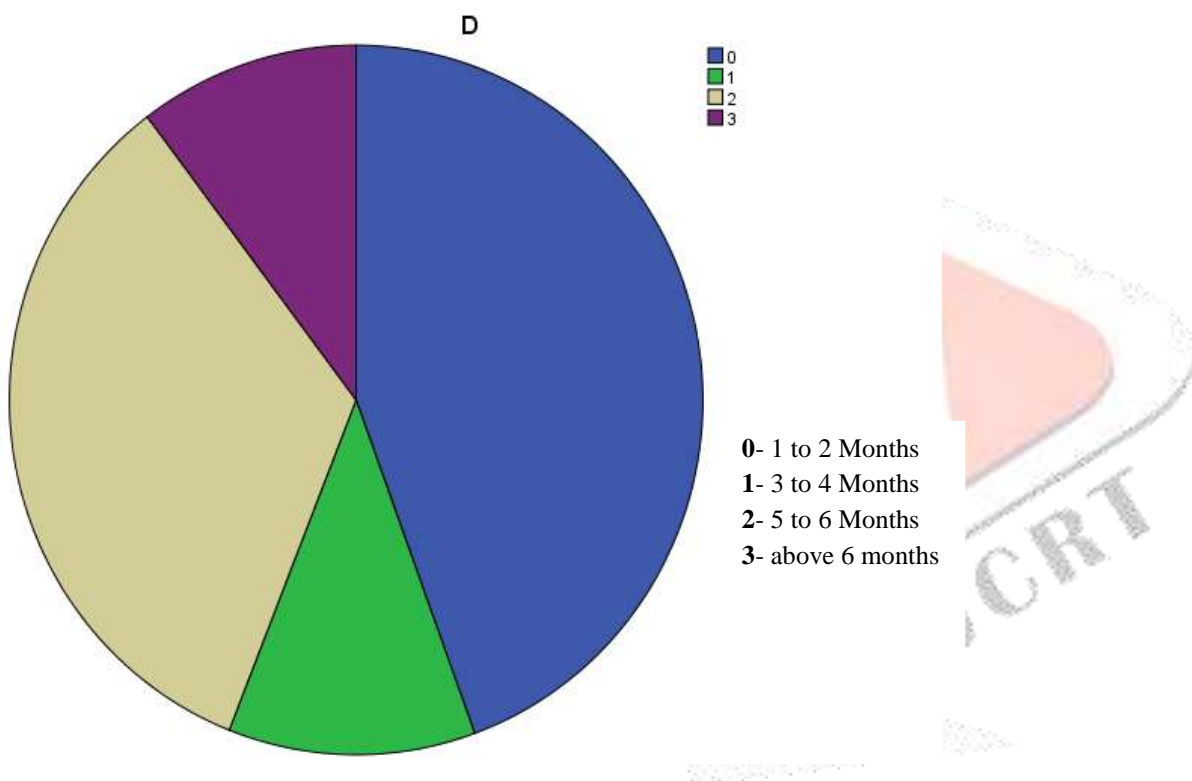
Figure 4.3.3: Duration of internship

Table 4.3.3 portrays the duration full time of internship candidate have undergone. 0 represents 1-2 months of internship, 1 represents 3-4 months of internship, 2 represents 5-6 months of internship and 3 represents more than 6 months of internship. Majority of the candidates, 44.4 % have undergone only 1-2 months of internship. 33.7 % of the candidates have undergone 5-6 months of internship. Very few respondents have undergone more than 6 months of internship. Average is 1.10 which again shows that their length of internship is around 1-2 & 5-6 months.

