

Performance Evaluation of Tourism Management Practicum Students for the First Semester, SY 2019-2020

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ABSTRACT. The main purpose of the study is to determine the performance of tourism students on the job training for the school year 2019-2020. The study made use of the performance evaluations of 66 tourism students in their respective host training establishments (HTEs). A descriptive research that utilized secondary data and subjected to mean and ANOVA statistical analysis. The results of the study show that tourism practicum students have a very high performance according to the HTEs namely: communication, attendance and punctuality, productivity and resilience, initiative/proactivity, judgment/decision making, dependability/reliability, attitude, professionalism, and university core values. Further, there are differences in the performance evaluations of HTEs in terms of communication, attendance and punctuality, productivity and resilience, initiative / proactivity; judgment / decision making, dependability / reliability, attitude, professionalism, and university core values. As per training establishment this pushed to improve its structure, management, and strategies of the way they train students to improve their overall performance in order to meet the fast pace moving industry and connect the school establishment teachings with the industry's demands.

Keywords: *Performance Evaluation, Tourism Management, Practicum Students*

INTRODUCTION

The significance of internship has been led through the obtaining of capability for students in tertiary establishments. Nonetheless, these studies surely focused on worldwide and national development (Rigsby, 2013; Recto, 2014; Donina, 2015; Mohammed, 2016). Internship programs are given on a premise of explicit work hours that students must perform within a doled-out establishment, firm or association, they are administered by individuals from academic staff and a corporate partner and relative credits are granted after the consummation of the course (Khalil 2015).

Since probably the best test going up against new alumni is the nonappearance of certifiable experience, On the activity preparing, gives openings and the systems administration benefits an internship position offers will enable for graduates the best test defying new alumni is the nonappearance of certified understanding, On the long after they have spent the remuneration earned over the range of the late spring or semester (Hernandez et al., 2014).

The students who experience internship may not be relied upon to get the most ideal preparation for the students if the internship program was not well arranged (Garcia & Ganuelas 2017). Most times industry-based administrators don't open the student to certain parts of the job; therefore, the interns may not be conveyed along and this may influence the internship experience (Yakob., et al 2018). Prompting factors that the students experienced hesitations, challenges and disengaged to the training they received (Yu & Mercado 2016).

This prompts the significance of the assessment of the performance of the internship program. Assessment of training content is deductively influencing learner's profitability and helping travel executives with identifying the viability of the training program in the light of its goal and

estimating the effect of efficiency of the students (Khalaf et al., 2016). With the emergent need to measure the Performance of student interns' and to determine the effectiveness of the UM-TOURISM Practicum Program, the researchers were prompted to conduct this study.

Statement of the Problem

The main purpose of the study was to determine the performance evaluation of tourism management practicum students for the first semester 2019-2020.

Specifically, this study sought answers to the following:

1. What is the level of performance evaluation of tourism management practicum students for the first semester 2019-2020 in terms of the following?

- 1.1 Communication;
- 1.2 Attendance and punctuality;
- 1.3 Productivity and resilience;
- 1.4 Initiative/proactivity;
- 1.5 Judgment/decision making;
- 1.6 Dependability/reliability;
- 1.7 Attitude;
- 1.8 Professionalism; and,
- 1.9 University core values?

2. Is there any significant difference on the performance evaluation of tourism management practicum students for the first semester 2019-2020 when analyzed according to host training establishment assigned?

Review of Related Literatures

In the Tourism industry, one of the greatest objectives of foundations is to meet the speedy-paced changes in the business, distinguishing the essential tendency foreseen by the business and changing the educational program to address these issues (Sisson & Adams, 2015). It is imperative to close the hole between what the business foresees from the alumni being procured and what is instructed to understudies. Targets should meet the fast-paced industry in order to plan graduates for an effective profession (Buted et al., 2014). Seeing that, the business needs the alumni to be logically flexible and be set up for what has indicated them in the association and adjust to the fast pace of the advancing industry (Mittaz, 2016).

With regards to the on the job training the curriculum with other considerations contributes to the student's preparedness. Learning capacities of the educational plan should be in line with academic purpose for all intents and purposes to set up the understudy for the industry. The educational program offered by the universities is essential to the preparedness of the student's status for the industry. Tourism programs examine their educational plan with the goal that it will reveal what ought to have been reconsidered, changed and included to help the alumni. Surveying the educational program will lead the foundation to better one that will frame and develop their understudies to the overall aggressiveness (Rahman, 2014; Borbon, 2016; Cueto, 2016).

Moreover, the Tourism industry has to change after some time to reflect changes in visitor needs, to stay in control and to remain efficient (Felicen et al., 2016). It is noteworthy for the travel industry to attract particularly qualified employees with the capacity that satisfies the business needs in the travel industry (Min et al., 2016). A quick-paced work-life and expanded specialization suggests that individuals must get ready for a career that required a long-lasting learning; It is a quarrel that the very characteristics required for being an adequate student in

advanced education are similar capacities required for a successful expert practice (Gellerstedt et al., 2015).

Considering the significance of occupation preparation, the best route in the way of gaining knowledge learned in the four corners of the classroom and institutions practice is the engagement of the on the job training, It is likewise the beginning where students would turn out fresh from their usual range of familiarity where they will be uncovered with various workstation and experience the genuine and real exchanges in the work environment which will build up their aptitudes and set them up once they leave the entries of their particular colleges (Tangaro, 2015). In addition, students as an intern give chances to experience the real procedures of a particular occupation utilizing genuine apparatuses, hardware, and reports (Javier, 2017). As a result the Tourism industry with an internship program causes the students to watch and appreciate the working environment in a close-by conditions (Seyituglo & Yirik, 2014).

