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1ST RESEARCH COLLOQUIUM ON TOURISM & HOSPITALITY

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COMMITTEE MEMBERS

A CONCEPTUAL PAPER: THE STUDY OF COMPETENCIES OF TOURISM STUDENTS TOWARDS THEIR WORK EXPERIENCE

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Abstract

Tourism Industry is an emerging industry that always change due to the tourists demands which will keep evolving resulting on the improvement of skills and knowledge of the key players. This study is to identify the competencies of tourism students towards their work experience. Hence, as stated by Adeyinka-Ojo (2018), among the common barrier in the recruitment functions in the hospitality and tourism sector is the low frequency of basic skills. This shows that most of the tourism fresh graduates are incompetent where they are lacking even in the basic skills such as communication skills. The emerging tourism industry really needs competent and suitable employers to continue the successfulness of the industry. In this study, a set of online questionnaire will be used in this study which then will be contributed to the fellow respondents. Besides, purposive sampling is used in this research study as the respondents have been acknowledged by the researcher which are the Tourism Planning and Hospitality Management from International Islamic University of Malaysia, IIUM. The results will then emphasis on the role of internship becoming the most efficient factors affecting this study as internship is the most reliable platform for the fresh graduates to improve themselves to be more competent in the industry. Thus, the results of these findings will help to improve the competencies of tourism industry nevertheless helps to produce competent graduates that suit this emerging tourism industry. The restrictions of this study can be seen as when using online questionnaires, the distribution of the survey will be doubted as there is no directions on the movement of the questionnaires. To add, it is recommended for future studies to include more industries despite only on tourism industry in their study to have a betterment in combination of various industries to bring fortune towards the country's economic status.

Keywords: Tourism industry, tourism, competencies, demand