



Pengaruh Kepuasan Magang dan Kompetensi Individu terhadap Motivasi Karier Peserta Magang di Bidang Perhotelan

Nurul Hikmah^{1}, Hermansyah², Melta Sari Ginting³*

^{1,2}Universitas Negeri Padang

³Harris Resort Barelang Batam

E-mail: nurulhkmah37@gmail.com

ABSTRAK

Tujuan penelitian ini adalah untuk mengkaji bagaimana kompetensi individu dan kepuasan magang memengaruhi motivasi trainees di Harris Resort Barelang Batam untuk berkarier di sektor perhotelan. Penelitian ini menggunakan pendekatan kuantitatif dengan desain penelitian kausal-asosiatif. Teknik purposive sampling digunakan untuk memilih 80 responden dari populasi penelitian yang terdiri atas trainees batch ke-14 dan ke-15 di Harris Resort Barelang Batam. Pengumpulan data dilakukan menggunakan kuesioner dengan skala Likert lima poin. Analisis data menggunakan regresi linier berganda dengan bantuan SPSS versi 27 yang didukung oleh uji validitas, uji reliabilitas, uji asumsi klasik, uji t, dan uji F. Hasil penelitian menunjukkan bahwa kepuasan magang berpengaruh positif dan signifikan terhadap motivasi berkarier ($\beta = 0,161$; $p = 0,025$). Selain itu, kompetensi individu juga berpengaruh positif dan signifikan terhadap motivasi berkarier ($\beta = 0,764$; $p < 0,001$). Secara simultan, kepuasan magang dan kompetensi individu berpengaruh signifikan terhadap motivasi berkarier ($F = 19,164$; $p < 0,001$). Temuan ini menunjukkan bahwa motivasi trainees untuk melanjutkan karier di sektor perhotelan dapat ditingkatkan melalui pengalaman magang yang memuaskan serta kompetensi individu yang baik. Oleh karena itu, lembaga pendidikan tinggi dan industri perhotelan perlu meningkatkan kualitas program magang sekaligus mendukung pengembangan kompetensi individu guna memperkuat kesiapan kerja dan motivasi berkarier di sektor perhotelan.

Kata kunci: kepuasan magang, kompetensi individu, motivasi karier, peserta magang, industri perhotelan

Abstract

The purpose of this study is to examine how individual competence and internship satisfaction affect trainees' career motivation at Harris Resort Barelang Batam. This study employed a quantitative approach with a causal-associative research design. Purposive sampling was used to select 80 respondents from the study population, consisting of trainees from Batches 14 and 15 at Harris Resort Barelang Batam. Data were collected using a five-point Likert scale questionnaire. The data were analyzed using multiple linear regression with SPSS version 27, supported by

validity, reliability, classical assumption, t-test, and F-test analyses. The findings indicate that internship satisfaction has a positive and significant effect on career motivation ($\beta = 0.161$; $p = 0.025$). In addition, individual competence has a positive and significant effect on career motivation ($\beta = 0.764$; $p < 0.001$). Simultaneously, internship satisfaction and individual competence have a significant effect on career motivation ($F = 19.164$; $p < 0.001$). These findings suggest that trainees' motivation to pursue a career in the hospitality industry can be enhanced through satisfying internship experiences and strong individual competence. Therefore, higher education institutions and industry partners should improve the quality of internship programs while supporting the development of trainees' competencies to strengthen work readiness and career motivation in the hospitality industry.

Keywords: internship satisfaction, individual competencies, career motivation, trainees, the hospitality industry

INTRODUCTION

The hospitality industry is one of the key industries contributing to tourism growth thanks to its ability to provide accommodations, food, and other services. The rapid growth of the hospitality industry has driven an increasing need for competent, professional human resources capable of delivering high quality service. As a result, improving the workforce's skills has become a key factor in enhancing the competitiveness of the hospitality sector[1].

Internship programs are one way to prepare employees for the workforce. Students have the opportunity to gain real-world work experience through these programs. These programs also help them develop technical skills, communication skills, and professional expertise to meet industry needs. Experience-based learning enhances the technical and non-technical skills of interns [2],[3].