Internship programs are given on a premise of explicit work hours that students must perform within a doled-out establishment, firm or association, they are managed by individuals from academic staff and a corporate partner and relative credits are granted after the culmination of the course (Khalil, 2015). Even though the greatest test defying new alumni is the nonappearance of veritable experience, on the activity preparing gives openings and the systems administration benefits a temporary position offers will enable a school facing new alumni is the nonattendance of certifiable experience, on the activity the remuneration to graduate long after they have spent earned over the range of the mid-year or semester (Hernandez et al., 2014). Likewise, the number of representatives and recent graduates must be completely furnished with information and aptitudes to be focused in their individual field. Now, the instructive achievement of the individual is given extraordinary attention (Dimalibot et al., 2014).

As emphasized by Jacob (2014), organized (arranged) and unorganized (impromptu) are the two sorts of On The Job training regularly recognized in the writing, organized hands-on training are those require stirring in advance and it produces steady unsurprising nature of preparing results, on the other hand, unstructured hands-on preparing produces conflicting outcomes as the ideal preparing results are not frequently accomplished (Jacob 2014). But even so an assortment of studies has inspected the impact work understanding (both organized and unstructured) has on resultant profession choices. Results from examination over each kind of work mastery thing prescribes that such encounters can have an unequivocal degree of impact on whether the member can in any casework in the exchange upon graduation (Simicevic and Stetic, 2017). Being that graduates with On the Job training experience get an employment proposition more rapidly than those without; In reality, managers place more emphasis on assistants which are encouraged during internship, than academic execution alone (Fong et al., 2014).

On the Job training gives different genuine learning encounters that could be of extraordinary assistance towards the accomplishment of more prominent information, aptitudes and qualities fundamental for work position (Martinez et al., 2014). The points of view on learning in internships are the coordinating the customs of experiential learning in an internship, investigating the connections between assistant occupation execution, nature of training experience and profession arrangement (Sabina et al., 2017). Moreover, students foreseen will create relational abilities, discipline, time administrations, the responsibility to undertakings and other authority capacities that will empower them to collaborate with others, participate in bunch exchanges that will prompt the gathering of industrial targets (Yaakob et al., 2018).

The internship program should be surveyed and assessed as far as its quality and effectiveness towards focused objectives and destinations (Kipreos & Dimitropoulos, 2016).

Considering advanced education establishments and governments ought to investigate the conceivable outcomes that new advances can add to customary temporary position programs, specifically with respect to improving Computer skills and making the internship experience accessible to students occupied with separation learning (Velez & Giner, 2015).

An internship is three-way association between the educational establishment, the student intern, and the organization where the student assumes the difficulties of a program of orderly experiential learning; to illustrate, an Intern is somebody who is associated with low maintenance or all-day work experience that is identified with the student's profession objective or major, who might receive compensation or not, could possibly be getting academic acknowledgment for the internship, yet who is a transitory worker (Swanson and Tomkovick, 2015). Furthermore, Learning by doing is a tried methodology in instruction to get more prominent yield from the students and build up their capability to become future assets of the affiliation, an entry level position unites the theory that understudies learn in school with rational work understanding and continues for around a fourth of a year to a year (Ebreo et al., 2014). Eventually the open doors over the span of concentrate to apply ideas and hypotheses in certifiable settings, for example, internships and reproductions likely form student's certainty and uplifting assumptions regarding their present and future capacities that helps student's perceived how the educational plan backed their ambition for a meaningful profession and helped them to build the aptitudes wanted by the industry (Caza, et al., 2015).

Nevertheless, the majority of the trainees change their profession goals following the internship, these progressions mirrored a move inside the business as opposed to a move against entering the business; Numerous members showed they had exchanged their objectives from seeking after a profession in Hospitality in support of building up a vocation in the travel industry, while the turnaround was not evident (Robinson et al., 2015). Subsequently there is a requirement for scholastics to invest more energy in the arranging, planning, and execution of the travel industry and enforce internship programs in Turkey, they are prescribed to have meetings and dialogs with students so as to have the option to structure on the job training programs in accordance with students vocation goals (Koc et al., 2014). Utilizing a year of internship working environment journals, Losekoot et al., (2018) Argue that internship offers an important open door for students to learn and for industry to elevate their associations to planned representatives. (Losekoot et al., 2018).

The result of the study of Tsai et al., (2017) uncovered that learning efficacy emphatically influences off-grounds internship adequacy, which thus impacts vocation readiness through profession choice self-efficacy. In this way, during their internship, Taiwanese hospitality students who have more grounded learning inspiration are bound to turn out to be exceptionally engaged with related undertakings through which they can figure out how to apply their expert information, obtain new aptitudes, and accomplish higher off-grounds internship viability. Despite the fact that there might be a slight variance where has the somewhat higher or marginally lower by and large mean score, both industry and staff seem to concur that general ability in the specialized competency are the most essential to achieve preceding graduation, trailed by authoritative, relational, initiative lastly theoretical/inventive. Ability accomplishment during internship falls most vigorously inside the specialized competency, trailed by the calculated/inventive competency, relational competence, authority competency, and authoritative competency, separately (Jack et al., 2017). Wang et al. (2014) asserted that, for a student who has accomplished a high off-grounds internship adequacy, the guarantee and extension of an employment opportunity position can improve the opportunity of their coming back to the business after graduation. For bosses in Taiwan or different areas, this can viably abbreviate probation periods, decrease preparing costs, and give a chance to hold great human resources.