4.3.4 Designation of respondents

<p style="text-align:center">Table 4.3.4: Designation of respondents</p>

	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
0	192	79.0	79.0	79.0
1	15	6.2	6.2	85.2
2	34	14.0	14.0	99.2
3	2	.8	.8	100.0
Total	243	100.0	100.0	
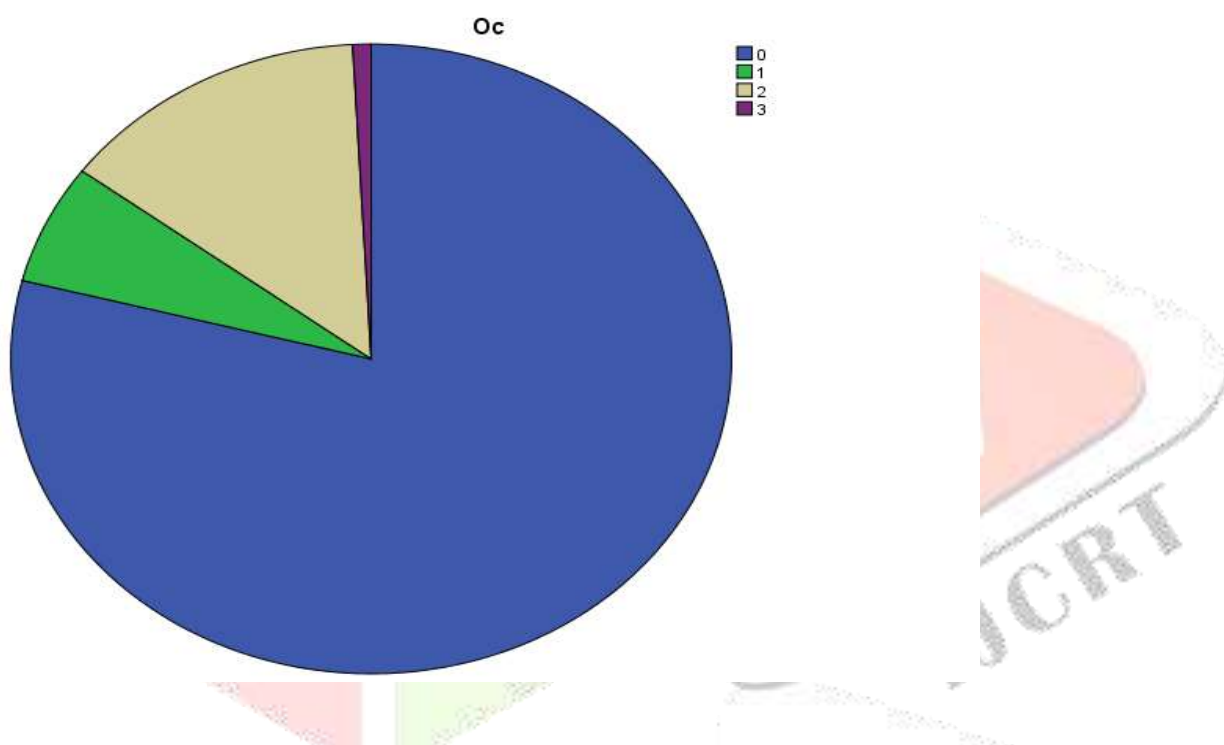
<p style="text-align:center">Figure 4.3.4: Designation of respondents</p>

Figure 4.3.4 shows the current designation of the respondents. 0 represents student, 1 represents working in hotel industry, 2 represents working in other industries and 3 represents unemployed. 79 % of the respondents are students, 6.2 % of them are working in hotel industry, 14 % are working in other industries and rest are unemployed. Study analyzes majorly the experience of students and thus includes them as a majority. Average is .37 which is closer to 0, therefore representing that study is focused on students and their internship experience based on which their willingness to join the industry.

4.4 Regression analysis

4.4.1 Impact of openness on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.329[a]	.108	.104	1.136

The above table represents a linear regression analysis between personality traits on willingness to join the industry. Independent variable is Openness and dependent variable being willingness to join. The regression model explained a variance of 0.108 on openness. It shows that internships do affect the openness trait in an individual and has a significant positive effect on willingness to join the industry.

4.4.2 Impact of conscientiousness on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.096[a]	.109	.105	1.198

The above table represents linear regression analysis between personality traits on willingness to join the industry. Independent variable is conscientiousness and dependent variable being willingness to join the industry. The regression model explained a variance of 0.109 on conscientiousness. It shows that internships do affect the conscientiousness trait in an individual and has positive effect on willingness to join the industry

4.4.3 Impact of extraversion on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.009[a]	.028	.023	.806

The above table represents a linear regression analysis between personality traits on willingness to join the industry. Independent variable is Extraversion and dependent variable being willingness to join. The regression model explained a variance of 0.028 on extraversion. It shows that internships do affect the extraversion trait in an individual and has a low positive effect on willingness to join the industry.

