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INTERPERSONAL RELATIONSHIP, WORKLOAD PRESSURE, WORK ENVIRONMENT, AND JOB STRESS AMONG HOSPITALITY INTERNSHIPS

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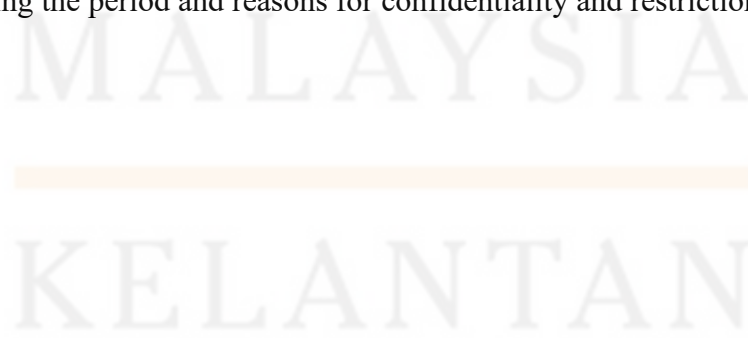
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LIST OF ABBREVIATIONS

UMK	University Malaysia Kelantan
SPSS	Statistical Package Social Science
H (NUMBER)	Hypothesis



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ABSTRACT

Job stress is a type of stress that is induced by work situations that negatively impact an individual's performance and/or physical well-being. Internships are crucial in all businesses, but in the hospitality industry, the more experience a student can gain "serving" customers and guests, the better their chances of promotion. Interpersonal interactions, workload pressure, work environment, and job stress levels are investigated among hospitality internship students in this study. The goal of this study is to discover and examine the link between interpersonal relationships, workload pressure, and work environment and job stress among hospitality internship students. A total of 177 people took part in this study, which was performed using a Google form. This research focused on University Malaysia Kelantan hospitality internship students. The findings revealed that work environment, workload pressure, and interpersonal relationships all play a significant influence in causing workplace stress among hospitality internship students.

Keywords: Hospitality, Interpersonal, Stress, Internship, Pressure, Relationship

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ABSTRAK

Tekanan kerja ialah sejenis tekanan yang disebabkan oleh situasi kerja yang memberi kesan negatif kepada prestasi dan/atau kesejahteraan fizikal seseorang individu. Latihan amali adalah penting dalam semua perniagaan, tetapi dalam industri hospitaliti, lebih banyak pengalaman pelajar boleh memperoleh "melayani" pelanggan dan tetamu, lebih baik peluang mereka untuk naik pangkat. Interaksi interpersonal, tekanan beban kerja, persekitaran kerja dan tahap tekanan kerja dikaji dalam kalangan pelajar latihan hospitaliti dalam kajian ini. Matlamat kajian ini adalah untuk menemui dan mengkaji hubungan antara hubungan interpersonal, tekanan beban kerja, dan persekitaran kerja dan tekanan kerja dalam kalangan pelajar latihan hospitaliti. Seramai 177 orang telah mengambil bahagian dalam kajian ini, yang dilakukan menggunakan borang soal selidik di 'Goggle Form'. Penyelidikan ini tertumpu kepada pelajar latihan hospitaliti Universiti Malaysia Kelantan. Dapatan kajian mendedahkan bahawa persekitaran kerja, tekanan beban kerja, dan hubungan interpersonal semuanya memainkan pengaruh yang signifikan dalam menyebabkan tekanan di tempat kerja di kalangan pelajar latihan hospitaliti.

Kata kunci : Hospitaliti, Interpersonal, Tekanan, Latihan amali, Tekanan, Perhubungan

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CHAPTER 1

INTRODUCTION

This research investigates interpersonal relationships, workload pressure, work environment, and job stress level among hospitality internship students. In this chapter, we will go through the study's history, problem statement, research aims, research questions, study importance, and word definitions.

1.1 BACKGROUND OF STUDY

Internships are professional learning experiences that provide students with practical work linked to their subject of study prior to graduation. This internship program can assist students to improve their skills while also allowing them to polish their professional growth and experience before starting work. Students must get industrial experience in order to compete for jobs. Employers typically prefer persons with internship experience because the majority of ordinary college students have little work experience. Most students need to gain some industry experience to be competitive for jobs. Employers typically prefer persons with internship experience because the majority of ordinary college students have little work experience. (Callanan & Benzing, 2004; Thompson, 2014). As students work to improve their quality and marketability for employment, the number of students seeking internships has risen. (Frenette, 2013).

Internships are essential for producing trained workers once students enter the actual world of work. Internships, as a sort of work-based learning and socialisation, have a lot of potential for preparing students for their professions. (Bennett et al., 2008; Collegiate Employment Research Institute, 2010; Davies & Sandiford, 2014; White, 2013). While undergoing an internship program, they will learn many things about the atmosphere while at work. They will get the experience to make a relationship with people in the workplace and feel the environment that is in the workplace. So, it is vital for campus and industry to build appropriate training programmes for students with meaningful tasks and empowerment to complete the jobs more creatively to ensure students get a nice experience when they make internship programmes. (Cheng et al., 2004).

Within hospitality education, the internship program involves firms such as restaurants, hotels, and other hospitality businesses. One of the objectives of this program is to allow students to learn about and participate in the real-world operations of a hotel or restaurant, which may include interactions with hotel customers or other staff. So, the students must be able to have the ability to adapt in terms of doing particular jobs that may differ from what they learn on campus and, in relating to others. According to Hu and Cheng (2010), the hospitality industry is a challenging one that requires good interpersonal skills in dealing with others. This industry also is an industry that labor-intensive with anti-social working hours, intense client contact, and highly emotional labor features in a changing environment (Tsaor & Tang, 2012). This situation has led to a stress issue for employees and intern students in the hospitality industry.

Stress can emerge as a result of an unpleasant environment, causing human emotions to be disrupted. When a person's employment expectations surpass their capacity to handle them, they experience workplace stress. Workplace stress has negative effects on an individual's motivation, such as making them feel weary, unable to meet job requirements,

and running out of steam (Maslach, 2001). Furthermore, Chandramouleeswaran et al. (2014) stated, that during the internship program, it had been demonstrated that it resulted in a considerable decrease in all elements of physical and mental health among students.

Workplace stress is a regular occurrence for intern students due to things that happen in the workplace environment, the workload they receive, and their ability to handle the work available. According to Wang et al. (2014), research about exhaustion and job stress in the hospitality industry found that of all the professions examined, working in a kitchen environment was among the highest that make tiredness. The work atmosphere is very much tied to aspects as it involves shifts and intensive work, anti-social working hours, and excessive tiredness (Tongchaiprasit & Ariyabuddhiphongs, 2016). Many of the students are unable to handle the stress and the work given becomes a factor to the students finding it difficult to complete their internship program (Baguley et al., 2014). Jenkins (2001) stated that most of the students who have graduated become less interested in this industry and causing the desire to work in this industry to below. This circumstance will have an impact on the industry since many educated and vital young students who are eager to enter the field will be lost.

Yamauchi et al. (2017), stated that data shows that almost 50% of total employees suffer from depression as a result of overwork. Stress difficulties are becoming more common among internship programme students, hurting their well-being and health. However, little study has been conducted on the elements that lead to occupational stress among hospitality students during their training programmes. In light of this, this study investigates the impact of numerous elements (interpersonal relationships, work pressure, and work environment) on job stress levels among hospitality internship students.

1.2 PROBLEM STATEMENT

With internships, students can gain insight into workplace culture, employee relations, and leadership structures, which can make the transition from college to their first professional job easier (Julie Maio, 2018). The internship is every fresh graduate student's first step into their career life. Naturally, internships in all industries are important, but in the hospitality industry, in particular, the more experience a student can have "service" customers and visitors, the stronger that candidate is at advancement. When the human body is uneven and exasperating, stress occurs. It is triggered by the natural environment and how the individual reacts to the surroundings. People experience rush in the workplace when their workload exceeds their ability to handle it. Work-related pressure affects individuals at all levels of their job and is not restricted to specific regions, occupations, or professions, even during the internship program. Typically backed by Wang, Chiang, and Less (2014) said in they consider that internship understudies are influenced by stretch amid their internship period. Stress can weaken the student's future and can unpleasantly influence participation, commitment, healthcare fetched efficiency, and wellbeing (Mohd Makhbul& Hizam, 2014). Other than that, Chandramouleeswaran, Edwin, and Braganza (2014) Furthermore, it proved to produce a significant decrease in all aspects of physically and mentally wellness among interns during the internship programme.