Progress from college to the workplace can be very unpleasant for new graduates who are not decidedly ready; They may have elevated objectives for their vocations however these typically don't satisfy their hopes. This discrepancy between their desires and this present reality ought to be connected during their investigations through certain types of industry commitment like internship (Valdez et al., 2015). The discoveries of Suhag (2017) study uncovered the disadvantages of a nonappearance of premium and enthusiasm for the arrangement and how it impacts the general running of the affiliation. There are various components which need to be considered in order to ensure the amplex of planning like assistance from the administrators, frame of mind, preparing style and condition, the liberality of mentor, work related elements and so on (Suhag, 2017). In reality, simultaneously it is significant for students to be in a protected situation to take part in learning forms, unafraid of being off-base or seeming to need essential information. This problem requests that coaches and establishments fabricate solid partnerships so as to continue this delicate way in furnishing students with both a difficult and safe learning condition (Ripamonti et al., 2018).

Internship program for the travel industry student has been outstanding as an aptitude advancement component in educational programs for vacation planning; It is typically done in a short-time period where students are prepared in a particular field, they are keen on (Umadi & Kusumah, 2019). The significance of professional training has been noted and as of late has been a mandatory module so as to guarantee a successful path for students to acquire working experience and do an entry level position before graduating (Pekkala & Alatossaya, 2017). Preparing foundations can encourage understudies to remain expected by showing them relevant activities, the progressions that upgrade inspiration is work improvement through employment pivot it essentially includes students' effect, and will have become a potential stock of occupation (Jack et al., 2016).

An internship depends on a solid model of assistant enlistment and supervision organized consideration of students in a strong organization culture, a manualized direction, and a continuous pedantic program was speculated to bring about a positive encounter for the student (Petriila et al., 2015). The hospitality board chiefs should reliably check the student presentation autonomously having the activities to ensure that the student's information, capacities and character with respect to hospitality board programs are made at a level that will make them orchestrate their future calling (Menes 2018). It is significant for students to work with their internship director to create keen and intentional exercises all through the internship program that will prompt in accomplishing goals. The student and assistant directors should audit student advancement towards their targets every now and again and all through the internship, and as a component of that procedure, distinguish territories where development is as yet required (Kozar & Konnell, 2014). A better than an average arrangement of exertion on the aspect of the assistant, anyway chiefs and administrators ought to conjointly put in certain attempts to ensure that the students get a significant aptitude. For researchers, Supervisors watch out for territory units ceaselessly working with them on things they'll improve (Chen-stang & Chu Chin, 2017).

Communication

A great many people are brought into the world with the physical capacity to talk, however we should figure out how to talk well and impart adequately which involves systematic and continuous process of speaking, listening and understanding verbal and nonverbal signals are the aptitudes by watching others and demonstrating our conduct on what we see and saw (ahmad, 2016). In spite of the fact that, for reasons of uprightness, a few people like to imagine that they interface practically a similar path with pretty much every individual they experience, this basically isn't the situation for most case, it is attractive, and even essential, to change our language and desultory and nonverbal examples on how we address our partners and companions is not the same as the manners in which we address little youngsters or those of

whom we are not affectionate (Giles, 2016). Correspondence ability can be particularly significant in circumstances with contradictions or varying objectives which are generally found in the workplace found that in the work environment, prosocial consistence picking up strategies utilized by an unrivalled were appraised as more equipped than reserved consistence picking up strategies (Mikkelson, 2015).

According to studies conducted by Narzoles (2015), results revealed that the top communication skills in the workplace are as follows: perusing and understanding work directions and standard working techniques; perusing and fathoming letters and notification, electronic information, and email; revealing genuine issues of episodes to the director; showing capacity to listen viably; and finishing relevant office structures, report sheets, delicate documentation, work plans and details, occurrence report structures and notes. Karanges et al. (2015) accentuated that building up a feeling of a network through inner correspondence endeavors includes setting up and keeping up connections between an association, managers, and workers. While representatives experience numerous work environment connections, two command a worker's expert life: a relationship with their association and with their direct supervisor.

Attendance and Punctuality

Attendance is relevant to giving drawing in and compelling guidance empowering understudies to become gainful residents; Teachers can't show understudies who are not in participation, and making up missed assignments is almost unthinkable in the relentless and time-delicate study halls of the present society (Mahoney, 2015). Punctuality has been characterized as the capacity to accomplish a protected landing in a goal to a promoted plan or a component involving in that a predefined vehicle appears, leaves or gas at a predefined point at a predefined time (Grechi & Maggi, 2018). Davis, 2018). Students undergoing practicum must create polished skills, including the capacity to be available, prompt, and arranged in the working environment. Class participation and idleness can offer one chance to learn and exhibit these abilities (Davis, 2018).

Participation issues are normal, however many neglects to methodically address non-attendance for most of the understudies who are incessantly missing. (Sprick et al., 2015). The fundamental purposes behind non-participation are infection, transport troubles, individual/family issues, monetary difficulty, poor timetabling, work responsibilities, aversion of the subject, instructor or guide and fatigue or absence of inspiration. Discovered helpless training diminished participation and understudies decided not to join in on the off chance that they didn't care for their educator (Dunn et al., 2016). The connection between great participation and scholarly execution has been recognized for quite a while. In any case, improving participation for youngsters with social, enthusiastic and conduct troubles that are in danger of prohibition can be a difficult assignment for instructive pioneers (Price, 2014).