4.4.4 Impact of agreeableness on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.166[a]	-.020	-.023	0.002

The above table depicts linear regression analysis between personality traits on willingness to join the industry. Independent variable is agreeableness and dependent variable being willingness to join the hotel industry. The regression model explained a variance of- 0.020 on agreeableness. It shows that internships do not affect the agreeableness trait of an individual and has a weak negative effect on willingness to join the industry.

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4.4.5 Impact of neuroticism on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.010[a]	.005	-.004	1.203

The above table represents linear regression analysis between personality traits on willingness to join the industry. Independent variable is Neuroticism and dependent variable being willingness to join. The regression model explained a variance of -0.005 on neuroticism. It shows that internships do affect the neuroticism trait in an individual but, has a low negative effect on willingness to join the industry.

4.4.6 Impact of work environment on willingness to join hotel industry

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.220[a]	.148	.144	1.174

The above table depicts a linear regression analysis between work environments on willingness to join the industry. Independent variable is work environment and dependent variable being willingness to join the industry. The regression model explained a variance of 0.148 on work environment. It shows that work place environment has a significant positive effect on willingness to work in the hotel industry.

4.5 One way ANOVA between Control variables and dependent variable

Table 4.5.1: One way ANOVA between gender and willingness to join the industry

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.962	1	2.962	2.063	.152[b]
	Residual	345.960	241	1.436		
	Total	348.922	242			

Table 4.5.1 depicts the analysis of variance between gender and willingness to join the hotel industry. Significant value, p is 0.152, which is greater than 0.05 hence it suggests that group variances can be treated as equal. F value states the difference between means of two groups. F value is 2.063 which state that there is a positive difference between groups but is not that significant, hence gender can have an effect on willingness to join the industry.

Table 4.5.2: One way ANOVA between age and willingness to join the industry

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.634	1	10.634	7.576	.006[b]
	Residual	338.288	241	1.404		
	Total	348.922	242			

Table 4.5.2 depicts the analysis of variance between age group and willingness to join the hotel industry. Significant value, p is 0.006, which is less than 0.05 hence it suggests that group variances are unequal. F value states the difference between means of two groups. F value is 7.576 which states that there is a high positive difference between groups; hence age doesn't have that huge effect willingness to join the industry.

Table 4.5.3: One way ANOVA between duration of internship and willingness to join the industry

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	18.017	1	18.017	2.122	.078[b]
	Residual	330.905	241	1.373		
	Total	348.922	242			

Table 4.5.4 depicts the analysis of variance between gender and willingness to join the hotel industry. Significant value, p is 0.078, which is greater than 0.05 hence it suggests that group variances can be treated as equal. F value states the difference between means of two groups. F value is 2.122 which state that there is a positive difference between groups but is not that significant, hence duration of internship has a great effect on willingness to join the hotel industry

4.6 Correlation analysis

	Mean	Std. Deviation	N
TO	2.53	1.857	243
TC	7.39	1.323	243
TE	9.99	7.734	243
TA	4.87	1.135	243
TN	4.76	1.042	243
OV2	.77	.804	243
WE1	3.94	.793	243

Table 4.6.1: Descriptive Analysis

		TO	TC	TE	TA	TN	OV	WE1
TO	Pearson Correlation	1	.033	.306**	-.080	.074	.583**	.084
	Sig. (2-tailed)		.607	.000	.213	.252	.000	.190
	N	243	243	243	243	243	243	243
TC	Pearson Correlation	.033	1	.122	.031	-.016	.105	.046
	Sig. (2-tailed)	.607		.057	.627	.810	.939	.471
	N	243	243	243	243	243	243	243
TE	Pearson Correlation	.306**	.122	1	-.134*	.082	.109	.183**
	Sig. (2-tailed)	.000	.057		.037	.201	.889	.004
	N	243	243	243	243	243	243	243
TA	Pearson Correlation	-.080	.031	-.134*	1	.043	.239**	.115
	Sig. (2-tailed)	.213	.627	.037		.507	.000	.074
	N	243	243	243	243	243	243	243
TN	Pearson Correlation	.074	-.016	.082	.043	1	-.203	.067
	Sig. (2-tailed)	.252	.810	.201	.507		.961	.299
	N	243	243	243	243	243	243	243
OV	Pearson Correlation	.583**	.105	.109	.239**	-.203	1	.332*
	Sig. (2-tailed)	.000	.939	.889	.000	.961		.040
	N	243	243	243	243	243	243	243
WE	Pearson Correlation	.084	.046	.183**	.115	.67	.332*	1
	Sig. (2-tailed)	.190	.471	.004	.074	.299	.040	
	N	243	243	243	243	243	243	243

