

Impact of Internship on Students, Towards Working in Hotel Industry : A Bibliometric Perspective..

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Abstract: The hotel industry comes across significant challenges in preparing relevant workforce for the demand in the market. Internships are pivotal in shaping hotel management students' perceptions and their intentions regarding careers in the hotel industry. Bibliometric analysis in many studies reveal that internship experience, service quality, environment of the organization and curriculum design are crucial elements that influences students' career intentions and future prospects in the hotel industry. Positive internship experiences significantly enhance students' willingness to pursue career in hotel. Conversely, negative experiences deter students from the industry. Behavioural factors during internship, including self-efficacy, adaptability, and social identity that helps in making decision towards career goals. A Bibliometric analysis of literature underscores the significance of well-structured internship vocational activities and supportive industrial environments to foster a sustainable career intention among hotel management students towards hotel industry. Data and information from Web of Science was analysed with the help of Excel and Vos viewer. These data findings will provide practical views and ideas for academicians, industry stakeholders, and policymakers aiming to expand talented human resource retention and professional development in the hotel industry..

Keywords: Student, Internship, Career intention, Hotel Industry.

Introduction

From last decade hotel and tourism industry have found upswing in academic and professional analysis in putting together to make modern workers ready for the industry. The human resource department of hotels primarily focuses on bridging skill gaps at all levels to align staff adaptation with the hotel's broader aim and mission. Study specifically focuses on enhancing instructional design and grasp how an individual can contribute for organizations overall performance and growth in future (Rajak et al., 2023). To stay competitive in an expanding market, it is essential to upgrade employee skill sets and similarly organizations must prioritise human capital. Systematic internship is the primary mechanism for elevating service delivery which directly leads to positive guest experiences (Anh & Hung, 2019). Despite efforts to circulate qualified hotel management graduates to these sectors, students many a times report lower-than-expected levels of professional identity and academic satisfaction. It includes some of the greatest rates of employee turnover and severe labour scarcity among the most prominent business of hospitality in the world. The internship experience, regarded as the main interface between academic theory and business practice, is necessary for overcoming this hurdle (Zopiatis & Theocharous, 2013).

Such types of dissatisfaction led to poor employment outcomes and a high rate of graduates leaves hotel & tourism field altogether (Liu et al., 2022). Eventually, the few years earlier situation of the hotel and hospitality industry found to being getting unpleasant since the outbreak of Covid-19, uncertainties and negative sentiments among students affect their perception of hotel and tourism industry (Benaraba et al., 2021). Vocational programs offer internships, which gives students a prominent start by developing practical work experience before completing graduation and can give formal entry into the workforce (Alp et al., 2022).

Internship eventually offers triple -win scenario i.e. students gaining practical skills, improving educational standards and employers preparing talent human resources. This synergy is rooted and covering the gap midst theory and practical situation (Gault et al., 2000). Evolving standards of internship with in-depth understanding and forwarded competencies is vital to stay aligned with current professional development and readiness for job (Feng, 2022). Internships get hired in plenty of approaches to strengthen youth job opportunities while tackling the root cause of unemployment (Hunt & Scott, 2018).

Solid foundation offers by general research and examines internship experience and readiness to work but, a granular investigation into regional training is quite necessary to develop data-driven, and high -impact strategies interventions (Erdoğan & Çiğdemli, 2022). Internship program facilitates extensive progress in employability, which in reverse plays a key role in addressing unemployment crisis (Pianda et al., 2024). However, during these internships, students frequently encounter a number of typical challenges, such as communication obstacles, prolonged work hours, problem-solving under pressure, poor supervision, and problems with the office environment. Knowing such barriers is essential for improving internship fulfilment and optimising students' readiness for lucrative employment in the industry of hospitality (Vo et al., 2021). Furthermore, students' employability and career choices within an organization can be significantly impacted by the alignment between their academic preparation and the skills they receive via internships (Ferrerias-Garcia et al., 2019). Students' technical and social abilities, as well as their identity as professionals and enthusiasm to the sector, are all strengthened through internships. In accordance to research in related areas, internships may reinforce students' willingness to pursue jobs in their chosen professions by supporting their professional development, letting participants define goals for their careers, and strengthening their awareness of workplace expectations. (Kapoor & Gardner-McCune, 2019; Rothman & Sisman, 2016).