Productivity and Resilience

Profitability is generally alluded to as the proportion of yield to include it is characterized by efficiency as the compelling use of assets in creating products or administrations (Thomas & Sudhakumar, 2014). On the other hand, in light of the basic point of view, we expect a positive connection between executed strengthening centered understudies just as work profitability and representative employment request, which are thus connected to diminished work commitment (Van De Voorde et al., 2016). Subsequently, it is important to jump into what drives efficiency and research how work fulfillment, physical work space, the executives' backing and occupation independence assume a job in making a profitable working environment (Shobe 2018).

Resilience, according to Kolding and Zwieter (2012), is a proportion of constancy of frameworks and the capacity to assimilate change and unsettling influence and still keep up similar connections and creation between populaces or state factors (autonomous of relative wealth). Additionally, the versatility of medical caretakers as people was found to comprise a defensive viewpoint against their passionate fatigue, and a basic segment for their prosperity and wellbeing status (Itzhaki et al., 2015). Strength in authoritative settings is ordinarily characterized as the procedure or ability to modify and flourish in the midst of difficulty, going past the reclamation of an 'ordinary' level to take in and develop from troubles and rising more grounded than previously (Sutcliffe & Vogus, 2003).

Initiative and Proactive

The present perplexing and dynamic business condition workers need to step up to the plate and recognize new serious dangers and openings, to foresee changes in client desires, and to keep their insight and aptitudes modern (Hong et al., 2016). Lately, individual activity has been secured to foresee position execution. In any case, certain in this immediate activity execution relationship is increasingly perplexing procedure elements that can be better comprehended when logical forerunners, arbitrators, and go-betweens are thought of (Wihler, 2014). Profession activity involves oneself beginning of exercises identified with learning and picking up involvement with the work environment, which incorporate vocation arranging and expertise improvement with these exercises fuel human capital, encourage representatives' professions or potentially open doors for future business, and are basic if associations are to accomplish authoritative flexibility (Veldhoven, 2017).

Work commitment is a psychological state wherein an individual playing out a work movement is completely submerged in the action, feeling brimming with vitality and excitement about the work; commitment alludes to the simultaneous business and enunciation of a person's 'supported self' in task rehearses that raise relationship with work and to others by being really included, representatives increment their own quality (Physical, scholarly, and excited responsibility), which prompts dynamic and full execution (Bakker, 2017). Today, numerous organizations perceive that a receptive way to deal with natural guideline that points just at consistency is not, at this point a serious alternative, and are embracing a proactive way to deal with ecological administration; a methodology portrayed by future-arranged administration rehearses started intentionally with a vital reason that stretches to past consistent and moderation to improve firm execution through accentuation on avoidance of waste, decrease in vitality utilization, and item and procedure development to limit ecological effect over an item's life cycle as a serious need (O'Donohue & Torugsa 2015). Other, more proactive mechanisms have been noted to consist of offering education and career paths, and appreciation and acknowledgement to increase trust and commitment. Paying bonuses only after a specified period of employment also provides the incentives to stay within the firm which could be useful especially when dealing with knowledge workers whose commitment has been noted to be more occupational and less motivated by the employing organization (Olander, 2015).

Decision Making

Decision making is a key factor that keeps the representative's choices about its tentative arrangements a mystery on the grounds that those plans incorporate unfriendly results for workers. By including your representatives in the organization's dynamic, you're carrying straightforwardness to the working environment (Jau Yang Liu et al., 2019). Work associations, and the individuals who staff them, rise and fall by their capacity to decide. Thus, decision-making certainly shapes representatives' assumptions regarding how they will be treated later on. The more trust representatives have in their director, directly for progress, the more probable the workers are to anticipate that authoritative results should be positive and the more probable they are to expect that the techniques utilized by specialists to plan and

execute choices will be reasonable (AyuFitriana et.al 2019). In addition, at the moment that associations enter the fundamental initiative procedure, the outcomes from the decisions made can fantastically impact both the association's prosperity and its laborers. Bringing agents introduced when choosing decisions about the association's future strengthens your relationship with each laborer (García, 2017).

According to Taina and Maniam (2019), people who possess predefined preferences or have a right personalities or somewhat have a scarcely any thoughts on the best way to improve the organization, to strengthen customer needs , it includes more personalities; various thoughts might be exposed and arrangements might be suggested that were at no other time thought. However, An assortment of procedures and structures which empower, and now and again urge workers to legitimately and in a roundabout way add to and impact dynamics in the firm and in the broader society. Unequivocally as agents have a dynamic force, they fulfill their commitments all the more precisely. Higher effectiveness of the representatives adds to higher advantages of the affiliation and progressively significant unfaltering quality inside the business (Alhosani et.al., 2019).

At the business level the effect of worker investment and gathering motivating forces on the organization's presentation, basic strengthening points representatives' cooperation in the hierarchical dynamic procedure and leads them to have greater power and authority over their errand jobs (Lawani, 2018). It can be said that some organizations have extensively led representatives occupied with the organization's dynamic who were progressively gainful, productive and all the more ready to remain and create inside the association. Subsequently, Human capital started to be viewed as the association's most huge asset (Nowak, 2019). Underlines higher resolve of the representatives, Decision producer they are required to have explicit aptitudes and they should be given suitable work motivations so as to meet offered chances to take an interest in dynamic procedure inside the organization, to get strong data and to pick up remunerations were eager to expand their profitability (Mayer, 2016).