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Table 4.6.2: Correlation analysis among all the variables

Table 4.6.2 represents the correlation between different variables. Correlation analysis was conducted with significant level at 0.05 and 0.01.Karl Pearson correlation analysis was undertaken.

Openness shows a very weak positive correlation with conscientiousness, moderate positive correlation with extraversion, weak negative correlation with agreeableness, weak positive correlation with neuroticism, strong positive correlation with willingness to work in hotel industry and a weak correlation with work environment.

Conscientiousness shows a moderate positive correlation with extraversion, weak positive correlation with agreeableness, weak negative correlation with neuroticism, and weak positive correlation with willingness to work in hotel industry and work environment.

Extraversion shows a moderate negative correlation with agreeableness, positive weak correlation with neuroticism, very weak positive correlation with willingness to work in hotel industry and a moderate positive correlation with work environment.

Agreeableness shows a weak positive correlation with neuroticism, moderate correlation with willingness to join the hotel industry and work environment.

Neuroticism shows a moderate negative correlation with willingness to work in hotel industry and a positive correlation with work environment.

Work environment and willingness to join the hotel industry are moderately correlated. Overall this table shows that there is positive correlation among all the variables and willingness to join the industry, which is influenced by work environment except for neuroticism.
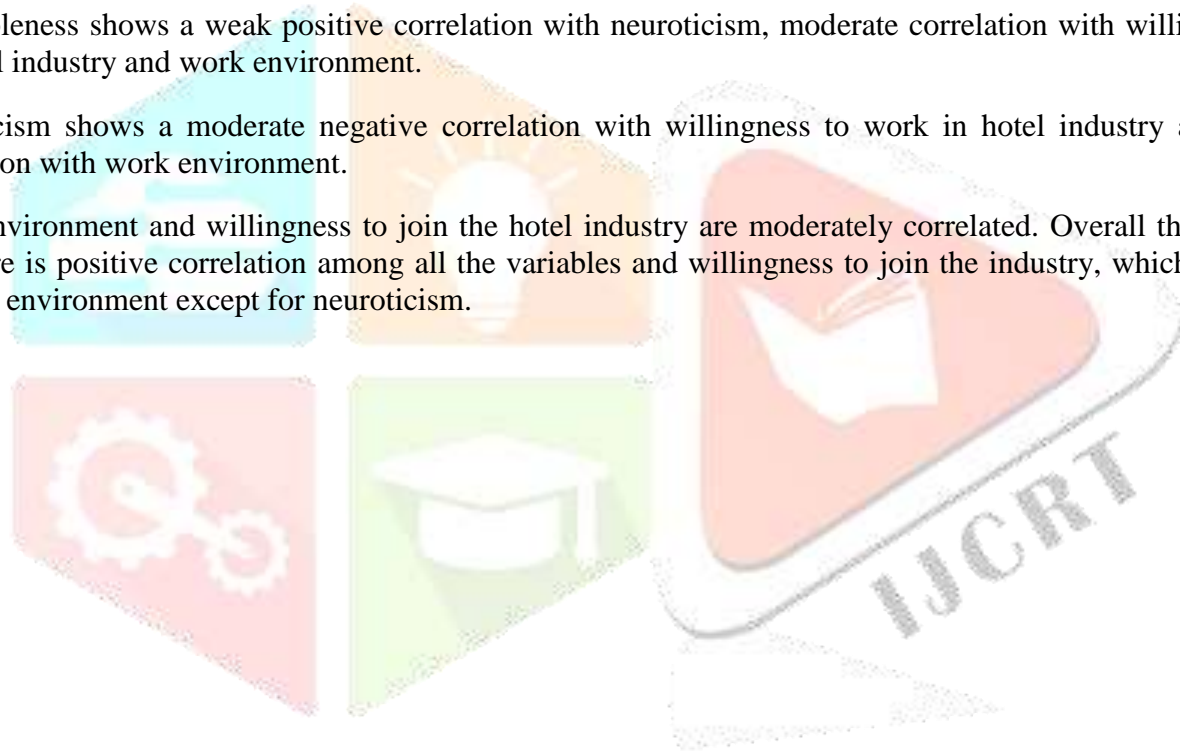
5. Summary of Findings

