

**THE IMPORTANCE OF INTERNSHIP SATISFACTION TOWARDS  
GRADUATES' FUTURE, INDUSTRY BENEFITS, GRADUATES' SKILLS AND  
EXPERIENCES TOWARDS EMPLOYABILITY, A FUNDAMENTAL STUDY**



**UNIVERSITI TEKNIKAL MALAYSIA MELAKA**

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Faculty of Technology Management and Technopreneurship

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JANUARY 2023

## DECLARATION OF ORIGINAL WORK

I hereby declare that all the work of this thesis entitled “THE IMPORTANCE OF INTERNSHIP SATISFACTION TOWARDS GRADUATES' FUTURE, INDUSTRY BENEFITS, GRADUATES' SKILLS AND EXPERIENCES TOWARDS EMPLOYABILITY, A FUNDAMENTAL STUDY” is original done by myself and no portion of the work encompassed in this research project proposal has been submitted in support of any application for any other degree or qualification of this or any other institute or university of learning.



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## DEDICATION

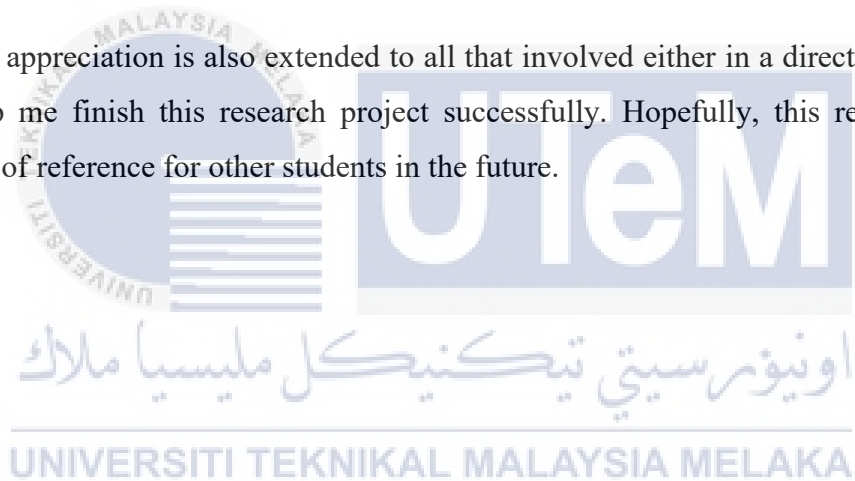
I would like to dedicate this to The Almighty Allah, lecturers, to my beloved parents and fellow friends who always give support and guide to me to finish this report.



## ACKNOWLEDGEMENT

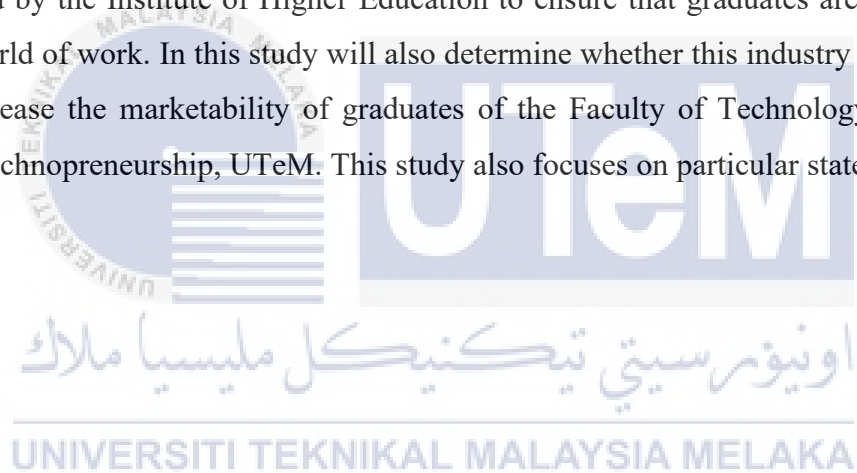
First and Foremost, thanks to Almighty Allah S.W.T for providing me a good health, patience and strength to do this final year project. This study also wholeheartedly dedicated to my beloved mother, who have been my source of inspiration and always gave me moral supports and motivate me when I'm at my worst. I would like to express deep sense of gratitude to my supervisor, Dr. Hasan Bin Saleh who always guide me to finish this study from the beginning. Also not forget the other lecturer and my fellow friends. Without all of their encouragement, I might not be able to finish this study well within the period time given.

appreciation is also extended to all that involved either in a directly or indirectly to help me finish this research project successfully. Hopefully, this report will be a source of reference for other students in the future.