Students who are future employees and the role of the industry should provide opportunities that can open the minds of students and increase their knowledge and skills of students during industrial training. However, industrial training programs sometimes do not have an encouraging effect. It is due to the lack of cooperation of the

industry involved. The attitude of students also plays a big role in contributing towards the success of this industrial training program (Bakar, & Harun, 2011). This is because occurred interpersonal relationships among one another. The internship students are very new to the environment, and they needed a good supervisor or mentor to make them into their comfort zone. Interpersonal friends at numerous levels are likely to improve well-being, (Forli: AICCON; 2007) and they might respond to stress coming from uncomfortable environments, social relations, also negativity from the outside people. These impacts were more marked when building a relationship with another person (ILO, 2016).

Language is one of the main points of the cultural factors which can affect the interpersonal relationship among hospitality industry students. When national and organisational cultures diverge, it is thought that this might lead to culturally inconsistent communication since partners (for example, from Japan and the United States) have distinct cultural alignments and communication methods (Griffith, 2002). In the Internship place, there will be many cultures different from each other. The main problem that happened there was communication.

There are companies because there are no friendly relationships between staff members, subordinates, and supervisor; for example, when conflict, possessiveness, hatred, unfairness, backbiting, witch-hunting, and many other things coexist with the people, there is bound to be conflict, which may not be healthy for the organisation. (Morrison, 2009). Moreover, positivity in interpersonal connections at work should be based on dispositional differences. According to (Kalish and Robins, 2006), psychological dispositions are crucial characteristics at the most practical level of a social bond between variables persons. Classmates must communicate clearly in working relationships as well as sit with co-workers and discuss concerns face to face

in order to achieve an equally suitable agreement. The sender must realise that the receiver means to communicate, and vice versa, and self-awareness is critical in interactions. The conflicts among co-workers happened big issues and get into stress. Workload pressure is well known as pressure that is experienced in the workplace. Every student faced work pressure when their work must finish within a certain period. Workplace stress can cause physical illness as well as mental distress and mental issues. (Chandola T, 2010). Shan Chien, (2021) stated that 26.7% of hospitality students cause stressed by the workload pressure factor.

Naturally, the hospitality sector is fast-paced and stressful. Except for sales assistants, service workers are more prone to experience stress, according to Roy Morgan's (2006) research. The students who do their internship at restaurants can feel the work pressure by working long hours without rest themselves. Normally the luxury hotels and restaurants are fully busy on their pick hours and workers should heavy workload even not take their rest time. Moreover, the hospitality internship students need to work on their leave day also. This is happened the internship students drop on work performance and give up their desire in work. Internship place is that students can practice what they have learned before and get ready for the working field. However, many companies are not let the students learn everything in the company. Students who work at the service or consult department do know about the scope of the work and most of the time the students are allowed to on the greeting section. When the students constantly did the same thing, they felt into depression and stressed as well (Bugate, 2001).

The output of employees is influenced by their working environment. Scandinavian Journal of Work, (2006) stated that the work environment encompasses all of the features that interact with and respond to an employee's body and mind. When

the setting is pleasant, weariness and boredom are reduced, and work performance can be maximised. (Patanasorn, 2010). An effective work environment encourages happier employees with their job that finally influence the growth of an organization as well as the growth of an economy. The work environment is the main factor for every student's job satisfaction. Internship students expect a more comfortable environment to work in. The less comfortable environment can make job insecurity which can be affected by mental and fiscally harassment. Shan Chien, (2021) stated that hospitality internship students are required to multitasking in a fast-paced environment while maintaining service quality at the same time.

1.2 RESEARCH OBJECTIVE

- a. To determine the relationship between interpersonal relationships and Job stress among hospitality internship students
- b. To analyze the relationship between workload pressure and Job stress among hospitality internship students
- c. To analyze the relationship between work environment and Job stress among hospitality internship students

1.4 RESEARCH QUESTION

- 1) What is the relationship between interpersonal relationships and Job stress among hospitality intership students?
- 2) What is the relationship between workload pressure and Job stress among hospitality intership students?

3) What is the relationship between the work environment and Job stress among hospitality intership students?

1.5 SIGNIFICANT OF STUDY

The internship is allowing hospitality students to have an accurate expectation regarding future professions. To compete in a competitive industry, the hospitality sector needs qualified and well-trained personnel. Workload pressure has the potential to negatively impact the productivity of participating in internships in the hospitality sector at all levels. However, a student that begins their internship program must willing to work in a high-pressure environment. Also, interpersonal relationships largely tied to work pressure environments that hospitality intern's face will have a long-term impact and it should be part of work duty.

Job stress has been recognized as a major factor of intern students abandoning the hospitality industry along with other considerations such as excessive hours. Even though the hospitality industry through internships becomes less motivated to work in the field after graduation. This might harm the industry since it will lead to the loss of many knowledgeable and valuable students who are about to gain employment. Furthermore, this research contributes further findings consequence for internship in the hospitality industry while perceived and the faithful expectation with emotional display rules possibly influence to measure work satisfaction have determined in this study.

1.6 DEFINITION OF TERMS

1.6.1 INTERPERSONAL RELATIONSHIP

A strong bond connecting people that work in the same job is referred to as a "interpersonal relationship." Employees who work together must have a good relationship to do their best work. An interpersonal relationship is any partnership that focuses on our various physical and emotional requirements (Healthline, 2019). Individuals with strong interpersonal skills are able to build positive relationships and collaborate efficiently. Individuals who understand their families, friends, employees, and clients. People enjoy working with co-workers who cooperate well.

One of the importance of interpersonal relationships in the workplace is can get better decision-making. Employees discuss to come up with the best ideas and methods for each major decision within an organization. This, however, involves a platform on which each individual has the freedom and equal platform to communicate his or her beliefs and opinions. Employees who have meaningful relationships with one another are better able to communicate effectively and provide constructive feedback (Cleverism, 2016).

1.6.2 WORKLOAD PRESSURE

Workload pressure is stress caused by or associated with work. Negative stress, whether mental, physical, or emotional, is a significant component that can disrupt an employee's quality of life. Due to a heavy workload, employees who have no control over their work may face burnout. Work overload pressure is stress caused by or related to work. Level of stress, whether mental, physical, or mental, is a significant issue that might affect an employee's quality of life. Employees who lack control over the way

may experience burnout as a result of a severe workload. The workload is defined as the amount of work allotted to employees by the organization's leader over a set period of time. Excessive workloads can be causing employees to feel anxious and restless. Then, causing workers to experience stress if it persists over a prolonged period. Atkinson (1998) states too much workload in time a short one will cause workers to suffer pressure. Everyone in a team would be under time pressures. The pressure to respond to each other's needs. In general, this pressure is not too bad. When someone has no control over the pressure, it becomes irritating. Many things must be complete, a customer or boss is waiting, or there is a great deal of pressure from above to achieve targets or purposes (Ruud Meulenberg, 2020).

1.6.3 WORK ENVIRONMENT

The factors that can make up the work environment and have an impact on employees are referred to as work environment. As professionals in both full-time and part-time professions must perform their duties inside of it, their office environment plays a very important impact on them. Workers are usually required to adapt to this workplace condition (Glassdoor Team, 2021). A work environment often contains a variety of various aspects in terms of administrative and job-specific conditions. A professional work environment is one in which individuals are highly competent, respectful, mature, and accountable, who were all working toward a common objective.

However, if the individual who involves in a negative work environment it can cause them stress to work. A toxic A negative workplace environment is one formed by people, the job, or the corporation's philosophy and ideals (Dan Mccarthy, 2019).

Even in the most contractor firms, a bad climate can develop and spread, making it exceedingly difficult to manage, particularly in the hotel industry. The student will endure crowded workplace situations, long hours, low compensation, and a lack of training in the hospitality industry.

1.6.4 JOB STRESS

Job stress is a sort of stress induced by work situations that impair an individual's performance and/or physical well-being. The terms "work stress" and "difficult" are frequently used interchangeably, however they are not equivalent. By pushing us both psychologically and physically, challenge drives us to develop new skills and master our vocations. After completing a challenge, we feel relaxed and fulfilled. As a result, the challenge is an essential component of a healthy and productive workplace (Niosh, 1999). Nonetheless, job stress can develop throughout an internship. The student also has job stress although they only make the internship.

1.7 SUMMARY

In conclusion, this study is necessary to demonstrate that there is a relationship between interpersonal relationships, work environment, workload pressure, and job stress level among employees. University Malaysia Kelantan internship student. The next chapter will discover the present fiction on determinants of job stress level among University Malaysia Kelantan internship student which is interpersonal relationship, work environment, and workload pressure.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

This study intends of the relationship between the content of hospitality interns in University Malaysia Kelantan with their internships may play an essential influence in determining their direct experience while still in university, allowing them to set appropriate goals to pursue a career in the hospitality business. Internships can help students gain practical experience and abilities, but students' concern when transferring to intern is often overlooked.