The study was conducted among 243 respondents, 106 female and 137 male candidates. Characteristics of demographics were analyzed in a pictorial form. Majority of the respondents were students and between age group of 18-24. Pilot study was undertaken in the college in a small scale in order to understand the feasibility of the study.

Regression analysis was conducted between each independent variable and dependent variable to analyze the impact of x (personality traits) on y (willingness to join the hotel industry). One way ANOVA was also conducted in order to analyze the how demographics effect their joining in hotel industry. Later, Correlation was undertaken in order to find out the relation between the variables. Normality test was also done to understand how well modelled the data is.

Linear Regression analysis using SPSS software was carried out to test the hypothesis of the study. It was found out that openness, conscientiousness, agreeableness and work environment has a significant impact on willingness to join the industry. These personality traits help in building network, socializing and taking risk in the work place which in turn enhances their work experience. On the other hand, neuroticism and extraversion had the most negative effect on willingness. This suggested that the tendency to worry, get emotional, and an overly suspicious nature may make neurotic individuals feel uncomfortable with crowds; hence, they prefer not to come into frequent contact with crowds at work in the hospitality industry. Work environment had the most significant effect on willingness to join the industry which implies that culture, workplace policies and procedures, people around you significantly affect their willingness to work in hotel industry. From the above all findings it can be concluded that there was a partial validation of H_7 as only few personality traits directly affect the willingness to join the industry.

One way ANOVA was conducted using SPSS software which shows the difference between the groups. There was no significant difference between gender and duration of internship with their willingness to join the hotel industry. There is a huge variance found among age group and their willingness to join the industry. The above stated analysis shows that gender of an individual and their duration of internship affects their experience and willingness to work in the industry.

Karl Pearson's correlation analysis was conducted to understand the relation between different variables. There was almost a weak positive correlation among all variables except for work environment. Work environment has a stronger correlation with other variables as they significantly affect personality traits which in turn affect their internship experience and willingness to join the industry. Neuroticism and extraversion also show negative correlation with other variables which implies they people high on these traits generally don't take risk , help each other and experience high stress and emotional imbalances during their internship period.

Overall analysis shows that duration of internship and their experience at work place influenced by personality traits, has a significant impact on working in hotel industry. These factors can be called as determinants to work in hotel industry.

6. Conclusion & Recommendations

The value of internship programs and the potential benefits in many companies has contributed to extensions and enhancements of internship programs This study examined the impact of internships on the personality trait of individuals and their ability to enter the hotel business. The research compared and contrasted Big Five personality traits with work environment and how together these factors affect an individual's career decision. The research was based on a survey online. An electronic questionnaire was provided to all people who had completed an internship of at least 2 months. Hospitality history students in Christ University, Bangalore offered the context for this study.

As for personality traits, all of the other personality traits had a positive influence on the willingness to work in hotels with the exception of neuroticism and agreeability. Because students with a more reactive temperament appeared to be more critical of others, responses on the questionnaire offered a less accurate reflection of their true feelings. The work finding partially reinforced more neurotic people's paranoid nature. To figure out what neurotic students are actually doing, they have to be convinced to let their guard down in some way. As to whether the student should work in the leisure and tourist hotel-related industries, in addition to the considerations confirmed in this report, the view and recognition of these industries by the general public, the self-expectations of the student and the understanding of the industry by the student may all also affect their willingness.