The views of undergraduate students on the quality of internships, especially their expectations and satisfaction levels, are equally crucial. Studies show that hotel management students' pre-internship expectations and post-internship experiences differ considerably highlighting the need for continuing program revisions in order to better meet the standards of students and the industry. Academic institutions might enhance internship quality and better prepare students for the realities of working in the hotel industry by addressing in these gaps (Cho, 2006).

Major satisfaction is frequently regarded with one's major priority in internship program is because of its significance and its influence on students' career decision making (Zacher, 2014). The construction of three-dimensions model (personal, social and companionship in career barriers), may help in revealing structure of hotel management student's intension to perceive career barriers (Liu, Zhang, et al., 2022).

Elements of career readiness, higher learning, a technical education, curricular requirements, job placement, and vocational education are the primary subject matter of this study.

Internships are a valuable educational and professional development tool designed to help students pursuing hospitality develop essential competencies, determine professional paths, and improve their employability in the hotel business. Key topics comprising internship problems, student happiness, skill development, and career outcomes are outlined by a bibliometric perspective focusing on that impact. These themes jointly contribute to evidence-based solutions for optimising internship programs within hospitality education and industry practices.

In this subject, by adopting a wide range of bibliometric tools, this study objectives are to provide an in-depth over view of students intention to have career in the hotel industry after internship

experience. Significantly, this study addresses the following research questions are:

- (RQs): 1. What are the numbers of research paper publish from 1991 to 2025?
2. Which are the authors contributed for this study?
3. Names and Numbers of the universities published paper in there field.
4. Which are the names of the Publication?
5. Which Countries and Region contributed for the study?
6. Which are the Key words Widely used in this type of research work?

Literature Review:

The academic landscape of hospitality and tourism sector internship and job readiness is increasingly being mapped through bibliometric studies and on vocational competencies and job readiness. The study focuses on identifying influential authors, institutions, geographic trends and emerging trends in the sector (Pelit & Katircioglu, 2021). Positive attitude outlooks are typically represented by expressions like commitment and engagement while career is often used with an individual's profession (Gong & Jia, 2022). Students of hospitality sector frequently encounter various challenges during their internships that may hinder their transition into full-time work. Students' opinions on the interpersonal connections in the Hospitality and Tourism industries, as well as their likelihood of job satisfaction, have been influenced by getting exposure to real jobs by means of internships. These perceptions additionally influenced their willingness to embark on professional paths in these sectors after graduation (Lee & Chao, 2012).

It had been demonstrated that the in-house internship programs beginning at hotel educational institutions serve as a pedagogical function by preparing students for authentic industry internships. On the basis of studies carried out in Thailand, these internship programs gives hotel management students the necessary knowledge and professional skills, which beneficially affects their post-graduation career choices and provides an adequate foundation for employment within the hotel industry. (Dhevabanchachai & Wattanacharoensil, 2017). A study of 198 students studying business further demonstrates the positive impact of internships on career considerations: in excess of half (54%) validated that their internship complemented their expected job function, and nearly half (45%) confirmed compatibility with their preferred industry. This recognises internships as experiential learning opportunities that help students rationalise or reconsider their career options, thereby avoiding job discontent and turnover in the future. The study underscores how internships could assist students gain insight into how they see oneself and how effectively individuals fit into specific positions or professions (Rothman & Sisman, 2016).