Since the hospitality industry is labour-intensive, technology may not be a viable solution for most of the operation. As an outcome, the student has a significant impact on the industry's growth which belongs to exhaustion and having to deal with heavy workload pressures while doing the internship. Furthermore, internship roles are typically scheduled to work which essentially leads to weariness.

Thus, the hospitality industry has a higher risk of occupational stress due to the nature of the service sector and the emotional labour required. Previous research has indicated that even the most committed person may experience burnout due to the nature of hospitality and turn to be less dedicated to the industry. (Rahman Abdullah, 2015)

2.2 INDEPENDENT VARIABLE

According to Kendra Cherry, the independent variable (IV) is a component of psychology research that is manipulated or changed by researchers rather than by other variables. (2020) ac.

2.2.1 INTERPERSONAL RELATIONSHIP WITH JOB STRESS AMONG HOSPITALITY INTERSHIP STUDENTS.

For people of all ages, the quantity and quality of interpersonal relationships have been determined as one of the most effective factors of happiness and life satisfaction (Diener & Seligman, 2002; Vaillant, 2002). An individual's abilities in the workplace will increase when they have relationships with others at their workplace (Baumeister & Leary, 1995; Brewer, 1991; Dutton & Ragins, 2007; Ferris et al., 2009; Spreitzer, Lam, & Fritz, 2010; Spreitzer et al., 2005). The development of relationships in the workplace also benefits cooperation and unity in the business to be better (Jehn & Shah, 1997). The results of the study also show that friendships at work can improve individual employee attitudes such as job satisfaction and job commitment in their organization (Cherniss, 1991; Ellingwood, 2001; Jehn and Shan, 1997; Morrision, 2009; Riordan and Griffeth, 1995; Robinson et al., 1993; Song and Olshfski, 2008; Zagenczyk et al., 2010). To foster healthy interpersonal relationships in the organization, fair interaction, respectful and neutral communication are things that need to be taken into consideration by all members of the organization (Maria, 2019).

Failure to manage interpersonal relationships in the workplace will result in negative effects on individuals and companies. There are several organizations where there are no cordial relationships among staff members, and subordinates, and superiors. For example, there is jealousy, hatred, bias, backbiting, and so on in the organization. This attitude is very unhealthy for an organization. This situation will put stress on workers. Stress is described as a change in one's mental or physical state as a result of situations (stressors) that offer a challenge or burden (Krantz et al., 1985; Zimbardo et al., 2003). According to Cryer et al., (2003), workplace stress has increased by 10 percent since 2001. According to Chung-Yan and Moeller (2010), Interpersonal workplace stress has been connected to depressive symptoms, which can hurt employees' psychological well-being. Employees who are stressed are more likely to suffer anxiety, anger, and irritability (Israel et al., 1989), which can impact their ability to maintain interpersonal relationships.

2.2.2 WORKLOAD PRESSURE WITH JOB STRESS AMONG HOSPITALITY INTERSHIP STUDENTS.

A primary goal of hospitality internship programs is to prepare students to become thoughtful experts who can make good decisions in real life, based on a sound understanding of theory (Ford & LeBruto, 1995). Workload refers to the concentration of job assignments. It is a cause of mental stress for employees. There are many causes for stress, but workload pressure will be a primary cause of it. A survey by Michelle Siedel, 2017 states that 60% of workers said that work-related pressure has risen up over the years. Another 22% were struggling to balance work and personal life. Workload pressure affects the internship student's performance. Poor mental

concentration, lack of sleep, weariness, and psychosomatic issues are on the whole normal results of business-related pressure. Studies led over the course of the year's show an immediate connection between responsibility and depletion. Work burnout adds to lessened execution, hypertension, and stomach-related issues.

Most of the students who do their internships in restaurants are willing to work long hours because of the environment. Students who work more than 8 hours are likely to be infected by tiredness and also affects their mood and behaviour, causing poor mental focus (Michelle Siedel, 2017). Representatives who have zero power over their work might encounter burnout because of the substantial workload. Disaffection might emerge from a worker's feeling of responsibility equilibrium or divergence because of saw irregularities between his responsibility and that of different individuals from the association (Sravani, 2018).

2.2.3 WORK ENVIRONMENT WITH JOB STRESS AMONG HOSPITALITY INTERSHIP STUDENTS.

The work environment includes all factors that have an impact and react to an employee's body and mind. The work environment is defined as the environment in which individuals work (Genster DC, Schaubroeck j, 1991). The work environment is a scene or a physical workstation environment in which a set of people collaborate to achieve specified objectives. It can involve a variety of factors, such as lighting, workspace design, temperature, and so on (Sutton and Rafaeli, 1987).

By Robert Hohman, Rich Barton, and Tim Besse in 2007, in respect to corporate conditions and job-specific conditions, a work environment usually consists of a collection of different aspects. For example, in the corporate condition is employers' employee programmed, physical characteristics, leadership style, employee opinion,

and so on. Job benefit, job condition, and job satisfaction are all factors in job-specific conditions.

According to Vischer (2007), workplace stress is a feeling of comfort or mismatch between the employees working there with the physical work environment. Employees gain a feeling of mismatch when they discover the environment is wrong and they find it difficult to adjust and cope with it. Employees' loss of the ability to adapt is related to their ability to complete the job.

2.3 DEPENDENT VARIABLE

In an experiment, the dependent variable is the variable that is being tested and measured, and it is 'depending' on the independent variable. Thus, this study to identify the job stress level and Job stress among hospitality intership students.

2.3.1 JOB STRESS AMONG THE HOSPITALITY INTERNSHIP STUDENTS

Stress is an active state of mind in which human being faces both an opportunity and limitation (Robbins, 1996). Stress is a feeling of emotional or physical tension. There are three kinds of meanings of stress as indicated by Beehr and Franz (1987). The principal type is an improvement based on which, in this view stress is an improvement that came from the climate or circumstance that encroaches on an individual. The second sort of meaning of pressure is reaction-based. This meaning of pressure alludes to physiological or mental reactions to the boost from the climate. The sort is the most acknowledged meaning of pressure. This definition joins both of the above definitions to frame the interactional

based of definition. This can be seen from the stressor-strain relationship in pressure research. Speculations that depend on this definition are viewed as more predominant since they offered a more complete perspective on the elements of stress and can be caught in a solitary circumstance (Arnold, Cooper, and Robertson 1998). With regards to temporary job understudies, they may have helpless associations with their managers since they are somewhat new in the workplace. There are likewise reports showing that entry-level position understudies are being tormented off (Stubbs and Soundy, 2013).

Since the internship students are recruited on a restricted time premise, the businesses may give them additional responsibility just to exploit the time they have with them. Fewer workers don't get ahead a day-to-day existence time business today, however, the dread of losing employment stays a likely wellspring of stress (Cartwright and Cooper, 2002). As an assistant, he/she isn't in a situation by any means to have a say on what they should do and what they should not do. The temporary job understudies probably won't have the opportunity and assets to play out their work well. Thusly, this could put them under stress. The likely wellsprings of stress can be identified with the major idea of the actual work. Factors, like actual working conditions, sort of errands (for example managing troublesome customers), and the measure of fulfilment got from the actual work are completely included (Cartwright and Cooper, 2002). Temporary position understudies with relatively low involvement with the workplace may experience issues interfacing with customers.

2.4 HYPOTHESIS

A hypothesis is used in an experiment to define the relationship between two variables. The purpose of a hypothesis is to find the answer to a question. Based on the article that has been reviewed, the hypothesis of this study can be summarized in the following way:

- H1** There is a significant relationship between workplace environments towards job stress levels among hospitality internship students
- H2** There is a significant relationship between interpersonal relationships in the workplace towards job stress levels among hospitality internship students
- H3** There is a significant relationship between workload pressures towards job stress level among hospitality internship students

2.5 CONCEPTUAL FRAMEWORK

The literature was to review factors that influence job stress levels among internship students, particularly in the hospitality industry. Besides, the obligation of working in the hospitality industry may interfere with undergraduate students that allow the experience to a real workplace environment also is determined.