A positive impact on the work environment has been identified as society impacts the thinking process of an employee and greatly affects their ability to enter the industry. The thesis addresses all questions related to the test. Openness and neuroticism are the characteristic which is most influenced. Openness influences the ability of a person to communicate with other workers and to socialise. They are afraid to trust people to share their thoughts. Human neuroticism trait has a negative effect on people, as it causes them stress and cognitive imbalances exist. We aren't in a proper state to realize what's right and wrong. We are behaving like a human with more depression.

This research will aim to improve the nature of their internships and the teaching community of hospitality institutes and the hospitality industries. Both positive and negative changes will help organisations change the way they train students at the hospitality. Then you'll also understand where and how to go wrong and. It will also help students realize their personality change during their time of internship, and how they can strengthen it.

However, given that the internship is only for a short period of time, both university and host companies must create a realistic and organized internship program to optimize the intern's future learning experience. It is also important that assignments are provided to improve learning that tests them. The interns should be made aware of a carefully thought out plan for the length of the internship along with a compilation of learning accomplishments. That will certainly make the interns and employers aware of the internship's goals. The help that the business managers, colleagues and the university provide to them is considered vital. In order to have more positive internship experiences, this will ensure that the interns are adequately directed by both the educational institution and the work place.

The results in this research are limited to a small group, and their capacity to be generalized is limited. The current study tested the predictive validity of the Big 5 at the level of the model, rather than the level of facets. It is possible that by analyzing different aspects within each personality trait, rather than the trait as a whole, one could achieve various results. Hogan and Holland (2003), for example, have proposed that openness can be divided into academic and school achievement, and that extraversion can be divided into competitiveness and sociability, each of which can have different effects. Conscientiousness is comprised of integrity, obedience, dutifulness, striving for success, self-discipline, and deliberation (Piedmont, McCrae & Costa Jr., 1992).

Only 5 personality traits are considered, as they are some of the hallmark of the classic personality. For further study traits such as psychopathy , narcissism & machiavellianism can also be taken into consideration. Psychopathy is historically a personality disorder marked by chronic antisocial behaviour, diminished empathy and guilt, and brazen, disinhibited, and egotistical traits Narcissim is personality attributes that include thinking about oneself very strongly, requiring respect, feeling others are inferior and lacking empathy for others.. Machiavellianism refers to a trait of personality that makes a person so focused on his or her own desires that he or she can control, mislead and abuse others to accomplish their goals. Researchers on such traits will perform an in-depth analysis.

No account is taken of the personal experience of the participant. Focus is primarily on internships which they pursue as part of their curriculum. It only focuses out quantitative analysis. Scholars should conduct contextual analyzes to more fully and profoundly appreciate their internship encounter.

Internship is only for a short period of time; all university and host firms must create a realistic and organized internship program to optimize the intern's future learning experience. It is also important that assignments are provided to improve learning that test them. The interns should be made aware of a carefully thought out plan for the length of the internship along with a compilation of learning accomplishments. This will certainly make interns and employers conscious of the internship's goals. The help that the business managers, colleagues and the university provide to them is considered vital. To order to have more positive internship experiences, this will ensure that the interns are adequately directed by both the educational institution and the work place.

Effective feedback should be taken by training and learning and development manager before they leave their internship. This will help organisations to understand an individual's learning and the issues faced by him during the tenure of internship. They can even improvise on such issues to make their internship program more effective in future. An exit interview can also be taken to understand the above stated facts in a better manner.

This was also recognized that students are not adequately informed of the department's laws, regulations and procedures as an person and as a whole, so the agency should have an appropriate training curriculum. This should be made clear that internships are just a time for people to prepare and should be taken as their learning opportunity. Students often viewed them as explanations of their work and changed their minds about career decisions and their lives.

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It was also found that during the study that work culture is one of the significant variables that influence the ability of individuals to work in the industry. Work culture covers a number of factors such as staff, departmental rules, HR rules, type of visitors they encounter and much more. Individuals need time to adapt to the organization's culture, so a longer period of internship will help them fully understand each and every dimension and they would quickly continue to adapt to the community. A longer time in the agency also lets an employee connect and open up to more stakeholders and better understand the workings of the organization and SOPs.

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