The researcher has identified in his study five distinct subcategories that can influence undergraduate students to choose and pursue careers in hotel/ hospitality sector, specifically highlighting the impact of personal, academic, and organizational management factors (Jiang & Tribe, 2009b). This study investigates that the internship experiences of students within Vietnam's tourism and hospitality sector is to sketch the core dimensions of learning outcomes derived from these internship programmes and to detect the contextual factors that shape those outcomes (Nghia & Duyen, 2017). Professional demanding yet encouraging workplace fosters career growth and on the quality of supportive pressure fuel ambition, while a negative environment often triggers and lead to burnout industry existence (Mannaa & Abou-Shouk, 2020). Through visualising, bibliometric process aids researchers to recognise the associations between concepts, research approaches, and accomplishments in a topic (Wang & Gu, 2022).

Career ambition also include exploratory actions like pursuing knowledge and vocational-supporting activities (Dahanayake et al., 2019). The study explain that job satisfaction serves as the "middle man." Internship doesn't often works by making the employee feel more competent and valued first (Dorta-Afonso et al., 2021). This study add to hospitality knowledge that, students from

hotel management examine their attitude towards their work involvement, job satisfaction. Working environment as they are likely to persevere their career in hospitality sector (Kim & Spears, 2021). The findings reveal and highlight on emphasizing of theory of planned and managed behavior of candidates. The digital fluency and students' personalized occurrence are increasingly transforming service delivery and human capital management in the hotel industry (Toboso-Gómez et al., 2025a). Increasing internship acceptance is a crucial aspect that enhances employability, as determined by a bibliometric studies (Marinaş et al., 2022).

Internships are regarded favourably by students for how they contribute to professional advancement and job readiness. Nine themes that highlight the value of internships emerged in a study of placement reports from students learning hospitality. These include learning about the sector, improving technical and interpersonal capabilities, understanding culture, and handling career-related issues. These research findings can help academic institutions and business partners better prepare students for their placements, which will benefit students' readiness for employment and satisfaction in general (Tse, 2010). The objectives for learning of apprenticeships and the underlying causes of these outcomes is to identify the dimensions of the learning performance of the internship programs and the factors that determine these learning outcomes, the objective of their research is to evaluate the experiences of trainees in the tourism and hospitality field in Vietnam. There is confirmation that the internships benefited students in structuring their career plans by reinforcing their previous abilities and expertise, gaining relevant professional skills, and altering and adapting their learning attitudes and behaviour (Nghia & Duyen, 2017).

This study findings is based on the thematic map, undergraduate student internship satisfaction, practical as well as experiential learning, hoteliers participation, and internship activity plan, these are the features and dimensions of internship experience which keeps on striking the employability of hotel management students (Pianda et al., 2024). The key finding highlights utilization of database from Scopus, 205 publication from 2019-2025 were analysed. The study indicates to development of interpersonal skills, innovative ideas and resilience competencies (Saber & Kamaruddin, 2025). According to (Liu et al., 2022) meta-analysis has examined 34 studies to compare the various influences on the career aspirations of hospitality and students from tourism field. While it was found that there were no statistical changes in the considerable influences which was observed after the COVID-19 outbreak.