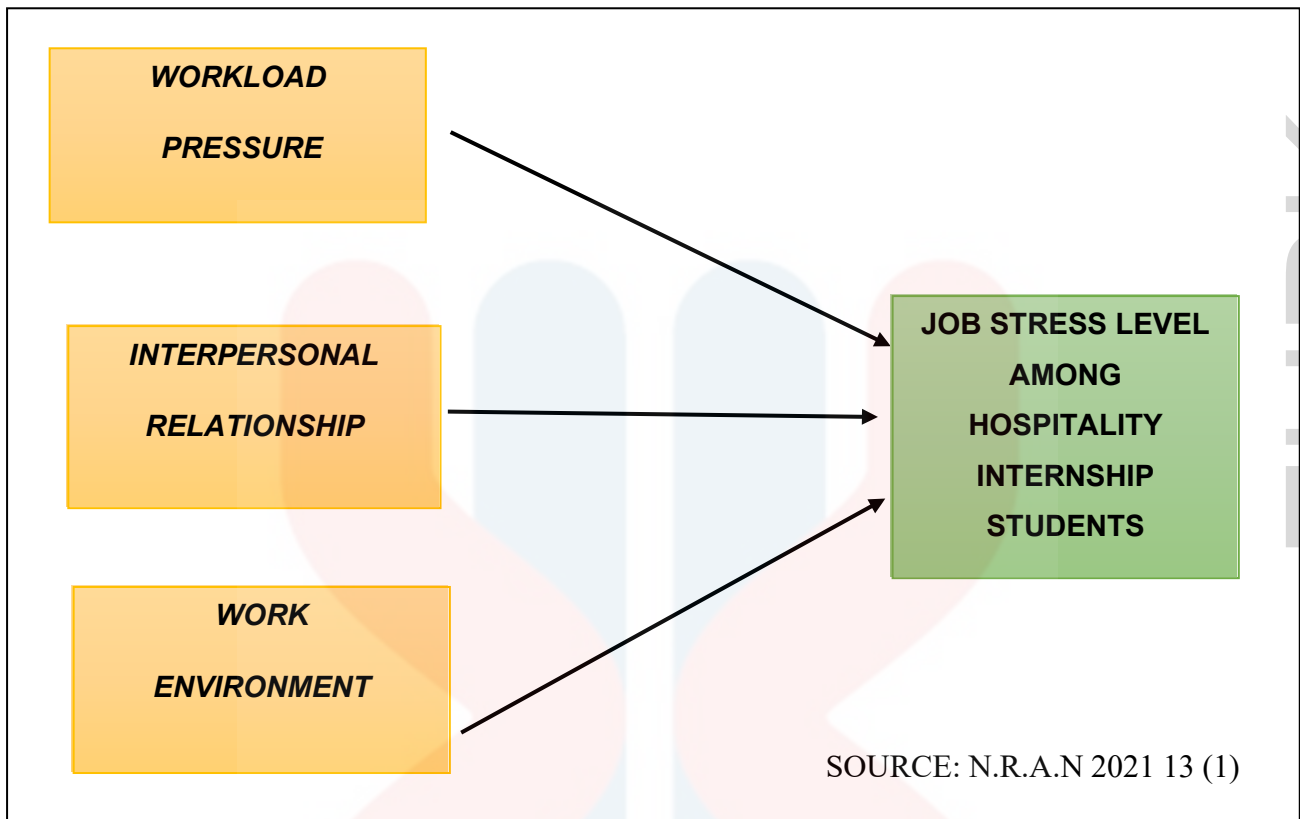


FIGURE 1.1 CONCEPTUAL FRAMEWORK

2.6 SUMMARY

This chapter presented and discussed the relationship some critical aspects of the hospitality sector, such as high seasonal patterns as well as stressful working hours measured by the number of days per week, low job stability, and limiting the ability to be long-standing employees of the company. As an outcome, it will be led to a significant impact on the industry growth which belongs to exhaustion- and must deal with heavy workload compressions to students while doing internships. (Mai Ngoc Khuonga, 2020). Based on this theory and review of literature, the research framework for this study was formulated and presented. Finally, the study hypotheses were postulated which are summarized.

CHAPTER 3

METHODOLOGY

3.1 INTRODUCTION

This section contains the methods or procedures data used to gather data to provide evidence that can support a study. The methodology defines how a subject is investigated and why specific procedures and strategies are employed. The purpose of the methodology is to allow people to learn more about the use of techniques by creating a description with adequate justification. The current learning employed a proposal that might raise questions about the study's significance.

3.2 RESEARCH DESIGN

A research design may be defined as a framework of methods or procedures selected by researchers to integrate various types of components in a research project. This research discusses job stress levels among hospitality internship students at University Malaysia Kelantan. The quantitative method will be used in this research for gaining all the data through a questionnaire. The unit analysis is about the independent variable and dependent variable. The quantitative method is the process to collecting and analyzing numerical data. In this research, second, descriptive research can be used to gain through questionnaire and will collected the data from respondent to data.

3.3 RESEARCH POPULATION

A population is a large group of people or items that is the focus of a scientific inquiry. A population can also be defined as a well-defined bunch of participants or items that have comparable features. A common, binding attribute and trait is frequently shared by all individuals or items within a population. However, because of the large sizes of populations, it is often impossible to evaluate every single person because it is too costly and time-consuming. This is why researchers rely on the sampling technique.

For the records, we don't have the exact data for the internship students at University Malaysia Kelantan. A rough estimate, based on a survey of UMK's annual book, the data obtained showed that 850 hospitality internship students have been available at UMK since 2016.

3.4 SAMPLE SIZE

The number of individual samples utilised in an experiment is referred to as the sample size. The table below can be used to determine sample size based on a particular population while conducting questionnaires. As this research has an 860 population of internship students which is a target of 265 samples has been decided to be collected in this study. The table below can be used to determine sample size based on a particular population while conducting questionnaires.

<i>Total</i>	<i>Sample</i>	<i>Total</i>	<i>Sample</i>	<i>Total</i>	<i>Sample</i>
10 ⇒	10	220 ⇒	140	1200 ⇒	291
15 ⇒	14	230 ⇒	144	1300 ⇒	297
20 ⇒	19	240 ⇒	148	1400 ⇒	302
25 ⇒	24	250 ⇒	152	1500 ⇒	306
30 ⇒	28	260 ⇒	155	1600 ⇒	310
35 ⇒	32	270 ⇒	159	1700 ⇒	313
40 ⇒	36	280 ⇒	162	1800 ⇒	317
45 ⇒	40	290 ⇒	165	1900 ⇒	320
50 ⇒	44	300 ⇒	169	2000 ⇒	322
55 ⇒	48	320 ⇒	175	2200 ⇒	327
60 ⇒	52	340 ⇒	181	2400 ⇒	331
65 ⇒	56	360 ⇒	186	2600 ⇒	335
70 ⇒	59	380 ⇒	191	2800 ⇒	338
75 ⇒	63	400 ⇒	196	3000 ⇒	341
80 ⇒	66	420 ⇒	201	3500 ⇒	346
85 ⇒	70	440 ⇒	205	4000 ⇒	351
90 ⇒	73	460 ⇒	210	4500 ⇒	354
95 ⇒	76	480 ⇒	214	5000 ⇒	357
100 ⇒	80	500 ⇒	217	6000 ⇒	361
110 ⇒	86	550 ⇒	226	7000 ⇒	364
120 ⇒	92	600 ⇒	234	8000 ⇒	367
130 ⇒	97	650 ⇒	242	9000 ⇒	368
140 ⇒	103	700 ⇒	248	10000 ⇒	370
150 ⇒	108	750 ⇒	254	15000 ⇒	375
160 ⇒	113	800 ⇒	260	20000 ⇒	377
170 ⇒	118	850 ⇒	265	30000 ⇒	379
180 ⇒	123	900 ⇒	269	40000 ⇒	380
190 ⇒	127	950 ⇒	274	50000 ⇒	381
200 ⇒	132	1000 ⇒	278	75000 ⇒	382
210 ⇒	136	1100 ⇒	285	100000 ⇒	384

The sample sizes

Table 1 show: Determining Sample Size from a G~LW Population

Source: Robert V. Krejcie and Daryle W. Morgan, (1970)

3.5 SAMPLING METHOD

The sampling method is a strategy for selecting a sufficient number of rudiments from a population. For researchers, sample analysis and comprehension of its attributes or explanation will simplify the properties or characteristics of the population's rudiments. In the sampling process, researchers select certain population rudiments as the subjects of the study. There are two types of sampling methods.

Probability sampling and non-probability sampling. Probability sampling, also known as "random sampling," is a sampling method that guarantees that every item in the universe has an equal chance of being included in the sample (Bala, 2017). Non-probability sampling procedures differ in that samples are chosen in a non-random

manner or based on the researcher's subjective evaluation. Each of these methods employs a variety of sampling techniques. Quota sampling, Snowball sampling, Judgment sampling, and Convenience sampling are examples of non-probability sampling. Probability sampling comprises Simple random, Stratified random, Cluster sampling, Systematic sampling, and Multistage sampling.

In this study, a quantitative method was employed in this study using an online survey questionnaire. The majority of internship students were kept in touch with their juniors, so to find the respondents for selected hospitality internship students from UMK could answer the questionnaire given. The questionnaire is designed using Google Form and distributed throughout social media, which are WhatsApp, Instagram, Twitter, and Facebook. By using Google Form and social media, the researchers could get more respondents. Purposive sampling, also known as judgmental, selective, or objective sampling, is a form of probability sampling which is considered the data of the population that have been gathered. Probability sampling is more complex, more time-consuming, and usually more costly than non-probability sampling. Probability sampling allows us to create a sample that is accurately representative of the real-life population of interest.