Dependability/Reliability

Mustafa and Kapareliotis (2020) stated, Ratability is built on reliable players, ratability is always seen as an asset, Reliability is a significant attribute to pay special mind to in a representative as it expands a wide assortment of errands. A reliable worker not just appears to take a shot at time each day yet in addition produces steady work. Hence It is conceivable to communicate that corporate notoriety empowers associations to acquire variable positive results like assistance and item quality, upgraded execution and oversee responsibilities, In truth taking on assignments and overload the employees, making it impossible to keep every commitment, Additionally being honest and upfront about your mistakes is the best approach (Jackson, 2017). One of the splendid properties of an extraordinary worker is being dependable, solid individuals for the most part make incredible representatives. They are the individuals who are responsible and can be depended on for errands (Morgan & Bangwal 2019).

According to studies conducted by Lalatendu (2018) Worker dependability (or lack of quality) is frequently conceptualized barely, therefore reliability quality is basic to representative execution. Dependability comprise quality includes how much an individual or other substance might be relied on to do what is anticipated from him (Lalatendu, 2018). Respects and meets deadlines employees respect deadlines, and make every effort to meet them. Precisely Fulfilling time constraints is cultivated through legitimate arranging and utilizing work hours

adequately (Chinomona, 2015). Huang (2020) mentioned that reliability in the work environment might be improved in an assortment of ways, finding a way to guarantee the presentation of the executive procedure is dependable. Preparing for singular workers to show time the executives and authoritative aptitudes likewise can improve representative execution.

Attitude

The scope and depths of such efforts vary greatly across present challenges of global competition. Promoting employability of students needs to develop attitude and presentational skills which are highly valued in the modern industry (Wang, 2018). A factor in this is the attitude to explicitly addressing employability skills and attributes in their career. Additionally, the talk into employability reliably dismisses the abstract component of employability; explicitly, how it identifies with not just the people who come to see and comprehend the serious business they are entering (JingzhouPan et al., 2018). The work specifically has featured the significant job personality has in the manner people position themselves inside the social and conservative world (Tzu-lingChen, 2018) and (Irwin, 2019).

Attitude as a mix of abilities and information proper to the specific situation, the key fitness is the need in all people for individual satisfaction and improvement (Sonnenschein et al., 2017). This has been critical in including this issue and battles that employability should be conceptualized as a type of personality; Having a positive attitude in the workplace necessarily makes you better at your job, it is relational, developing and influenced to a great extent by employees' 'lived experience'. In addition, Attitude which implies that impact how representatives or understudies assist tackle issues and put forth a concentrated effort in work and different settings. Disposition influences an expert's capacity to rehearse; the best experts grow incredible propensities for mind that empower them to think creatively and critically (Bhattacharyya and Anas 2017).

Professionalism

According to Adkoli and Salfiyadi (2019) a few studies show that workers' aptitude and comprehension are legitimately identified with the degree that proficient advancement encounters center around work matter substance, it implies quality of workmanship or service. However, it is essential that employees continue to practice good manners. A simple polite foster could create a quality relationship, ability to take interest and frequently perceived as being more credible and reliable at job. Simpson (2016) declared professionalism plays a vital role for success; it abides by standards governing the ways requested and provides multidimensional and advantageous rewards for the development. Workers with an expert mentality can concentrate on their work. It encompasses a worker's behavior, appearance, and workplace ethics (Schmidt, 2016).

Professionalism as an individual's conduct at work in spite of the words root, Professionalism in work is a manner that responds well and they respect their responsibilities and can be relied upon to always get the job done (Messmann, 2017). The role of a professional environment should improve the absolute value for a profession it keeps abreast with expert knowledge and is willing to expand it through potential chances. Professional level-work is a significant part of the entry level position understanding to industry mentors (Rahmawati et al., 2018). Thus, Internship Coordinator wanted industry mentors to move representatives to move into the zone of proximal turn of events and show beyond what they need to achieve by their zone of regularizing esteem (Edward S et al., 2017).

Core Values

Core Values are the short literary or verbal portrayals made by ranking directors trying to flag their aims (Jollands et al., 2015). Instructors who hold esteems in accordance with a comprehensive methodology and who are set up to work viably with an assorted scope of students' needs can go about as multipliers for comprehensive training. Each activity that underpins comprehensive instruction matters and all entertainers in training can have any kind of effect in the short and long haul (Watkins & Donnelly 2014). Instructors who hold esteems in accordance with a comprehensive methodology and who are set up to work viably with an assorted scope of students' needs can go about as multipliers for comprehensive training. Each activity that underpins comprehensive instruction matters and all entertainers in training can have any kind of effect in the short and long haul (Larsen and Hunter 2014).

Synthesis

The study aims to provide a general scope of what and how the student internship is about to gain an adequate quality and be marketable to cater to the industry's needs. With regards to the idea of Bhatta Charya (2018), Abdullah et al. (2019), Kukreti (2020) have concluded in their studies; It generally talks about the ethics of the industry with regards to the internship program, is considered as a stockholder in some degree, there is a worth mentioning that some of the generic skills like leadership, communication, and Human Resource Management are required by these employees as well to ensure that when graduated enters into the industry, they are well-equipped and are ready to succeed in the career they decided to take on. According to the studies conducted by Franco (2019), Mydytic (2020), Troilan (2018), the institution viewed interns essentially, and the industry player, The institution has utilized mixed-methods to develop a practical scale of students that measures the variety of situations.

