

# *A study on the Influence of Internship Satisfaction on Employment Intention*

-Personality traits as moderator variables

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**Abstract**—The purpose of this study is to explore the relationship between personality traits, internship satisfaction, and employment intention, and whether personality traits are moderators of internship satisfaction and employment intention. The sample was 100 valid questionnaires collected from the students of tourism management department who had completed their internship and were analyzed by using smart PLS 3.0. The results showed that personality traits and moderating effect were not significant between the satisfaction of internship and employment intention.

**Keywords**—*Internship satisfaction; Employment intention; Personality traits; Moderator variable*

## I. INTRODUCTION

The employment ability of college graduates has always been the focus of national concern. In order to improve students' adaptability to the workplace, the school pays attention to the practical operation of specialty in curriculum design, and the design of the internship is to meet this demand. Cao, Rong, and Liu pointed out that students can learn practical work skills, interpersonal skills, and independent personality spirit during their internship, which will contribute to career planning [1]. At present, China advocates the cultivation of applied talents. Student internship greatly improves the employability, enables students to learn professional skills and knowledge, so as to better enter the employment market. Although China's economy has been in a state of development and labor resources are abundant in recent years, the employment and re-employment situation is still grim at present and in the future, and the contradiction of labor supply exceeding demand still exists. At the same time, the number of new graduates in China is increasing year by year. According to the data released by the National Bureau of Statistics and the Ministry of Education, there are 26.958 million college students and 7.95 million college graduates in 2017, an increase of 300,000 compared with 2016[2]; On the other hand, there is also a survey report that the overall turnover of employees increased significantly in 2016, with an average turnover rate of 20.1%. In the past three years, the turnover rate of new students continued to rise. The turnover rate of new students in 2016 was as high as 26.5%, significantly higher than the overall level. This shows that the phenomenon of graduates leaving is universal. At the same time, the post-90s pay more attention to the pursuit of personality, pay attention to

personal subjective feelings, have a wide range of career interests and strong job-hopping intention. The higher the proportion of post-90s employees in enterprises, the higher the average turnover rate of employees [3]. Colleges and universities are cultivating talents and attach great importance to combining teaching with practice in China. The internship is the combination of curriculum knowledge and practical operation. Fei pointed out that enterprises will select excellent talents among interns to train and promote enterprise development, which is an important factor in enterprise competition. This also reflects that enterprises should pay attention to and improve internship satisfaction [4]. Wang research on job satisfaction of hotel interns shows that there are three main factors influencing job satisfaction of hotel interns: job reward, leadership level, and training institutions, internship satisfaction and three kinds of influencing factors are related to their industry prospects and retention intention [5]. It can be seen from the above that internship satisfaction will affect the choice of career, but for their personality traits whether there is a moderating effect between internship satisfaction and employment intention? This is the main research and explanation part of this study.

## II. LITERATURE REVIEW AND RESEARCH HYPOTHESIS

### A. Personality Traits

Huteau believes that personality traits are long-term, stable behavior patterns that affect overall feelings, thinking and action [6]. Costa and McCrae point out that personality is formed by genetic, temporal, spatial, growth environment, experience and cultural differences, these traits collectively known as personality traits [7]. Dorros, Hanzal, and Segrin argue that personality traits are traits that are reflected in how all members of an organization influence workers' feelings, thinking and behavioral performance [8]. Rotter developed the concept of internal and external control according to the theory of expectation enhancement. He thought that when he could control his own fate and thought that the occurrence of events was caused by his own behavior, and was caused by his own ability and attributes, he could control and predict, he was called the personality trait of the internal controller. On the other hand, it is because of luck, opportunity, destiny, other people's authority, or that the surrounding environment is too

complex to predict the consequences of time, known as the personality traits of external controllers [9].

### B. Internship Satisfaction

There are many types of research on job satisfaction in the field of psychology, but few on internship satisfaction. Zhang believes that internship satisfaction is the students' intuitive feelings and emotional reactions to off-campus internship, also known as the actual value of students in the work environment, interpersonal relationships, and the gap between the expected value [10]. Zhou pointed out that students' feelings or attitudes toward cooperative teaching between schools and practice enterprises were formed in the process of practice, which was the satisfaction of students' needs in practice and showed the students' liking for practice work [11]. Ouyang defined internship satisfaction as intern job satisfaction, and job satisfaction reflects work itself, work environment or a combination of attitudes and emotions [12].

### C. Employment Intention

Holland points out that the choice of employment intention is that individuals are seeking to meet the tendency of adaptation [13]. Fu holds that employment intention is the self-willingness to enter the labor market based on self-preference, ability, job evaluation and cognition of future development [14]. Guo thinks that employment intention is the idea that an individual tends to satisfy his personal characteristics and adapt to a good working environment after balancing internal and external factors [15]. Chen believes that employment intention is the embodiment of internship experience during the internship period and that students are willing to devote themselves to relevant majors in the relevant disciplines after graduation [16].

### D. Research Hypothesis

Chen and Liu studied the relationship between personality traits, job characteristics and job satisfaction, and found that personality traits had a moderating effect [17]. Luo, Li, and Ho have found that different personality traits have different perceptions of job satisfaction, and there is a significant positive correlation between personality traits and job satisfaction [18]. Qiu found that Leaders' personality traits had a significant impact on their job satisfaction and organizational identity, and found that different personality traits had different effects on job satisfaction and organizational identity [19].