3.6 DATA COLLECTION

Data collection is the efficient approach on process of gathering, measuring, and interpreting precise research insights using regular and tested procedures. Data collection allows researchers to store and analyse important information about respondents.

The questionnaire will be used to collect data on the quantitative technique chosen for this project. This type of data collection needs people to respond to research-related questions conducted. This study will be adapted from the prior studies looking onto the interpersonal relationships, workload pressure, work environment, and job stress level among hospitality internship students in University Malaysia Kelantan.

In this research, data collection will be collected using Google Form. This way looks easy to obtain responses from respondents. This is because everyone is using a smartphone nowadays. Moreover, we are now in a situation Covid-19 pandemic, which requires that face-to-face contact be limited. The questionnaire will be distributed to students undergoing practical training as well as persons who have completed practical training in the hospitality industry.

3.7 RESEARCH INSTRUMENT

A research instrument is a measurement tool that is used to collect the data from a study that has been carried out by a researcher via an online survey questionnaire through Google Form. To collect data for this research, quantitative methods will be used. Quantitative research is a method of gathering and analysing data, and this study will involve large-scale survey research in the form of online survey questionnaires. As a preliminary plan, the survey will be conducted over one month. Furthermore, the questionnaire will be constructed into 3 sections. Section A for the demographic profile, Section B for independent variables, and Section C for dependent variables.

Section A of the questionnaire will be focusing on the demography of respondents. In this section, respondents need to answer about their gender, age, race, and internship year. Meanwhile, section B's questionnaire will be focusing on 3

independent variables for this research. The questionnaire will focus on workload pressure, interpersonal relationships, and the work environment (Abdullah, 2021). Lastly, section C will focus on the dependent variable about work stress among internships (Abdullah, 2021). The content of the questionnaire is appropriate for each respondent's level of knowledge to make sure the respondent comprehends the study's purpose.

A five Likert scale will be used in determining the level of purchase intention, which the scale one (1) is “never” and five (5) is “almost always”.

FIVE-POINT LIKERT SCALE

Never	1
Seldom	2
Occasionally	3
Frequently	4
Almost always	5

Table 2: Likert Scale

SECTION	FACTORS	CONTENT	QUESTION
A	Demography	Gender	<ul style="list-style-type: none"> ● Male ● Female
	Profile	Age Group	<ul style="list-style-type: none"> ● 22-23 ● 24-26 ● 27-Above
		Race	<ul style="list-style-type: none"> ● Melayu

			<ul style="list-style-type: none"> • Cina • India • Others
		Year	<ul style="list-style-type: none"> • Internship Year
B	Independent Variable	Workload Pressure	<ul style="list-style-type: none"> • I have too much work assigned daily • My work is highly repetitive and monotonous • I feel excessive fatigue and tiredness due to heavy workload • I frequently have to work overtime
		Interpersonal Relationship	<ul style="list-style-type: none"> • My colleagues do not show respect to me • There is a lack of active communication among members in our organizations • There is less of cooperative at industry training • My supervisors are not friendly and frequently use improper language

		Work Environment	<ul style="list-style-type: none"> • I always experience bullying in my workload • I have never been acknowledged and rewarded by the supervisor or management. • The staffs like to make gossips in the workplace. • My workplace is crowded and unorganized.
C	Independent Variable	Work stress among hospitality interns	<ul style="list-style-type: none"> • I feel stressed due to heavy workload during my internship • I feel stress due to interpersonal relationship issues during my internship • I feel stressed due to the negative work environment during my internship • I feel stressed during my internship

Table 2.1 shows: the propose of the questionnaire.

3.8.1 DATA ANALYSIS

Researchers utilize the Social Sciences Statistical Program (SSPS) to examine data for descriptive data analysis. The Statistical Package for Social Sciences (SPSS) version 26 is a program that uses descriptive analysis and correlation to describe the relationship between independent and dependent variables. This system is one of the most widely used statistical structures, yet it can be challenging to operate and evaluate using a straightforward manner. Data analysis is the process through which analysts transform a large amount of data into specific findings.

Depending on the study's scope, there are various common forms of data processing. In the meanwhile, here is an easy-to-use program. The Statistical Package for Social Sciences (SPSS) could compile tabulated files from nearly any folder, including maps and distribution plots. Reliability analysis, descriptive analysis, and Pearson's Correlation Coefficient are the three types of data analysis.

3.8.1 DESCRIPTIVE ANALYSIS

Descriptive analysis is a method of evaluating data that may explain summarizes all of the facts in a succinct and comprehensive manner in order to foster better knowledge of the data when the data represents the entire population or subset. When conducting research, calculating descriptive statistics is a critical initial step that should always be completed before performing inferential statistical comparisons (Kaur P, Stoltzfus J, Yellapu V, 2018). The research questions and research design were chosen for this study should be referenced in this data analysis.

Standard deviation and interquartile range, on the other hand, might demonstrate how respondents react to items in the questionnaire. Section A, where

respondents will answer some background information such as gender, age group, race, and year is valuable for summarizing respondents' profiles. Thus, it can be used to identify and analyze the job stress level among hospitality industry students in University Malaysia Kelantan.

3.8.2 RELIABILITY ANALYSIS

Reliability analysis is the grade to which the values that make up the scale measure the same attribute. The result generally provided by reliability is a consistent result of equal value (Mohajan, H. K, 2017). When it comes to tracking Cronbach's Alpha, which is utilized in this research to assess the consistency of internal and measure the scale on reliability, this is critical. The acceptability range for alpha value estimates, according to Nunally and Bernstein (1994), is between 0.7 and 0.8. Cronbach's Alpha is a rule of thumb for measuring reliability, as shown in the below table.

Cronbach's Alpha	Internal Consistency
$\alpha \geq 0.9$	Excellent
$0.8 \leq \alpha < 0.9$	Good
$0.7 \leq \alpha < 0.8$	Acceptable
$0.6 \leq \alpha < 0.7$	Questionable
$0.5 \leq \alpha < 0.6$	Poor
$\alpha < 0.5$	Unacceptable

Table 3 show: Rule of Thumb Cronbach's Alpha

Source: Adopted from Stephanie (2014)

3.8.3 PEARSON CORRELATION

When a researcher has two quantitative variables and wants to discover if there is a linear relationship between them, he or she uses Pearson Correlation Analysis. According to the research hypothesis, saying that one outcome influences the other in the right direction effects the other in the right direction. In this study, the Pearson Correlation coefficient analysis was used to determine the relationship between the independent variables of workload pressure, interpersonal relationship, work environment, and the dependent variable of research, job stress level, among hospitality internship students at the University Malaysia Kelantan. The correlation coefficient will yield a figure ranging from -1 to 1, with -1 indicating a perfectly negative correlation and 1 indicating a perfectly positive correlation between the two variables. The size of the Pearson Correlation Coefficient is shown in below table.

Size of correlation	Interpretation
.90 to 1.00 (-.90 to -1.00)	Very high positive (negative) correlation
.70 to .90 (-.70 to -.90)	High positive (negative) correlation
.50 to .70 (-.50 to -.70)	Moderate positive (negative) correlation
.30 to .50 (-.30 to -.50)	Low positive (negative) correlation)
.00 to .30 (-.00 to -.30)	Negligible correlation

Table 4 show: Rule of Thumb of Correlation Coefficient size
Sources: Hinkle DE, Wiersma W, Jurs SG

3.9 SUMMARY

To summarize, this research will know the relation about the interpersonal, workload, work environment in internship students. Then, this research also will know about the job stress level among University Malaysia Kelantan (UMK) hospitality internship students. The findings in Chapter 4 using the Statistical Package for the Social Sciences (SPSS) were analysed in further detail, and conclusions were reached as a result of the findings. As a result, it can be concluded that there is a significant relationship between interpersonal relationships, workload pressure, and work environment are the aspect that important to know the job stress level among UMK hospitality students. Thus, hopefully, all the information collected during this study will help future internship students to be smarter in handling their stress and be able to understand the scope of work well.

CHAPTER 4

FINDINGS

4.1 INTRODUCTION

Chapter 4 discusses the results and findings from the analysts who conducted data analysis using a questionnaire created with Google Form. The data gathered was analyzed using the latest version of SPSS software (Version 22). As a result, the findings of this study were carefully measured using the proper approach to answer the research objectives.

4.1.1 RESPONSE RATE

The questionnaire distribution was collected in Mac 2022 and ended in April 2022 and gain about 177 questionnaires were get from the respondents. The questionnaires were distributed to the internship hospitality students. At first, 265 people were needed to complete the survey. However, the questionnaires just got only 177 respondents over the period of 2 months and there are no missing answers are reported.