Study methodology: bibliometric analysis

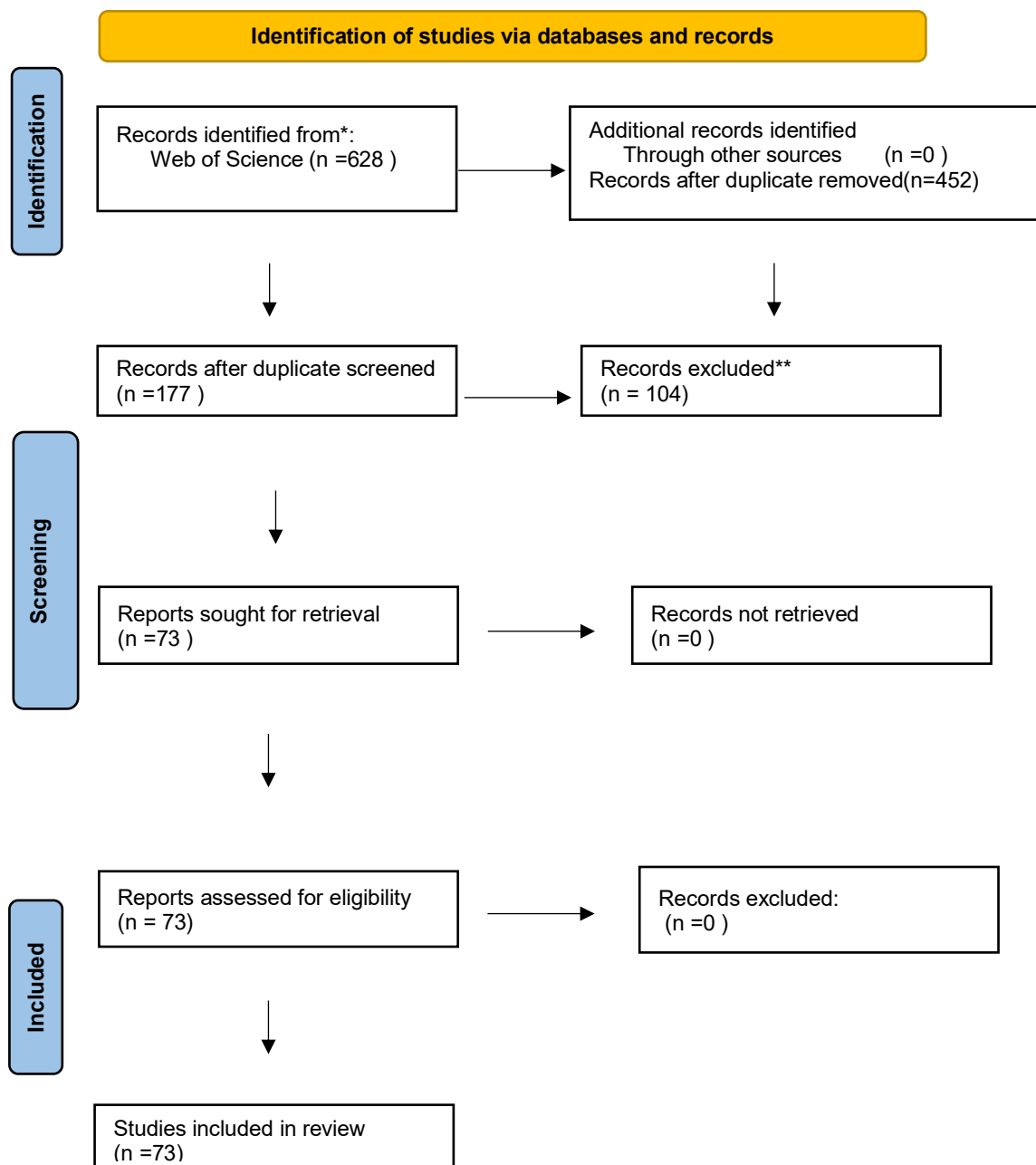
Research indicates that Web of Science (WoS) remains the quality standard for bibliometric studies (Abbas et al., 2022). Using a variety of citation statistics and statistical bibliometric indicators, bibliographic matrix analysis assists in investigating the progression and thematic structure of a subject of study (Valtakoski, 2019). Due to its quantitative attributes as well as capacity to handle massive collections of data, it gets rid of author bias, rendering it suitable for such kinds of scholarly studies.

The search term student perception, working in hotel and internship was used to find studies. The study and analyses are performed according to the objectives of the study. In the study various variables are analysed which consist of information on publication sources, contribution of the authors, research institutes, mostly cited publication, country and region contributed on this topic. Based on the study and analysis it can be determine the present scenario and development and also trends on journal articles. The tools like Microsoft Excel and Vosviewer is used for the analysis of database.

Bibliometrics analysis often focuses mainly on publication and numbers of citation. To enhance this quantitative data VOSviewer more beyond basic metrics. It provides a deeper conception of the scientific literature pertinent to the research work (Donthu et al., 2021). The study had been designed using a three-phase procedure: bibliometrics, data acquisition, and execution plan.