Lastly, this study generally shaped the synthesis of the points stressed by Deschaine (2017) and Anjum (2020) in saying that students are dependent on the institution's framework regarding their internship programs. Developing an efficient framework for the institution, the student, and the industry requires consistency in terms of communication from all stakeholders. Therefore the growing sectors have the fastest development in the globe, and the value is often changed by the challenges facing stakeholders in providing mastery on their experience, and it should've mainly focused on the worth of curriculum that extends to the design of industry requirements, and it was observed that the curriculum must be focused on the development skills and train the intern to practice the industry-relevant skills; demonstrating once again that this study is about gathering the perspective of interns in hopes of utilizing the information on how to develop the internship program.

This study is anchored on Kirkpatrick's learning and preparing assessment theory, which was likewise utilized and created by Phillips (1999). In 1959, Donald Kirkpatrick characterized his unique thought in his distribution and is presently one of the most generally utilized and well-known models in assessing preparation and learning. Kirkpatrick's staggered model is currently viewed as an industry standard across preparing networks.

Phillips (1999) Characterized the degrees of the assessment model basically to quantify the accompanying: reaction of the students, alludes to what they think about or felt about the training, which reflects to the remark area in the assessment structure utilized in the investigation; learning, the final product of having an expanded measure of information and in ability; conduct or the degree of capacity of improvement and application; and results, the impacts of nature, the business and the staff coming about the students' presentation. Everything expressed above is prescribed to experience assessment of learning in their particular associations or on account of this investigation, have prepared foundations; despite

the fact that their usage increments in intricacy, as a rule through the level expressed previously.

Learning assessment hypothesis is generally utilized in research. It has been considered as a central component in the improvement of training far and wide, in colleges, yet including explores and reviews in a wide exhibit of foundations. Notwithstanding the cases expressed over, one needs to comprehend that Kirkpatrick's model isn't the just one of its sorts, however it is significant that it is utilized across mechanical, academics, and business fields gathering an above good rate in preparing and learning assessment.

METHOD

The study utilized the distinct technique which depicts the current conduct of the respondent, just as distinguishing the factors that partners it with different variables (Creswell, 2013). The current examination was intended to research the self-adequacy hypothesis to comprehend and treat the included improvement so as to know the degree of viability estimated on self-efficacy.

The respondents in this research were students of the University of Mindanao who have tried out the Internship course or PRAC/TOUR432 – Work integrated Learning. The examination respondents of this study are Tourism Management who took up the OJT program in the first semester of 2019-20. These students were assigned to various establishments. The primary reason for the study was to know their performance in their individual Host Training Establishments dependent on the cultivated HTE Evaluation Forms accommodated by the University of Mindanao.

Table 1. Distribution of Respondents According to HTE Assignments

Training Establishment	Frequency	Percent
DOT	4	6.1%
CTTO	20	30.3%
BOI	5	7.6%
D'LEONOR	4	6.1%
AIR ASIA	4	6.1%
TRAVEL ADVENTURE	5	7.6%
RANIER TRAVEL AND TOURS	2	3.0%
LUMAD	1	1.5%
PHILIPPINE AIRLINES	5	7.6%
LAKBAY DAVAO	5	7.6%
HR INTERNATIONALS	2	3.0%
ZIP TRAVEL	9	13.6%

Table1 shows the conveyance of the respondents with respect to what establishment they went for training with a total of 66 trainees. Most of the respondents had their training at CTTO, according to the data it has 30.3% of the overall student of the first semester of 2019-2020.

The second largest training establishment with the most trainees is with the ZIP TRAVEL, accumulating with 9 students and 13.6% of the overall respondent.

The following statistical tools were used in treating the data: **Frequency Count**. This was used to determine the exact number of the respondents based on their profile category. **Percentage**. This was used to determine the exact percentile of the respondents based on their profile category. **Mean**. This was used to determine the level of performance evaluation of tourism management practicum students for the first semester 2019-2020. **Analysis of Variance (ANOVA)**. This was used to determine the significant difference on the performance evaluation of tourism management practicum students for the first semester 2019-2020 when analyzed by THE assignment.

RESULT AND DISCUSSIONS

Level of Performance Evaluation of Tourism Management Practicum Students for the First Semester 2019-2020

Table 2 presents the level of performance evaluation of tourism management practicum students for the first semester 2019-2020 with mean scores ranging from 4.78 to 4.50 and an overall mean score of 4.63 labeled as very high with a standard deviation of 0.61. The standard deviation indicated homogeneous responses from the respondents, which is applicable to all the standard deviations not exceeding 1.0. The indicators of the study is be presented from highest to lowest mean scores.

In terms of the indicator professionalism, it garnered a mean score of 4.79 or very high level with a standard deviation of 0.350. The respondents are more inclined to respect persons in authority and blend with the environment of the working place through physical appearance and required uniform and manners. This means that students undergoing training among the host training establishments displayed professionalism mainly through their respectful attitude and presentable appearance blending with the environment they are working with. The result supports the statement of Adkoli and Salfiyadi (2019) stressing that it is essential that employees continue to practice good manners. A simple polite foster could create quality relationships, ability to take interest and frequently perceived as being more credible and reliable at job. Simpson (2016) declared that professionalism plays a vital role for success; it abides by standards governing the ways requested and provides multidimensional and advantageous rewards for development.