A total number of questionnaires was coded in the statistical system SPSS software (Version 22) and will be analyzed through the system. The total questionnaire yielded a 60 % response rate out of the 265 questionnaires distributed. According to Baruch (1999), customer surveys commonly have a lower response rate. Baruch (1999) states that the average response rate in academic studies of behavioral science is $\pm 60\%$ is appropriate.

4.2 DESCRIPTIVE ANALYSIS

Descriptive analysis is used to explain the demographic profiles in section A of the questionnaire, as well as the mean and average mean of the dependent and independent variables in section B. Descriptive analysis is used to explain the demographic profiles in section A of the questionnaire, as well as the mean and average mean of the dependent and independent variables in section B. It is possible to create a narrative or a simple quantitative summary of the data set that has been obtained. With this summary, the data gathered can be put into context and turned into usable information, allowing the study to be better understood.

4.2.1 RESPONDENTS DEMOGRAPHIC PROFILE

The frequency analysis was part of the study's fundamental analysis. The data from Section A of the questionnaire contained demographic questions about respondents' internship year, gender, age, and race. The demographic profiles of the respondents were given in the form of a table and a pie chart.

Table 4.2.1: Profile of the respondents

Demographic	Categories	Frequency	Percentage (%)
Internship Year	2017	16	9
	2018	31	17.5
	2019	26	14.7
	2020	65	36.7
	2021	27	15.3
	2022	12	6.8

Gender	Male	96	54.2
	Female	81	45.8
Age	22-23 years	39	22
	24-26 years	109	61.6
	27 years above	29	16.4
Race	Malay	98	55.4
	Chinese	30	16.9
	Indian	21	11.9
	Others	28	15.8

4.2.2 Internship Year

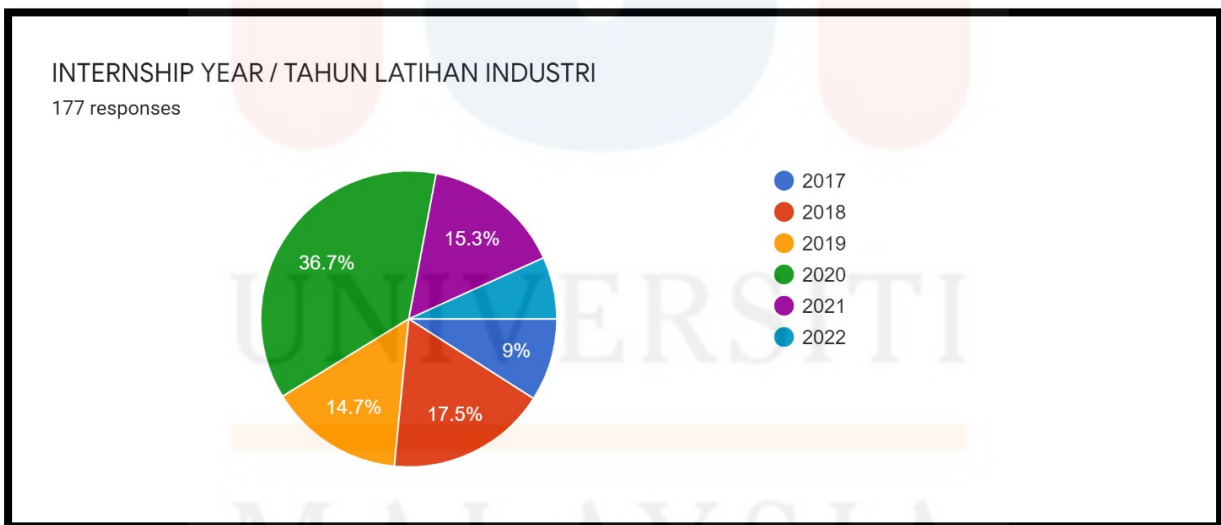


Figure 4.2: Percentage Respondents by Internship Year

Figure 4.2 showed the total respondents by internship year. There were 177 respondents who consist from 2017 until 2022. The year 2020 showed a higher percentage of respondents recording 36.7% (36) from other years. Meanwhile, the year 2022 just recorded 6.8% (12) the lowest percentage from other years. For the others, year 2017

recorded 9% (16), 2018 recorded 17.5% (31), 2019 recorded 14.7% (26), and 2021 recorded 15.3% (27).

4.2.3 Gender

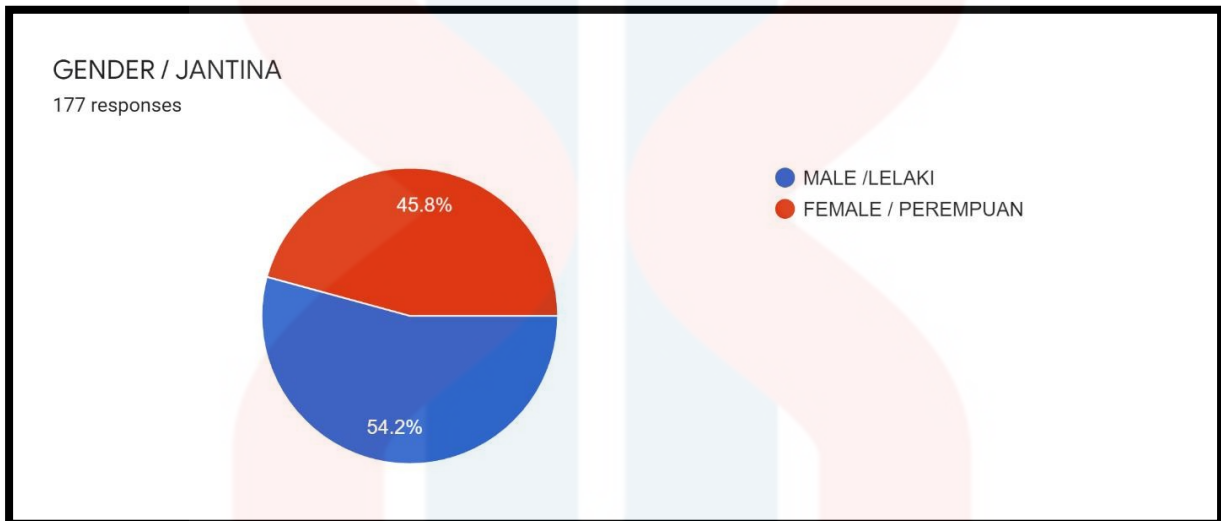


Figure 4.3: Percentage Respondents by Gender

The gender of respondents was shown in Figure 4.3. The total number of male respondents was 96 respondents higher than a female just recorded respondents was 81 respondents out of 177 respondents. This data shows the percentage 54.2 % were male and the remaining 45.8 % were female respondents in this study.

4.2.4 Age

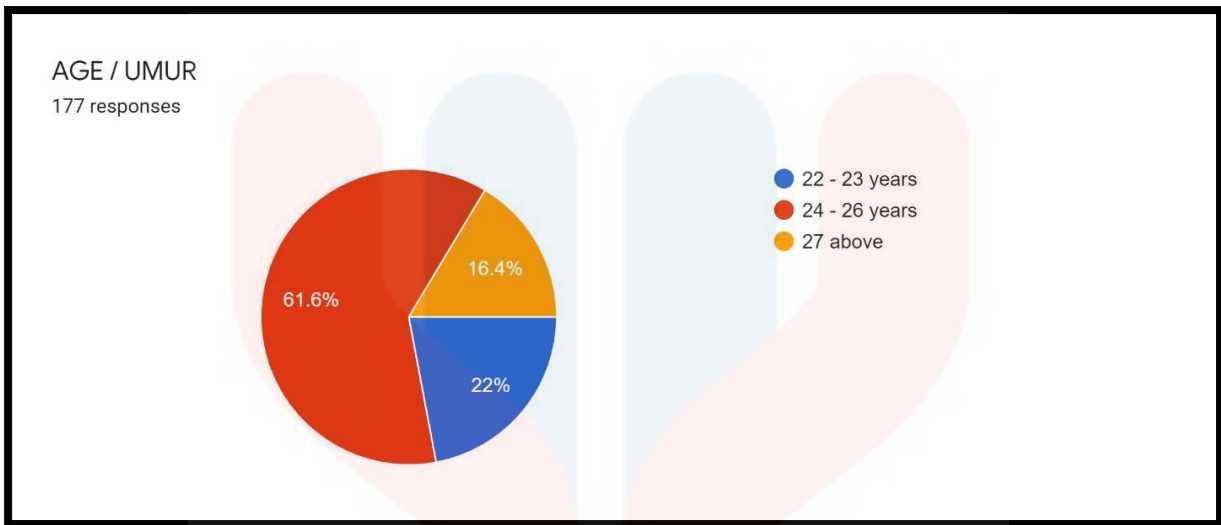


Figure 4.4: Percentage Respondents by Age

Figure 4.4 showed the total respondents by age. There were 177 respondents who consist of all stages of age. The stage of 24-26 years recorded 61.6% (109) of the higher percentages of respondents from other stages. Meanwhile, stage 27 years above just recorded 16.4% (29) the lowest percentage from two-stage of ages. Lastly, 22% (39) of respondents were recorded for 22-23 stage of years.