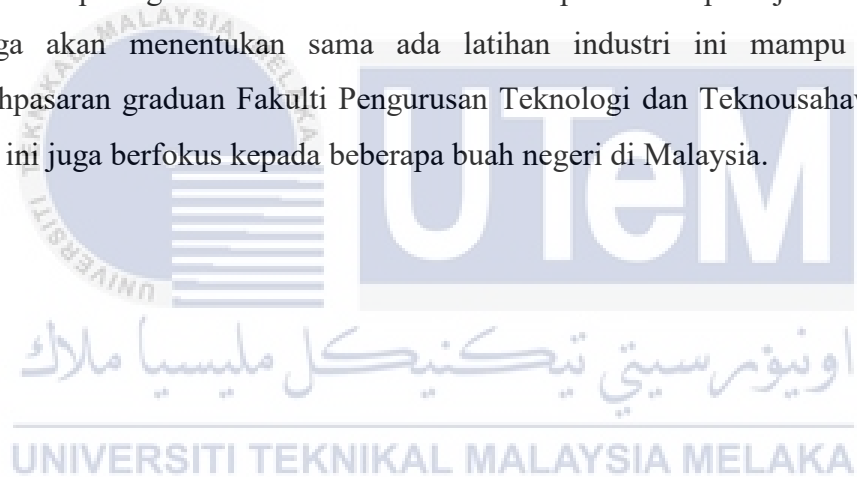
## ABSTRACT

The purpose of this study is to identify whether this industry training can help the future of graduates in the world of work. this study was also conducted to examine what is the importance of this industry training towards the future of the graduates and what are the benefits gained by the industry taking these intern students. In addition, this study will determine what experience and skills the graduates will gain from this industrial training. Furthermore, as we know, this industrial training is one of the mandatory things for all students at the diploma or degree level as a condition to receive a diploma or degree certificate. This industrial training is also one of the programs created by the Institute of Higher Education to ensure that graduates are ready to enter the world of work. In this study will also determine whether this industry training is able to increase the marketability of graduates of the Faculty of Technology Management and Technopreneurship, UTeM. This study also focuses on particular states in Malaysia.



## ABSTRAK

Tujuan kajian ini dijalankan adalah untuk mengenal pasti adakah latihan industri ini dapat membantu masa depan graduan dalam pekerjaan. Kajian ini juga dijalankan untuk mengkaji apakah kepentingan latihan industri ini terhadap masa depan graduan dan apakah manfaat yang diperolehi oleh industri yang mengambil pelajar intern ini. Selain itu, kajian ini akan menentukan apakah pengalaman dan kemahiran yang akan graduan peroleh dari latihan industri ini. Seterusnya, seperti yang kita ketahui, latihan industri ini merupakan salah satu perkara wajib bagi semua pelajar diperingkat diploma mahupun ijazah sebagai syarat untuk menerima sijil diploma atau ijazah. Latihan industri ini juga salah satu program yang dibuat oleh Institut Pengajian Tinggi untuk memastikan para graduan bersedia untuk menempuhi alam pekerjaan. Didalam kajian ini juga akan menentukan sama ada latihan industri ini mampu meningkatkan kebolehpasaran graduan Fakulti Pengurusan Teknologi dan Teknousahawan, UTeM. Kajian ini juga berfokus kepada beberapa buah negeri di Malaysia.





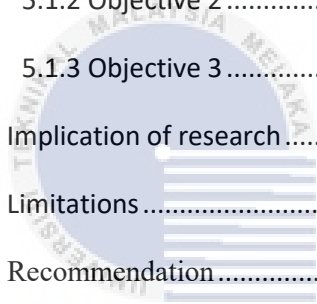
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## CHAPTER 1

### INTRODUCTION

#### 1.0 Introduction

Every undergraduate student must successfully complete an internship before graduating. “Students get the opportunity to apply what they have learned in the classroom, better understand the demands of the business, investigate prospective career options, and develop essential practical professional skills through internships” (Walo, 2001). It is a chance for professional learning that gives students real-world experience in a subject of study or job they are interested in. Students can explore and advance their professions while learning new skills during an internship. As an intern, students will have the opportunity to work alongside accomplished industry professionals and gain a good understanding of what an entry-level role may entail. Students will not only gain real-world experience, but student will also meet and learn from professionals. Other than that, students will begin to build their own network, which will include everyone from their fellow interns to highly experienced leaders.