Career motivation is crucial for encouraging people in the hospitality industry to choose, maintain, and advance their careers. In addition to job opportunities, internship experiences are also a factor that influences this motivation. A positive internship experience can strengthen a person's confidence in their career choice, while an unsatisfactory internship experience can diminish their desire to pursue a career in the hospitality industry [4].

Internship satisfaction is one of the factors believed to influence career aspirations. Internship satisfaction measures how positively an individual evaluates their work experience while participating in an internship program. Job characteristics, the level of supervision, the work environment, and the learning opportunities offered by the company all influence internship satisfaction [5],[6]. After completing an internship experience that meets their expectations, interns tend to have a more positive perception of jobs in the hospitality industry and are more motivated to work in that field.

Individual competencies are believed to contribute to an increased desire to pursue a career, as well as to satisfaction during an internship. Individual competencies consist of knowledge, skills, and work attitudes that enable a person to perform their duties well. Individuals with high competencies have greater self-confidence in meeting job demands, making them better prepared to advance in the hospitality industry [7], [3].

Numerous studies have examined individual competence and internship satisfaction; however, most have focused on the influence of each factor separately on work readiness, career interest, or career motivation. Few studies have investigated the simultaneous effects of internship satisfaction and individual competence on career motivation, particularly among trainees in the hotel resort industry. Therefore, this study addresses this research gap by examining the combined influence of these two factors on the career motivation of trainees at Harris Resort Barelang Batam. This simultaneous analysis within the context of hotel resort trainees represents the novelty of the study and contributes to a better understanding of the factors that encourage trainees to pursue careers in the hospitality industry.

One of these hotels, the Harris Resort Barelang Batam, regularly hosts students from various universities, vocational high schools, and vocational training institutions. Differences in educational backgrounds and the placement of interns in various departments result in variations in internship satisfaction levels, individual competencies, and the desire to pursue a career in the hospitality industry. Based on the researcher's initial observations, some interns participate in the internship program solely to fulfill academic requirements, while others demonstrate a strong desire to pursue a career in the hospitality industry. These findings suggest that internship satisfaction and individual competencies need to be further investigated as factors influencing interns' career aspirations.

This study aims to examine the effects of internship satisfaction and individual competence on hospitality trainees' career motivation at Harris Resort Barelang Batam. The findings are expected to provide insights for the hospitality industry in improving the quality of internship programs and for higher education institutions in preparing graduates with strong competencies and greater motivation to pursue careers in the hospitality industry.

METHODOLOGY

This study employed a quantitative method with a causal research design to examine the effects of internship satisfaction and individual competence on hospitality trainees' career motivation at Harris Resort Barelang Batam. The study was conducted from June to July 2026. The study population consisted of 117 trainees from Batches 14 and 15 at Harris Resort Barelang Batam. A total of 80 respondents were selected using purposive sampling based on the following criteria: (1) trainees who had completed the internship program at Harris Resort Barelang Batam, (2) trainees from Batches 14 and 15, and (3) trainees who were willing to participate by completing the research questionnaire. According to Hair et al. [11], the recommended sample size for quantitative research ranges from five to ten times the number of research indicators.

Primary data were collected directly from respondents using a structured questionnaire. The questionnaire consisted of 32 closed-ended statements measured on a five-point Likert scale, ranging from strongly agree (5) to strongly disagree (1). The instrument measured three variables: internship satisfaction, individual competence, and career motivation. Prior to the main survey, the questionnaire was pilot-tested on 30 respondents with characteristics similar to those of the study population. Instrument validity was assessed using the Pearson Product-Moment correlation (item-total correlation), and all questionnaire items were found to be valid ($p < 0.05$). Instrument reliability was evaluated using Cronbach's alpha coefficient. The results showed that the Cronbach's alpha values were 0.955 for internship satisfaction, 0.832 for individual competence, and 0.889 for career motivation, indicating that all research variables were reliable.

The characteristics of the respondents, as well as the minimum, maximum, mean, and standard deviation of each research variable, were described using descriptive statistical analysis and multiple linear regression analysis. Classical assumption tests were conducted prior to hypothesis testing. These included a normality test using the one-sample Kolmogorov–Smirnov test, a

heteroscedasticity test using the Glejser test, and a multicollinearity test using the Tolerance and Variance Inflation Factor (VIF) values. Multiple linear regression analysis was also used to test the hypotheses. This analysis was performed using SPSS version 27.