4.2.5 Race

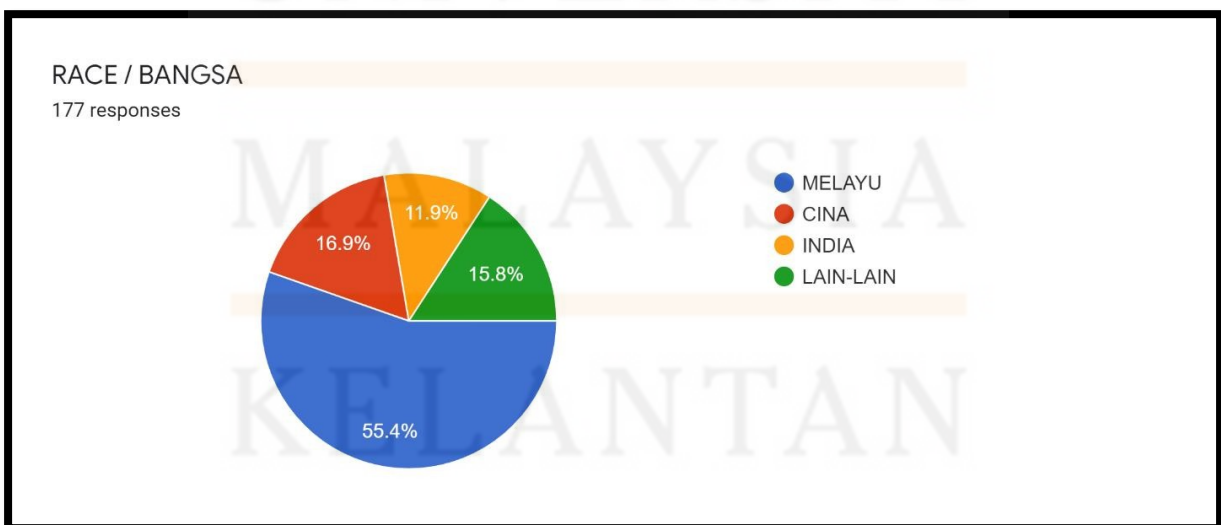


Figure 4.5: Percentage Respondents by Race

Figure 4.5 showed the Respondents of Race. Of the 177 respondents, the number of Malay respondents recorded 55.4% (98) a higher percentage from other races. Meanwhile, the lowest number of respondents recorded is Indians who just recorded 11.9% (28) from 100% of respondents. For others, the race Chinese recorded 16.9% (30) of the respondents, and other races of respondents recorded 15.8% (28).

4.3 LIKERT SCALE INDEPENDENT VARIABLE AND DEPENDENT VARIABLE

A five scale Likert used in determining the level of purchase intention, which the scale one (1) is never, seldom is scale two (2), occasionally is for scale three (3), scale four is frequently (4) and the last one is almost always for scale five (5)

4.3.1 Workload Pressure

No.	Measurement items						Mean
		1	2	3	4	5	Standard deviation
1	I have too much work assigned daily	11	16	52	84	14	3.42
		6.2%	9%	29.4%	47.5%	7.9%	.980
2	My work is highly repetitive and monotonous	8	20	40	82	27	3.56
		4.5%	11.3%	22.6%	46.3%	15.3%	1.027

3	I feel excessive fatigue and tiredness due to heavy workload	8	19	37	92	21	3.56
		4.5%	10.7%	20.9%	52.0%	11.9%	.987
4	I frequently have to work overtime	6	17	30	91	33	3.72
		3.4%	9.6%	16.9%	51.4%	18.6%	.987
5	My company not let me learn everything in the environment	13	13	49	73	29	3.52
		7.3%	7.3%	27.7%	41.2%	16.4%	1.082

Table 4.3.1: Workload Pressure among Hospitality Internship Students

Table 4.3.1 showed the result of mean and standard deviation analysis on the independent variable for workload pressure among hospitality internship student. The highest of mean was the item 3, which was 3.72 while the standard deviation was 0.987. The respondent agreed have the work need to do overtime. The lowest of mean was the item 1, which was 3.42 and the standard deviation was 0.980 where the respondent had too much assigned daily.

4.3.2 Interpersonal Relationship

No.	Measurement items						Mean
		1	2	3	4	5	Standard deviation
1	My colleagues do not show respect to me	17	26	75	40	19	3.10
		9.6%	14.7%	42.4%	22.6%	10.7%	1.088
2	There is a lack of effective communication among members in our organization	6	21	37	92	21	3.57
		3.4%	11.9%	20.9%	52.0%	11.9%	.963

3	There are lack of cooperative industry training	10 5.6%	13 7.3%	40 22.6%	83 46.9%	31 17.5%	3.63 1.037
4	Good mentor or supervisor make students into comfort zone.	6 3.4%	11 6.2%	43 24.3%	9 52.0%	25 14.1%	3.67 .914
5	There are organization where no friendly relationship among staff members, subordinated and superiors.	13 7.3%	9 5.1%	37 20.9%	82 46.3%	36 20.3%	3.67 1.084
6	Developing positive relationship at work should be rooted in dispositional	12 6.8%	15 8.5%	29 16.4%	73 41.2%	48 27.1%	3.73 1.149

Table 4.3.2: Interpersonal Relationships among Hospitality Internship Students

Table 4.3.2 illustrated the result of the mean and standard deviation analysis independent variable about the interpersonal relationships among the hospitality internship students. Item 6 was the highest mean which was 3.73 and standard deviation was 1.149. The total of 177 respondent had believe the developed positive relationship at work should be rooted in dispositional. In interpersonal relationship items 1 was the lowest mean which 3.10 while the standard deviation was 1.088 where the colleagues at the work of student intern not shown respect each other.

4.3.3 Work Environment

No.	Measurement items						Mean
		1	2	3	4	5	Standard deviation
1	I always experience bullied in my workload	22	28	56	46	25	3.14
		12.4%	15.8%	31.6%	26.0%	14.1%	1.212
2	I always feel uncomfortable in my workplace	12	23	52	60	30	3.41
		6.8%	13.0%	29.4%	33.9%	16.9%	1.120
3	I have never been acknowledge and rewarded by the supervisor or management	9	19	43	76	30	3.56
		5.1%	10.7%	24.3%	42.9%	19.9%	1.054
4	The staff like to make gossips in the workplace	7	16	54	62	38	3.61
		4.0%	9.0%	30.5%	35.0%	21.5%	1.045
5	My workplace is crowded and unorganized	15	15	44	66	37	3.61
		8.5%	8.5%	24.9%	37.3%	20.9%	1.045
6	The productivity of employee by work environment	8	16	24	90	39	3.77
		4.5%	9.0%	13.6%	50.8%	22.0%	1.038

Table 4.3.3: Work Environment among Hospitality Internship Students

The result of the mean and standard deviation analysis on the independent variable, work environment among hospitality internship student is shown in Table 4.3.3. The highest of mean was item 6 which 3.77 and standard deviation was 1.038 where the respondent had agreed the productivity of employee by work environment. Item 1 was the lowest mean which 3.14 while standard deviation 1.212 where the respondent had experience bullied in their workload.

4.3.4 Work Stress among Hospitality Internship Students

No.	Measurement items						Mean
		1	2	3	4	5	Standard deviation
1	I feel stress due to heavy workload during my internship	14	12	45	72	34	3.56
		7.9%	6.8%	25.4%	40.7%	19.2%	1.117
2	I feel stress due to interpersonal relationship issues during my internship	6	15	41	67	48	3.77
		3.4%	8.5%	23.2%	37.9%	27.1%	1.049
3	I feel stress due to negative work environment during my internship	12	10	44	76	35	3.63
		6.8%	5.6%	24.9%	42.9%	19.8%	1.074
4	I feel stress during my internship	10	10	36	73	48	3.79
		5.6%	5.6%	20.3%	41.2%	27.1%	1.081

Table 4.3.4: Work Stress among Hospitality Internship Students

Table 4.3.4 had shown the result of mean and analysis on the dependent variable which work stress among hospitality internship students. The highest mean was item 4 which 3.79 and standard deviation was 1.081. That shown the respondent had feel stress when they in internship. Item 1 shown the lowest mean which 3.56 while standard deviation was 1.117 where the respondent feel stress due to heavy workload in their internship.