Table 2. Level of Performance Evaluation of Tourism Management Practicum Students for the First Semester 2019-2020

Indicators	Mean	Std. Deviation	Description
Communication	4.57	0.518	Very High
Attendance and Punctuality	4.50	0.597	Very High
Productivity and Resilience	4.62	0.463	Very High
Initiative/ Proactive	4.55	0.556	Very High
Judgment/ Decision Making	4.59	0.525	Very High
Dependability/ Reliability	4.70	0.400	Very High
Attitude	4.72	0.385	Very High
Professionalism	4.78	0.350	Very High
University Core Values	4.67	0.443	Very High
Overall	4.63	0.610	Very High

The indicator with the second highest mean score is attitude garnering 4.72 declared as very high level with the standard deviation of 0.385. The respondents knew what proper attitude should be in the workplace, they displayed positive work attitude in the workplace as well as unashamed to show sensitivity and consideration for others feelings. This means that the attitudes of the student trainees displayed positivity and sensibility. The outcome of the study coincides with the statement of Wang (2018) elucidating that promoting employability of students' needs to develop attitude and presentational skills which are highly valued in the modern industry. In addition, Jing Zhou Pan et al. (2018) stated that attitude impact how representatives or understudies tackle issues and initiate concentrated effort in doing their work.

The indicator that garnered the third highest mean score is dependability or reliability with the mean score of 4.70 or very high level and having a standard deviation of 0.400. Dependability is highly described by the respondents through their commitment for their actions and being flexible by easily adjusting to the changes in the workplace. This means that the student trainees displayed their dependability and reliability through their commitment and flexibility. The result of the study confirmed the idea of Lalatendu (2018) revealing that dependability comprises quality that includes how much an individual might be relied on to do what is anticipated from him. Morgan and Bangwal (2019) also pointed out that one of the splendid properties of an extraordinary worker is being dependable, solid individuals for the most part make incredible representatives. They are the individuals who are responsible and can be depended on for errands.

University core values as an indicator has the fourth highest mean score, notably 4.67 or very high level with the standard deviation of 0.443. Apparently, the respondents whose value system when it comes to education and principles were shaped and honed by the University of Mindanao disclosed distinctions on their behavior and overall performance as student trainees and as employees. This means that the student trainees demonstrated their education and training distinctly that of the University of Mindanao. The findings is in accordance with the idea of Watkins and Donnelly (2014) who emphasized that each activity that underpins comprehensive instruction matters and students in training displayed in the workplace what they have been instructed showed how core values are intertwined with the character of the students. Larsen and Hunter (2014) stated that instructors who instill in the mind and in the personality of the students the importance and relevance of the universities' imparted life principles and convictions are worth emulating.

The fifth indicator is judgment/ decision making with the mean score of 4.59 described as very high and a standard deviation of 0.525. The respondents relied more in describing judgment in analyzing the problems effectively and then make a logical judgment, particularly in handling routine problems in the workplace. This means that the student trainees are thinking independently and could decide on small problems provided it is allowed by the management. The result supports the concept of Jau Yang Liu et al (2019) who revealed that decision making is a key factor that keeps the employee doing their work unhampered for as long as their judgment and decisions won't affect the entire operation of the organization. García (2017) added that employees' judgment on trivial matters inside the workplace would hasten the task at hand, which on the contrary, whenever there are things that should be decided immediately would be delayed if the employees will wait for their supervisor or manager to decide.

The indicator productivity and resilience has the sixth highest mean score garnering 4.62 labeled as very high level with the standard deviation of 0.463. Respondents' assessment of productivity and resilience is connected with their effectiveness and efficiency as employees of the organization they are affiliated with at the moment as well as being vocal to their immediate superior whenever they encounter challenges or hindrances related to the task or

assignment given to them. This means that they are willing to do their best to become productive and persistent on accomplish something. Thomas and Sudhakumar (2014) emphasized that employee's effectiveness and efficiency as they are compelled to use their assets and abilities in creating products displayed their resiliency. In addition, Shobe (2018) mentioned that it is important to jump into what drives efficiency and research how work fulfillment, physical work space, the executives' backing and occupation independence assume a job in making a profitable working environment.

The seventh indicator with the highest mean score is communication with the mean score of 4.57 or very high level. The respondents assessed communication very highly in terms of actively listening to supervisor and co-workers, comprehend written and oral information, and reliably provide feedback as required, both internally and externally. This means that communication is not only trying to convey a message to others but listening and comprehending as well to be able to communicate one's idea well in the workplace. The result is in congruent with the statement of Narzoles (2015) who elucidated that results revealed that the top communication skills in the workplace are as follows: perusing and understanding work directions and standard working techniques; perusing and fathoming letters and notification, electronic information, and email; revealing genuine issues of episodes to the director; showing capacity to listen viably; and finishing relevant office structures, report sheets, delicate documentation, work plans and details, occurrence report structures and notes. Ahmad (2016) stated that communication is the continuous process of speaking, listening and understanding verbal and nonverbal signals are the aptitudes by watching others and demonstrating our conduct on what we see and saw.

The eighth highest mean score belongs to the indicators initiative/ proactive with the mean score of 4.55 labeled as very high level with the standard deviation of 0.556. Respondents very highly complimented the indicator on their assessment, wherein when necessary, they must seek support as the need arises and make sure that while working they still engage in continuous learning. This means that student trainees still need to depend on others when the situation is beyond their ability to handle and while watching it handled with the assistance from co-workers or supervisors, it would be considered as part of learning. The outcome coincides with the statement of Olander (2015) pointing out that it is important to learn what drives efficiency and would never be an embarrassment when an employee seek the assistance of their fellow workers when they can't do things alone. Veldhoven (2017) stressed that proactive mechanisms have been noted to consist of offering education and career paths, and appreciation and acknowledgement to increase trust and commitment.