The bibliometric analysis's and findings

The Bibliometric analysis was carried out on 73 research papers which was published over a period of 22 years (1991–2025), which was acquire from the Web of Science database. conducting a search is based on the comprehensive text on the title of the paper/article, abstract, author and keywords used. More than intergrate findings through narrative methods, this study aims is to systematically map, analyze, and evaluate the body of published reesarch work on relevant subjects by employing bibliometric analysis technique. This approach allows for the representation, assessment, and monitoring of academic literature using quantitative method(Zupic & Čater, 2014).



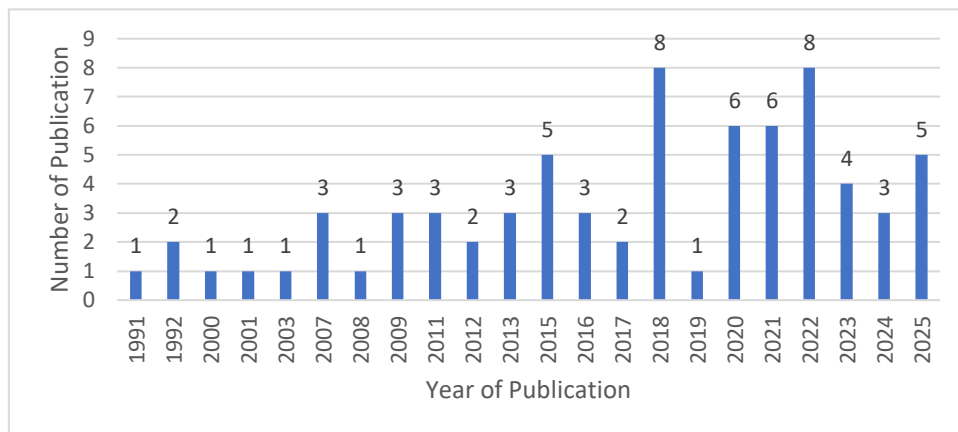
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Source: Page MJ, et al. BMJ 2021;372:n71. doi: 10.1136/bmj.n71.

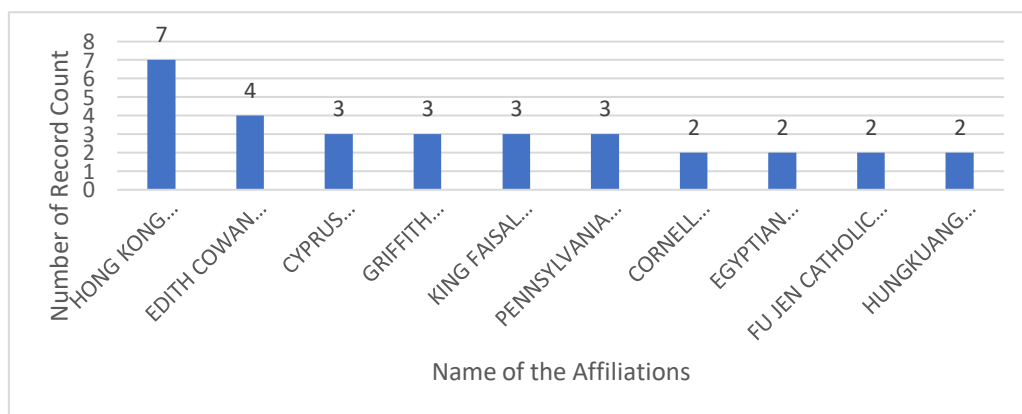
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Figure 4.1 Study Selection Process

4.1 Trend of Publication: The study is allied to the topic of students and their career in hotel industry there was only 1 article in 1991, whereas in 2015 the number of publication increased by 5 and got increased in 2018 by 8 publications. In 2019 decrease in publication scores only 1. 2022 scored with 8 publications and keep on decreasing in till 2025 by 5 publications. The decrease in publications verifies to the decreasing interest of researchers.