During this pandemic Covid-19, there are many challenges that most company have to face like they need to reduce numbers of workers to decrease the risk of this viruses. However, after about 2years, most company starting to seeking for workers especially from undergraduate students. Most of them includes from internship students which they has opportunity to be chose as a permanent worker for the company.

This study are made to identify all the research question which is how internship helps the graduate's future career, to get know about the company's satisfaction towards internship students performance during their working time and also how this internships program give benefits to the companies.

### 1.1 Background of Study

In order to fulfil the requirements for the award of a Certificate, Diploma, or Bachelor's Degree, students enrolled in specific programs at all levels of higher education in Institutions of Higher Learning, including Certificate, Diploma, and Bachelor, are required to complete an internship programme. According to Training Policy Institutional Industry Higher education, industrial training or an industrial programme refers to students who are placed in a company to complete supervised practical training in particular industries for a predetermined period of time before receiving a Certificate, Diploma, or Bachelor's Degree, whether abroad or domestically. The duration of industrial training is determined by the programme of study as well as the Institute of Higher Education that provides it. It is recommended that the cumulative period for training industry not be less than three months or a prescribed period by every professional body that has the authority to grant accreditation.

Undergraduate students can prepare themselves before they start working as professionals by participating in internship programs. The students will benefit greatly from this in their preparation for the working world. Students encounter a variety of difficulties when they enter the workforce. Students must apply their conceptual knowledge in the new workplace in order to become accustomed to the professional environment. For graduates to compete on the job market today, they must possess competencies and professional skills. Higher education does not ensure employment.

Instead, graduates should be prepared for real-world challenges by possessing current and pertinent knowledge, real-world experience, soft skills, and a positive attitude. Industrial training programs were introduced to improve the necessary skills and improve the employability of graduates. Students who participate in industrial training have the chance to learn on the job and acquire real-world experience to boost their employability.

After internship, students should be able to apply students newly acquired information and skills, as well as receive exposure to work practices in their various disciplines, through the scope of work.

## 1.2 Problem Statement

Based on several studies, some people claim that internship students does not have an excellent performance since they think most of the intern students only have theories and no working experience. Numerous difficulties were encountered during internships, including inadequate funding, inadequate supervision and assistance for students during their internships, and more. “An internship should be organized and carried out as a legitimate educational opportunity” (Gashaw 2019). During this Pandemic, most of internship students need to work from home and this give huge trouble to some company's organization since its hard for the students to communicate well with their employer. This also will give impact to the company itself. Most of students does not have working experience which this will make them hard to understand the works they need to do.

Other than that, time management also important for every students. This because if the students lack of time management, it is hard for them to do their report while finishing their works. Most of them started their internship as their first experience at the job and they are not adapt yet with the new changes in their lifestyle, work conditions and also with the environment. “The educational or parent organizations that provide internship programs have gained from better industrial relations and cooperation” (English and Koeppen, 1993). “Although there have been complaints about companies using interns as cheap labour on occasion, employers have not been excluded from the advantages because internships can provide them with more affordable support, new ideas, and potential future employees” (Rothman, 2007; Cannon and Arnold, 1998). “Therefore, the three parties involved which are students, parent institutions, and employers have benefited” (Cook et al., 2004; Lam and Ching, 2007).

Besides that, some students faced with bullies and pressure by their seniors at the company while they are in their internship period. This sometimes give negative impacts to students that does not have mentally prepared. The students might got in trouble with stress and pressure. This will make them lost interest and lost the will to work. Actually, in most sectors have to faced this issues and this is very common and always happen at any sectors of job. Sometimes, supervisors of the company also forget that they are an

intern students and give students overload work to be done. Their supervisor or coworkers may assign them a task that is not what they expected since it is unrelated to their major and they planned to perform or learn something more relevant and valuable. Most of the time, students will be overburdened with work that isn't on their to-do list. Students might believe that it doesn't add anything to the experience they are seeking for.