The indicator with the lowest mean score is attendance and punctuality with the mean score of 4.50 described as very high level and a standard deviation of 0.597. The respondents very highly assessed the indicator in two statements such as coming to work place regularly and immediately inform the supervisor when absent or late. This means that reporting to work in a daily basis would be a good record for the student trainees while unavoidable absent should be relayed immediately to the immediate superior for the later to find a replacement in the workplace so as not to affect the function of the organization. The findings agree with the statement of Sprick et al. (2015) accentuating that participation issues are normal, however many neglects to methodically address non-attendance for most of the understudies who are having practicum in legitimate business organization. In addition, Davis (2018) stated that students undergoing practicum must create polished skills, including the capacity to be available, prompt, and arranged in the working environment. Class participation and idleness can offer one chance to learn and exhibit these abilities.

Significant Difference on the Performance Evaluation of Tourism Management Practicum Students for the First Semester 2019-2020 when Analyzed by Host Training Establishments

Table 3 exhibited the significant difference on the performance evaluation of tourism management practicum students for the first semester 2019-2020 when analyzed by host training establishments. All the indicators indicated significant differences except a lone indicator namely, attendance and punctuality (p-value=0.051>0.05) while the rest with significant differences are as follows: Communication (p-value=0.003<0.05), productivity and resilience (p-value=0.009<0.05), initiative or proactive (p-value=0.002<0.05), judgment decision making (p-value=0.000<0.05), dependability or reliability (p-value=0.000<0.05), attitude (p-value=0.047<0.05), professionalism (p-value=0.003<0.05), and university core values (p-value=0.000<0.05).

Table 3. Significant Difference on the Performance Evaluation of Tourism Management Practicum Students for the First Semester 2019-2020 when Analyzed by Host Training Establishments

Indicators	F-value	p-value	Decision on Ho
Communication	3.044	0.003*	Reject
Attendance and Punctuality	1.965	0.051	Accept
Productivity and Resilience	2.640	0.009*	Reject
Initiative/Proactive	3.140	0.002*	Reject
Judgment Decision Making	6.975	0.000*	Reject
Dependability/Reliability	5.590	0.000*	Reject
Attitude	1.997	0.047*	Reject
Professionalism	3.076	0.003*	Reject
University Core Values	4.903	0.000*	Reject
Overall	5.405	0.000*	Reject

*p<0.05

The overall computation yielded an F-value of 5.405 while the p-value of 0.000 is lower when compared with the level of significance of 0.05 indicating a significant difference thereby rejecting the null hypothesis. This means that the student trainees from various host training establishments showed parity on their assessment on the performance evaluation of tourism management practicum students. It could be surmise therefore that there is a significant difference on the performance evaluation of tourism management practicum students for the first semester 2019-2020 when analyzed by host training establishments. The outcome is in accordance with the statement of Chen, et al. (2020) emphasizing that through the comparison of the standards of the training establishments it is the most evident of the differences where in most cases, the products they produce such as goods and services that are offered into the market have also been a huge impact towards the training of the student trainee, The improvement is significant for organizations to change over and hold expected trainees for their future business so that they recruit the ideal professionals in the future. However, depending on the nature of business organization the students are working with, their perspective of their performance will vary due to the various positions they are performing.

Conclusion

Based on the findings of the study, the following conclusions are drawn by the researchers:

The level of performance evaluation of tourism management practicum students for the first semester 2019-2020 is very high. The implication concerns about the student trainees doing their best performance in their host training establishment representing their beloved institution

There is a significant difference on the performance evaluation of tourism management practicum students for the first semester 2019-2020 when analyzed by host training establishments.

Recommendations

This chapter contains the researcher's recommendation regarding the topic. All of the recommendations were anchored on the findings of the study. The researcher drew up bids to the schools, tourism and hospitality industry, students, and future researchers.

Schools may focus on providing a good internship program for the students. Specific careers and professional development of the internship program can be conducted to acquire proper knowledge and skills which are critical phase of learning for the students where they will discover ideas and where they would want to have their internship. This might help the students before they enter the "Real World."

Schools can prepare programs like career development, internship seminars, and career consultations to share their experience and exhibit platforms. The introduction of industry practitioners to the students is also a vital part of a good internship program. After the internship, schools should conduct an assessment of 71 students' performance with their internship training. Through this, they can gain some ideas and suggestions to apply for the next internship training program that they will conduct. They should consider the comments and recommendations of the students as it can address issues and concerns the future interns may encounter during their training.

For the Hospitality industry and Tourism Sectors, the managers and supervisors may provide a systematic internship training program. For this reason, the rotation opportunities and good supervision are essential for interns to offer a good training program. Industries may provide interns opportunities to learn new skills and knowledge they can use when entering the industry after graduation to facilitate external interviews. It is also important for them to assess the effectiveness of their training program for students during this time allowing them to make changes and improve the planning process of their internship program.

The University of Mindanao Administration may communicate with industry partners effectively that are involved in the university's internship program and draft a memorandum of agreement that puts the concerns of the student-trainee according to what was discussed in this study.

The Future Researchers may be encouraged in this study to do more research of the same nature – studies devoted to improving the internship experience and aligning their expectations with reality as a by-product of their voices heard through studies like this.

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