RESULTS AND DISCUSSION

A. Results

1. Respondent Characteristic

The findings of a study with eighty participants, the respondents' characteristics were identified by gender, educational level, major, internship department, and internship experience, as presented in Table 1.

Table 1. Respondent Characteristics (N = 80)

Characteristics	Category	Frequency	%
Gender	Male	46	57,50%
	Female	34	42,50%
Education	University	35	43,75%
	Vocational	35	43,75%
	Training Center	10	12,50%
Major	Hospitality	47	58,75%
	Culinary	21	26,25%
	TKJ	7	8,75%
	Mechanical	5	6,25%
Department	FBP	21	26,25%
	FBS	20	25,00%
	HK	17	21,25%
	Engineering	9	11,25%
	Front Office	5	6,25%
	Finance	5	6,25%
	Sales & Marketing	2	2,50%
	Recreation	1	1,25%
Internship	First	45	56,25%
	Second	35	43,75%

Table 1 shows that men made up the majority of responders (57.50%), came from universities and vocational high schools in equal proportions (43.75%), and were predominantly from the Hospitality program (58.75%). Most respondents were assigned to the Food & Beverage Product (26.25%), Food & Beverage Service (25.00%), and Housekeeping (21.25%) departments. In addition, most respondents were first-time interns (56.25%).

2. Descriptive Analysis Results

The minimum, maximum, mean, and standard deviation for each research variable were calculated using descriptive statistical analysis. These values are presented in Table 2.

Table 2. Descriptive Statistics of Research Variables

Variable	N	Mean	Std. Dev	Min	Max
Internship Satisfaction (X1)	80	74,49	5.921	58	83
Individual Competence (X2)	80	24,45	2.187	16	28
Career Motivation (Y)	80	31,78	3.946	16	40

Descriptive statistics for the research variables are presented in Table 2. The internship satisfaction variable had the highest mean score (74.49), followed by career motivation (31.78) and individual competence (24.45). Based on the descriptive statistical analysis, the respondents generally reported favorable levels of internship satisfaction, individual competence, and career motivation. These findings indicate that the respondents perceived their internship experience positively, possessed adequate individual competence, and demonstrated a positive motivation to pursue careers in the hospitality industry.

3. Classical Assumption Test Results

Table 3. Classical Assumption Test Results

Test	Indicator	Result	Decision
Normality	Kolmogorov–Smirnov (Asymp. Sig.)	0,093	Normally distributed
Multicollinearity	Tolerance (X ₁ ; X ₂)	0,783; 0,783	No multicollinearity
	VIF (X ₁ ; X ₂)	1,277; 1,277	No multicollinearity
Heteroscedasticity	Glejser Sig. (X ₁)	0,116	No heteroscedasticity
	Glejser Sig. (X ₂)	0,593	No heteroscedasticity

The results of the classical assumption tests are presented in Table 3. The results of the Kolmogorov–Smirnov normality test show an Asymp. Sig. value of 0.093 (>0.05), indicating that the residuals are normally distributed. According to the multicollinearity test, there is no multicollinearity for either independent variable; the Tolerance value is 0.783 and the Variation Inflation Factor (VIF) value is 1.277. Furthermore, no heteroscedasticity was found in the regression model; the Glejser test yielded a significance value of 0.116 for internship satisfaction and 0.593 for individual competence.

Table 4. Partial Test Result (t-Test)

Variable	t-value	Sig.	Decision
Internship Satisfaction (X ₁)	2.290	0.025	H ₁ Accepted
Individual Competence (X ₂)	4.023	0.000	H ₂ Accepted

The internship satisfaction variable (X1) yielded a t-value of 2.290 with a significance level of $0.025 < 0.05$, indicating that internship satisfaction has a positive and significant effect on career motivation. The individual competence variable (X2) yielded a t-value of 4.023 with a significance level of $0.000 < 0.05$, indicating that individual competence has a positive and significant effect on career motivation.