### 1.3 Research Question

This study is a specific question to which the research aims to respond. These are the research questions for this research:-

1. Internship helps in graduate's future career
2. Internship give benefits to the companies
3. The company's satisfaction towards internship students

### 1.4 Research Objective

This part were made to answer all research questions. The objectives are as below:-

1. To identify how internship helps in graduate's future career
2. To analyse the benefits that companies get from internship students
3. To identify the internship improve students' skills and performance



### **1.5 Scope and Limitation of the Study**

This studies are focusing on how does this internship program helps in graduate's future career. Generally, this internship program usually preparing student to enhance their soft skills and exposing students to the real world of work. Other than that, exposing students to specific practices in the field their respective specializations, improve knowledge and experience students by organization. Besides that, this internship program also were to give the students the opportunity to understand better about the responsibilities of the real world of work. This studies also were made to identify how was the company's satisfaction towards internship students while they are doing their job at the company and what benefits that the companies get from the internship students as well.

The study's methodology or design flaws that had an impact on how the results were interpreted are considered to be its limitations. The ability to generalise from the results, to further describe applications to practise, or to the utility of findings is limited by study limitations, which result from the ways in which the researcher initially chose to design the study, the method used to establish internal and external validity, or the outcome of unexpected difficulties that arose during the study. The scope of this study was restricted to specific Malaysian states. For these studies, Year 4 students from Universiti Teknikal Malaysia Melaka (UTeM) have been chosen.

### **1.6 Significant of the Study**

The significant of the study are to know how much this internship program helps the graduates future career. By doing this studies, we could know how much improvement that they could made in future. Other than that, this research were made to identify what are the companies satisfactions towards this internship students after they start working at company. This would clarify the reasons and their responses about the performance of the internship students. Besides that, the significant of the study is to get know what benefits that company gets from this internship program.

### 1.7 Summary

During this pandemic Covid-19, most sectors were affected and caused many companies to lay off workers. starting 1 April 2022, Malaysia has declared Malaysia to be in an endemic phase and most sectors have started operating as usual. there are many students undergoing industrial training where previously they had to work from home. various challenges that students have faced. this industrial training is also an important training and preparation to prepare students before they start working. This study was also conducted to find out the extent to which this industry training is able to improve their abilities in terms of communication skills, problem solving skills and so on. In addition, this study also aims to determine the acceptance of a sector towards intern students and their satisfaction.



## CHAPTER 2

### LITERATURE REVIEW

#### 2.0 Introduction

This chapter will be discussed about the previous studies that will be made related to this study. This study will extensively describe in details about internship programme and the importance of internship satisfaction towards graduate future. Other than that, this chapter also will describe in details about benefits that industry will get from this internship programme. In this chapter will be explained what are the graduates skills and experiences towards employability. The main components of the importance of internship towards graduate future (Dependent variable) and industry benefits, graduates skills and experiences towards employability (Independent variable) will be reviewed in literature which this will lead to the hypothesis of this research. A summary also will be done at the end of this chapter to sum up the theoretical framework of this research.

## 2.1 Internship Programme

An internship is a paid learning opportunity that gives students real-world experience in a field related to their academic interests or desired careers. A student can explore and advance their career while also learning new skills through an internship. “Students gain practical experience through internships that cannot be duplicated in the classroom” (Elarde & Chong, 2012). It allows the company to introduce new ideas and enthusiasm into the workplace, cultivate talent, and even create a pipeline for future full-time employees. The trainers in this case are large industrial corporations, while the interns are students. As a result, they are not employees of the company and must depart after the internship programme is completed. Once they have finished their internship, it's depend on the company itself either they want to take the intern students to work with them as a permanent worker or not.

The majority of them usually continue to work for the company where they interned. Training for internships typically lasts a few months and may or may not be compensated. The money received for training is known as a "stipend." An organization gains from internship training because they can hire inexpensive labour for extra tasks like printing, scanning, and document delivery. On the other hand, an internship programme is equally crucial for students because it enables them to choose the best career path. Organizations frequently make pre-placement offers to interns based on how well they perform. Internship programs consequently present employment opportunities.

To determine the precise duties of students undergoing industrial training, agreement between the Institute of Higher Education and the host organisation (organisation that accepts students for industrial training) is required. Students should have opportunities to put their newly acquired knowledge and skills to use as well as exposure to working in their respective fields of specialisation.