Teng studies the impact of personality traits and attitudes on Hotel employment and suggests that the catering industry should incorporate personality traits into the recruitment data as a reference in order to improve the willingness to stay at will [20]. Guo found that different personality traits were one of the factors influencing students' future employment intention in the tourism and restaurant industry, and personality traits were effective factors for predicting employment intention [15].

The study points out that internship experience and the system will affect students' willingness to stay in relevant industries [21]. Li found that the most important factors influencing students' engagement in dining and tourism after graduation were job content, satisfaction with internship

arrangement, job training and learning growth [22]. Zhao pointed out that the effect of internship satisfaction on future employment intention is partly tenable, and the higher the satisfaction with an internship, the stronger the future employment intention [23].

Based on the above findings, the research hypothesis is as follows: Personality traits have a moderating effect on internship satisfaction and employment intention.

## III. RESEARCH METHOD AND DATA ANALYSIS

### A. Research Method

The scale of personality traits was revised from Rotter [9] and Lin [24]; Revision of the internship satisfaction scale from Zhou [11]; Revision of the employment intention scale from Chen [16]. The sample participants were 100 students majoring in tourism and hospitality management who had completed the internship. The survey time was from January to February 2018, using smart PLS 3 software for analysis.

### B. Convergent Validity

The factor loading of all dimensions is between .735~.909. The composite reliability (C.R.) is between .877~.898. The average variance extracted (AVE) was .639~.706 (Table I).

TABLE I. CONVERGENT VALIDITY

Dimension	Items	Factor Loading	T-value	C.R	AVE	Rho_A
Internship satisfaction	ISA1	.735	10.003	.877	.706	.794
	ISA2	.909	34.047			
	ISA3	.866	21.028			
Employment intention	EI1	.758	11.385	.898	.639	.874
	EI2	.771	17.492			
	EI3	.847	16.850			
	EI4	.793	21.147			
	EI5	.825	15.986			

The above values are in accordance with Hair, Anderson, Tatham and Black [25]; Fornell and Larcker [26]. 1. Factor load is greater than the factor load is greater than .50; 2. Composition reliability is greater than component reliability is greater than .60; 3. Average variance extraction is greater than .50.

### C. Discriminant Validity

In this study, the discriminant validity was assessed by AVE. Fornell and Larcker (1981) proposed that the AVE root number of each dimension should be greater than the correlation coefficient of each pair of variables [31], indicating that the constructs have discriminatory validity. From the following table two, we can see that this study has discriminative validity.

TABLE II. DISCRIMINANT VALIDITY

Dimension	Employment intention	Internship satisfaction
Employment intention	0.800	
Internship satisfaction	.651	.840

#### D. Structural Model Analysis

This study explored whether internship satisfaction had an effect on employment intention under different personality traits. The structural model showed that the path coefficient was significant, the total effect was 0.651 ( $p$ -value=.000), the coefficient of determination  $R^2$  was 0.424, and the effect size  $F2$  was 0.737, indicating that internship satisfaction had a significant effect on employment intention, and it has good explanatory power and strong effect, and the result is shown in Fig.1.

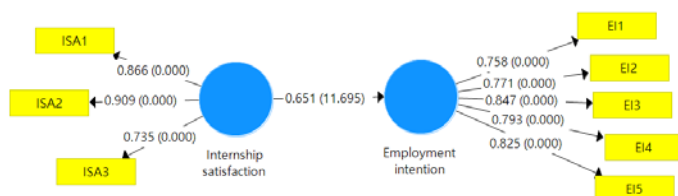


Fig.1. Structural model

#### E. Multi-group Validation Analysis

This study mainly explored whether internal and external control personality traits have a moderating effect, using PLS 3.0 multi-group analysis, and in bootstrapping 5000 analysis results as follows.

TABLE III. MULTI-GROUP ANALYSIS TABLE

Personality traits	Internal control	Externally controlled
Path coefficients	.670	.626
STDEV	.056	.132
T-value	11.875	4.738
P-value	.000	.000
Confidence interval 2.5%	.516	.323
Confidence interval 97.5%	.755	.796
Total effect difference	.044 ( $p$ -value=0.375)	

From Table III, we find that the path coefficient of job satisfaction to employment intention, the internal control personality trait was 0.670 ( $p$ -value<.000), the external control personality trait was 0.626 ( $p$ -value<.000), and total effect difference was 0.044 ( $p$ -value = 0.375 > 0.05), indicating that the personality traits of internal control and external control did not have enough significant influence, in other words, personality traits did not have moderating effect.

#### IV. CONCLUSION

This study mainly studied whether personality traits moderated the relationship between job satisfaction and employment intention. A total of 100 students from tourism and hotel management who had completed their internship

were selected to conduct a survey using PLS 3.0 multigroup analysis. The results show that the moderating effect is not significant; this result is different from previous studies, the reason may be that personality traits affect the psychological level for a long time, if the relevant internship experience is known before the internship, it will reduce the gap between internship satisfaction and employment intention caused by insignificant. Hotel turnover rate remains high, and the way to reduce the turnover rate in addition to improving satisfaction, the most important thing is to cultivate and strengthen the spirit of corporate culture, for interns is also the same way, and then improve the employment will retain good talent.

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