Table 5. Results of Simultaneous Test (F-Test)

Source of Variation	F-value	Sig.	Decision
Regression	19.164	0.000	H ₃ Accepted

The calculated F-value is 19.164, with a significance level of $0.000 < 0.05$, as shown by the F-test results in Table 5. The results indicate that internship satisfaction and individual competence jointly influence career motivation. Thus, the third hypothesis (H3) is accepted, which states that internship satisfaction and individual competence jointly influence career motivation.

B. DISCUSSION

The results of the study show that internship satisfaction has a positive and significant effect on trainees' career motivation. These findings indicate that the more positive the trainees' internship experiences, the stronger their motivation to pursue careers in the hospitality industry. Internship satisfaction is influenced by several factors, including internship program design, task suitability, mentor support, performance evaluation, training, the work environment, and the learning experiences gained during the internship [9]. A positive internship experience helps trainees recognize the hospitality industry as an attractive field for professional development. As a result, trainees are more likely to develop a stronger commitment to pursuing long-term careers in the hospitality industry.

This study is consistent with the idea that a person's attitudes and career paths are directly influenced by their work experience. Internship programs provide students with the opportunity to learn about real-world work conditions, enhance their professional skills, and assess whether their personal interests align with their future career choices. Experiences that support the need for competence, autonomy, and social connection can increase a person's intrinsic motivation, according to [8]. Therefore, enjoyable and meaningful internship experiences can encourage students to pursue careers in the hospitality industry.

The results of the study also demonstrate that a person's willingness to pursue a career is positively and significantly impacted by their ability. This indicates that training participants who possess better knowledge, skills, and work attitudes will be more confident in pursuing their careers in the hospitality industry. Individual engagement is invaluable because it helps trainees understand their jobs, complete tasks effectively, and adapt to the demands of the work environment [10].

These findings support the idea that competencies are one of the key components in an individual's career development. Those with strong skills and work readiness tend to be more confident in planning their career paths. Skills such as an understanding of operational standards, communication skills, problem-solving skills, and a professional attitude are important factors that determine how prepared an individual is to work in the hospitality industry [10].

The combined analysis's findings demonstrate that career motivation is significantly impacted by both individual competencies and intern satisfaction. This indicates that interns' career motivation is influenced not only by experiences outside the internship program but also by internal factors, such as individual abilities. Internship programs that provide positive experiences are more effective in fostering career motivation. The results of this study lend credence to the notion that vocational school students' professional development is influenced by their personal preparation and occupational learning experiences. Students can put their abilities to use and investigate employment options through internship programs. This makes internship programs a bridge between the worlds of education and business.

In practical terms, this study shows that higher education institutions and the hospitality industry should consider the quality of internship programs as part of the students' career development process. While the sector must make sure that interns are assigned suitable duties and have growth possibilities, higher education institutions must guarantee that internship programs offer pertinent learning experiences. Theoretically, this study contributes to research on career development in vocational education and the hospitality industry by demonstrating that satisfaction with internship experiences and individual competencies are key factors in career motivation. This study also expands our understanding that internship programs serve not only as work experience but also as a process for determining students' career readiness and orientation.

CONCLUSION

This study indicates that internship satisfaction and individual competence have positive and significant effects on the career motivation of trainees from Batches 14 and 15 at Harris Resort Barelang Batam, both partially and simultaneously. Internship satisfaction enhances career motivation through positive internship experiences, task suitability, mentor support, performance evaluation, training, and a supportive work environment. Meanwhile, individual competence contributes to strengthening trainees' confidence and readiness to pursue careers in the hospitality industry through their knowledge, skills, and work attitudes.

The study's findings show that internship programs not only serve as a means of gaining work experience but also play a role in shaping trainees' career orientation. A combination of a satisfying internship experience and strong individual competencies can strengthen trainees' motivation to choose and pursue a career in the hospitality industry.

However, here are a number of restrictions on this study, specifically the application of a cross-sectional study design, data collection via self-report questionnaires, and a sample consisting solely of respondents from a single study site, namely Harris Resort Barelang Batam. Therefore, it is advised that future studies broaden the sample size, employ a longitudinal methodology, and take into account additional factors that might affect career motivation, such as self-efficacy, workplace culture, organizational support, past work experience, and opinions of career prospects in the hospitality sector.

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