**Figure 4.2 Number of Articles Published year wise (From 1991-2025)**

4.2 Publications from the Universities: The Research findings evaluate top 10 Universities published papers and articles on the topic of students and their willingness to work in hotel industry after internship. Hong Kong Polytechnic University Published record count of 7 with 9.589 % of 73 publications, Whereas Cornell University, Egyptian Knowledge Bank EKB, Fu Jen Catholic University.

**Figure 4.3 Name of the top ten universities published papers on this subject.**

4.3 The most productive journal source: The top ten most productive journals in the field of students working in hotel industry after internship experience reveals that Elsevier has 25 record count, Emerald group has 13 counts, Taylor and Francis have 7 count and similarly figure 3.3 shows the decreasing status of 1 record count for last four publishers.

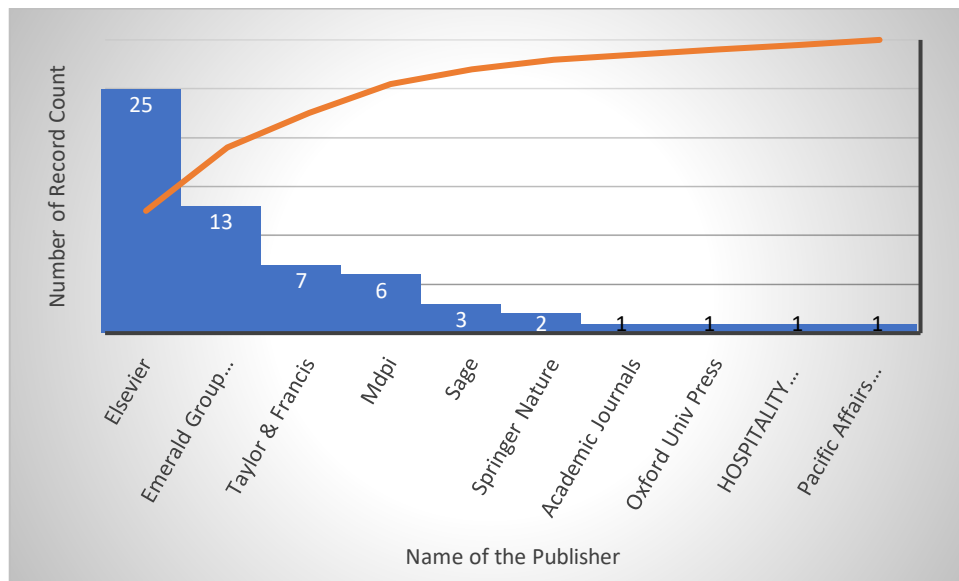


Figure 4.4 Top ten most productive journal sources

4.4 Countries contributing a maximum number of documents : Analysis determine the top ten countries contribution for the publication in the field of students internship and working in the hotel industry. Peoples R China has highest record count of 18. USA has 12, Australia has 10, South Korea 5, Turkey 4 whereas Cyprus, Saudi Arabia, and Scotland has a record count of 3. Researchers merged bibliographic data from the these countries to map the collaborative networks between authors for the study.