The period of an industrial training programme is determined by the course of study and the higher education institution conducting it. It is advised that the cumulative training period for the industry be at least three (3) months long or a period established by any professional body with the power to grant accreditation. Usually, industry or host

organizations are encouraged to provide allowances to students undergoing industrial training programs with their organization. All Higher Education Institute are required to provide accident coverage insurance and disability protection to students who undergo an industrial training program. There are several things that students need to take into account for the placement of such industrial training where students must undergo an industrial training program in the organization certified by the faculty in a field related to studies. Next, students must strive to be with their respective institutions each to find industrial training places based on field who are interested by using the form provided. Other than that, the list of industrial training places must be recommended by the respective Higher Education Institute respectively. The Higher Education Institute will coordinate all training placement matters industry and industrial training placements can involve either sector private or public sector based on the suitability of the program.

## 2.2 Importance of Internship

“Through internships, students have the opportunity to apply what they have learned in the classroom to real-world situations” (Green et al., 2011). In the context of a dynamic, ever-changing, and fiercely competitive business environment, the sector requires a skilled and adaptable graduate. In this context, the industrial internship programme must receive close attention from both academic and professional higher education institutions. The student internship programme is used by many academic institutions and professional associations to complement students' classroom learning with practical work experiences. Recent research has examined the effects of internship programmes on student career development and advancement. Many studies have looked into and investigated the importance of industrial internship programs, according to the literature. Students are given the opportunity to see how the theory works in practise through the internship programme. Because it appears that industry priorities graduates with training experience, internship programs assist students in getting employment sooner. Most academic institutions are now incorporating an internship component into their academic curricular, recognizing the value of internship programs.

Internship programs serve students not only in terms of job preparation and income, but also in terms of boosting their self-confidence and self-satisfaction in the process of lifelong learning. Internship is the most valuable experience in the educational administration preparation process, according to many graduates of educational administration programs (Fry et al., 2005; Hess and Kelly, 2005; Milstein and Kruger, 1997). They also stated that the internship experience should be expanded and improved (Fry et al., 2005; Morrison, 2005). Morrison goes so far as to say that administration programs give students more leadership opportunities. Interns should be invited into the "trenches," given problems to solve, and given the opportunity to learn firsthand what administrators do on a daily basis.

### **2.3 Enhance Employability**

Most employers want evidence that you'll be able to perform the job for which you're applying. A degree-related internship, whether required or elective, can show your suitability. The ability to communicate what you know about the workplace and how the skills you've acquired may be helpful will be essential to your future success. You will acquire the skills that graduate recruiters are looking for through internships and work placements, as well as a better understanding of what you want from your future career. Workplace experience can take many different forms, including formal work placements, casual and part-time jobs, open days with companies, and work shadowing. Which of these options is ideal for you will be determined by your unique goals and circumstances. Whatever path you take, think about how it will benefit your personal and professional development.

An internship can help you develop a better understanding of the working world and of your own skills and abilities. In addition to having a respectable degree, it is beneficial to demonstrate to potential employers that you have a wide range of additional skills. In the current economic climate, employers are looking for meaningful experience that supports your academic abilities and demonstrates your "soft skills." Because it demonstrates that you have some understanding of what it's like to work and that you have acquired some of the fundamental employability skills they look for,

employers value work experience. Internships help students enhance their job prospects by allowing them to refine their professional skills and values, focus on their career goals, have direct access to job sources, and even impress future employers. As a result, students who participate in internships are more likely to get jobs after graduation than those who do not participate in internships (Knouse et al., 1999).

## 2.4 Growing Intellectual Skills

Intellectual skills are the ways of thinking and problem-solving that experts in a field employ. A general intellectual skill that is applicable to all fields of study is critical thinking. Discipline-specific intellectual abilities include the ability to analyse information critically, to distinguish between opinions and arguments, to evaluate sources critically, to formulate hypotheses, plan experiments, and to build arguments based on evidence. This internship programme typically aids in developing students' intellectual abilities, which will make them potentially be able to supply the company with future employees of strong lineup. Internships were particularly beneficial to information technology (IT) interns in terms of improving communication skills, teamwork, customer service abilities, and creativity (Galloway et al., 2014).

### 1. Knowledge and Understanding

Intellectual aptitudes are frequently categorized using Bloom's Taxonomy. It's likely that Bloom's concepts have been covered in class or applied in the workplace. According to Bloom's method, knowledge and understanding are the most fundamental types of intellectual abilities. Knowledge is defined as the capacity to memorize and reproduce information. Understanding what information that has been memorized means is known as comprehension. A good use of knowledge would be to recall that two plus two equals four. Contrarily, comprehension, or simply realizing what the components of the formula mean, is knowing that two objects plus two objects equals four objects.