The factors influencing hospitality interns’ satisfaction which significantly contribute to their career choices in Vietnam

**INTRODUCTION**
Currently, the hospitality industries in Vietnam see a dramatical growth and development in aspects of demands and supplies, triggering to a considerable contribution to the economy and its potential for economic growth (Bilsland, Nagy and Smith, 2014). This leads to the need of a high-quality human resources and vocational skills that are cultivated and consistent with the working nature of hospitality industries, however the fact shown that hospitality educational institutions are not able to fulfil a need number of trained graduated students. The reason comes from the problematic issues occurred in internship that make them renounce the opportunities to pursue this industry. It is clear to verify that the satisfaction of the students towards the internship stages is the key element for their choice of whether working in services industries or not, which also has the intimate relationship with the motivation and employability fulfilled (Richardson, 2009).

**OBJECTIVES**
- to identify what is internship and its importance for the stakeholders in hospitality
- to verify the primary factors can affect to internship student’s satisfaction
- to evaluate the influence of verified factors in the internship student’s satisfaction from positive and negative side.
- to demonstrate their results such as employability or motivation towards the hospitality after internship period
- to examine their decision to pursue working in hospitality industry.

**LITERATURE REVIEW**
Apprehend internship satisfaction reflects how well the students are prepared before they step to the industry officially and realistic working world, leading to forecast effectively post-graduation career proclivities (Jenkins, 2001). According to Jiang and Tribe (2009), the student’s persuaded outcomes were generated from the enhancement regarding the working and critical-thinking capabilities with a self-confidence to communicate effectively with people and resolve the uncertainties. It is complemented by Zopiatis and Constanti (2007) to meet the intern’s satisfaction through developing their comprehensive understanding the departmental functions and organizational structure, how a professional working networks are constructed and taking shape the leadership style and skills based on their experience with supervisors. Others are satisfied when they get the competencies to acquire the knowledge and vocational skills about the industries they get involve or adapt the rapid change in demand of market thus to develop their realistic career desires (Bednarska and Olszewski, 2013). Syntheses from several previous researches have concluded the core elements affecting student satisfaction that are the internship program, role of leadership, the opportunities to be promoted in the future and their self-commitment.

**ANTICIPATED FINDINGS**
An appropriate internship program generated by the employers and the leadership in workplaces are two key factors which have the most significant influence to the students’ satisfaction. Additionally, other factors which also positively impact on intern’s decision in terms of future careers are the opportunities in industries and their self-commitment.

**REFERENCES**