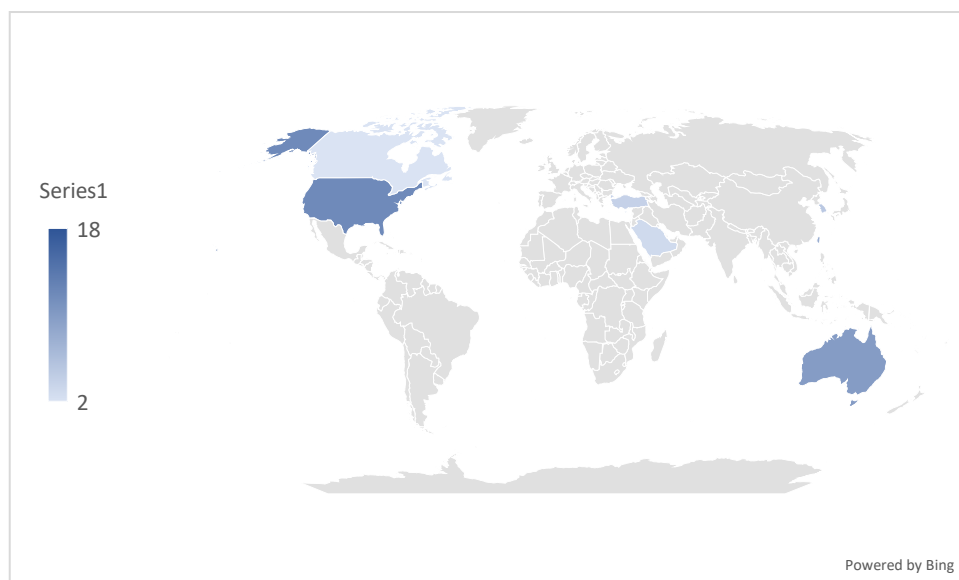


Figure 4.5 Top 10 Countries contribution for the publication

4.5 Analysis of Key words: Bibliometric analysis of key words is useful for finding currently used trends in this field. Thematic map of keywords shows cluster parameters of keywords. The study analyzed the most common words of the author's used key words to create a theme map based on density and crucial. These are the most common keywords such as perception, hospitality, attitude, students etc..were appeared in the study, where as the mostly used key word in this type of studies is 'work'.

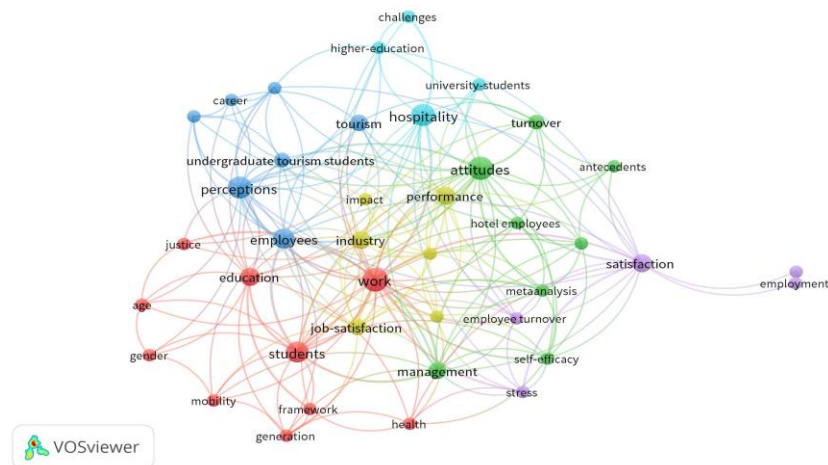


Figure 4.6 Analysis of Keywords used in publications

4.6 Cited Authors in Publication: Cited authors analysis in the publication is the metric technique that maps and uncovers links between authors and their publication works. It examines how frequently the author is cited by the other scholars. From the data obtained Kusluvan is the most referred author by the other researchers for their study purpose.

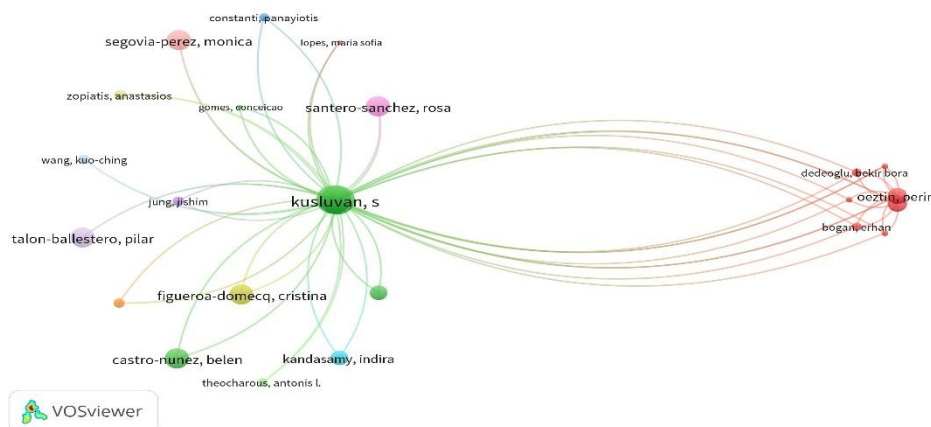


Figure 4.7 Most cited Authors in Publication

4.7 Bibliographic coupling with documents : Bibliographic coupling is a fundamental method used to identify closely related relationship between two documents. The core idea or concept is if two documents cite the same sources, they are said as coupled. In this study minimum number of citation of a document used is 6 for each of 33 documents shows the strength of bibliographic coupling link with other documents with the greatest total link strength is 20. It was found that highest are Kusluvan(2000) with 226 and Goh(2018) has 225 .

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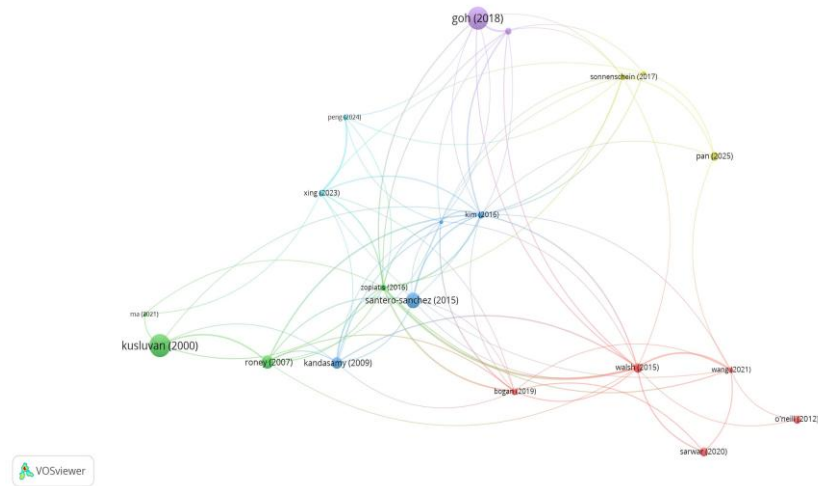


Figure 4.8 Bibliographic coupling with documents

Conclusion

Building on earlier publications several articles and research work explores relationship between internship and employability. The current existing reviews the actual effect of internship program on job readiness amongst undergraduate students which achieve in shaping employability in hotel industry. Study on bibliometric analysis on 73 research papers published over 22 years (1991–2025), obtained from the Web of Science database is used for the study on impact of internship program offered in hotel for the hotel management students with is related to their career choice for hotel industry.

It was found earlier the growth on research paper for this subject was low and simultaneously started growing till 2022 in web of science indexed journals but currently in 2025 the number of articles found in decreasing stage. It can be made out that there is a need for more articles to be published on this topic. Among the top ten Universities Hong Kong Universities had credited to have maximum publications whereas the other universities must take more initiative for publishing their research work on web of science indexed journals. The regions participated for having research on this topic is Peoples R China, USA and Australia participated maximum. It was found that other countries and regions lack study in this topic. Various keywords were used as an independent and dependent variables for the studies.

This bibliometric study can offer a conceptual framework for understanding the different elements of internship experiences, including student satisfaction, experiential learning, internship programs, and hoteliers as an employer and its engagement, these all aimed at enhancing student employability and career intention within their vocational education. Furthermore, the research offers evidence that can guide the development and guidelines for vocational internship programs, that could make them more effective and efficient in preparing students for the workforce.

The literature on hospitality internships is still fragmented, with a large proportion of studies concentrating on specific components such as job satisfaction, skill development, or employability, despite the increasing number of studies on the subject. The complete effect of internship programs on students' desires to work in the hotel sector has not been fully investigated. Besides that, there aren't many studies using a bibliometric approach to methodically map the field's growing topics, reputable publications, and research trends.

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