4.4 REALIBILITY TEST

The questionnaire's dependability was assessed using reliability analysis. Cronbach's Alpha analysis was used to confirm the information's trustworthiness and interior reliability. According to George and Mallery, the table below shows the Rules of Thumb of Cronbach Alpha coefficients size for each construction (2016).

Cronbach`s Alpha Range	Level of Reliability
$\alpha > 0.9$	Excellent
$\alpha > 0.8$	Good
$\alpha > 0.7$	Acceptable
$\alpha > 0.6$	Questionable
$\alpha > 0.5$	Poor
$\alpha > 0.4$	Unacceptable

Table 4.4 (Source: George & Mallery (2016))

The measurement of Alpha Cronbach values on instruments developed is referenced in this article to evaluate the degree of instrument reliability. Pallant (2001) states Alpha Cronbach's value above 0.6 is considered high reliability and acceptable index. (Nunnally and Bernstein, 1994). If the Cronbach Alpha value is 0.60 or lower, the instrument has a poor level of reliability, which is unacceptable. Cronbach Alpha values in the range of 0.60 - 0.80, then the value of Cronbach Alpha is very good. The reliability of the instrument refers to the stability and consistency of the instrument developed. Cronbach Alpha values for each construct in this study were found to be significantly higher than 0.8, which is regarded extremely high and acceptable.

4.4.1 RESULT OF REALIBILITY ANALYSIS FOR INDEPENDENCE VARIABLES AND DEPENDENT VARIABLES

Variables	Instruments	Cronbach's Alpha Coefficient (α)
Independent Variable		
Interpersonal Relationship	5	0.836
Workload Pressure	6	0.829
Work Environment	6	0.919
Dependent Variable		
Job Stress Level	4	0.917

Table 4.4.1: Result of Reliability Test

Table 4.4.1 showed the overall value of Cronbach's Alpha Coefficient for the independent and dependent variable in this study. The variables were more than 0.9, and the average variables were 0.917. A total number of three independence variable has been tested using reliability Cronbach's Alpha.

The interpersonal relationship was measured using five questions. Regarding table 4.3, the Cronbach Alpha for this section's question was $\alpha = .836$ which resulted as good. As a result, the coefficients found for the questions in the social variable were reliable.

Following that, six questions were required to determine the workload pressure Cronbach's Alpha coefficient in this section is $\alpha = .807$, which indicates that it is extremely good. As a result, the coefficients obtained for the questions in the social variable were reliable even though it the least between another variables.

Furthermore, in measuring situational variables among of hospitality intern student, six question were used to analyze the work environment. The Cronbach's Alpha for this section's question was $\alpha = .919$, indicating high difficulty. As a result, the coefficients reported for the questions in the situational variable were reliable.

The dependent variable reported Cronbach's alpha score is $\alpha = .917$. Therefore, the coefficients generated for these four questions to evaluate the job stress level among hospitality internship were the reliable among all the variables.

Since the Cronbach's Alpha value for the variables reached 0.9, the surveys are highly reliable and can continue with the research. Generally, the reliability demonstrated that the respondents answered the questions satisfactorily, signifying that the questionnaires were acceptable for this study.

4.5 Results of Inferential Analysis

Inferential analysis usually involves comparing two or more groups as well as comparing the larger group. When the study team obtains information and realizes that it only comes from a small group of people, the data collection process changes. N. Blaikie (2018) Inferential analysis is a technique for determining the relationship between independent and dependent variables (workload pressure, interpersonal relationships, and work environment) (Job stress among hospitality internship students). To assess the strength of a relationship between an independent and dependent variable, the Pearson correlation method was chosen.

*Coefficient Correlation and Strength Relationship

Coefficient Range	Strength
± 0.91 to ± 1.00	Very Strong
± 0.71 to ± 0.90	High
± 0.41 to ± 0.70	Moderate
± 0.21 to ± 0.40	Small but define relationship
± 0.01 to ± 0.20	Slight, almost negligible relationship

Source: Hair et al, (2006)

Table 4.5: Rule of Thumb of Correlation Coefficient

Table 4.5 depicts the rule of thumb for Correlation Coefficient Size, which is used to characterize the strength of the association between two variables based on the absolute size of the correlation coefficient. The correlation coefficient, abbreviated as r , ranges between 1.00 and 0.01. A perfect negative relationship exists when the value of r is 1.00. Furthermore, if the value of r is between 0.41 and 0.70, there is a moderate relationship. If the value of r is less than 0.01, no relationship exists between the variables. Correlation near zero indicates that there was no linear relationship between the dependent and independent variables. Correlation near one means that the relationship between the dependent and independent variables was strong and linear.

Correlations					
		Workload pressure	Work environment	Interpersonal relationship	Job stress among hospitality internship students
Workload pressure	Pearson Correlation	1	.597**	.576**	.619**
	Sig. (2-tailed)		.000	.000	.000
	N	177	177	177	177
Work environment	Pearson Correlation	.597**	1	.676**	.794**
	Sig. (2-tailed)	.000		.000	.000
	N	177	177	177	177
Interpersonal relationship	Pearson Correlation	.576**	.676**	1	.594**
	Sig. (2-tailed)	.000	.000		.000
	N	177	177	177	177
Job stress among hospitality internship students	Pearson Correlation	.619**	.794**	.594**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	177	177	177	177

Table 4.5.1: *The Overall Pearson Correlation result between IV and DV.

** . Correlation is significant at the 0.01 level (2-tailed).

Hypothesis 1

Ho1: To determine the relationship between interpersonal relationship and Job stress among hospitality internship students

* The relationship between interpersonal relationship and Job stress among hospitality internship students

Correlations			
		Interpersonal Relationship	Job stress among hospitality internship students
Interpersonal Relationship	Pearson Correlation	1	.594**
	Sig. (2-tailed)		.000
	N	177	177
Job stress among hospitality internship students	Pearson Correlation	.594**	1
	Sig. (2-tailed)	.000	
	N	177	177

** . Correlation is significant at the 0.01 level (2-tailed).

Table 4.5.2 shows the relationship between interpersonal relationships and Job stress among hospitality internship students is moderate positive with a correlation coefficient

is 0.594. While both significant values are .000, which is less than the highly significant level of 0.05. It shows a significant statistically relationship between interpersonal relationships and Job stress among hospitality internship students.

Hypothesis 2

Ho2: To analyze the relationship between workload pressure and Job stress among hospitality internship students

* The relationship between workload pressure and Job stress among hospitality internship students

Correlations			
		Workload pressure	Job stress among hospitality internship students
Workload pressure	Pearson Correlation	1	.619**
	Sig. (2-tailed)		.000
	N	177	177
Job stress among hospitality internship students	Pearson Correlation	.619**	1
	Sig. (2-tailed)	.000	
	N	177	177

** . Correlation is significant at the 0.01 level (2-tailed).

Table 4.5.3 shows the relationship between workload pressure and Job stress among hospitality internship students is moderate positive with a correlation coefficient is 0.619. While both significant values are .000, which is less than the highly significant level Of 0.05. It shows a significant statistical relationship between workload pressure and Job stress among hospitality internship students.

Hypothesis 3

Ho3: To analyze the relationship between work environment and Job stress among hospitality internship students

* The relationship between work environment and Job stress among hospitality internship students

Correlations			
		Work environment	Job stress among hospitality internship students
Work environment	Pearson Correlation	1	.794**
	Sig. (2-tailed)		.000
	N	177	177
Job stress among hospitality	Pearson Correlation	.794**	1
	Sig. (2-tailed)	.000	

internship students	N	177	177
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** . Correlation is significant at the 0.01 level (2-tailed).

Table 4.5.4 shows the relationship between work environment and Job stress among hospitality internship students is strong positive with a correlation coefficient is 0.794. While both significant values are .000, which is less than the highly significant level of 0.05. It shows a significant statistical relationship between work environment and Job stress among hospitality internship students.

4.6 Discussion Based on Research Objective

The research study's objective is to evaluate how workload pressure, work environment, and interpersonal relationships influence job stress among hospitality internship students. The data indicates that the independent variables which are workload pressure, work environment, and interpersonal relationship, and dependent variables which is job stress among hospitality internship students have a substantial association. In line with this, earlier research has discovered a link between independent variables and dependent variables.

To determine the relationship between interpersonal relationships and Job stress among hospitality internship students

The result shows there was a moderate correlation strength and significant statistically relationship between interpersonal relationships and job stress among hospitality internship students. The research of Ellinwood, 2004 stated that organizational results

can be influenced by valued interpersonal relationships by enhancing institutional engagement, establishing supportive and inventive climates, increasing organizational output, and reducing the intent to leave. Individuals spend approximately eight to nine hours in their workplace, and it is nearly impossible for them to work alone: humans are not machines that can work for long periods of time. Consider working in an organization where you have no friends makes to feel so lonely and get frustrated. Individuals who work alone are more prone to stress and anxiety. It is critical to surround oneself with trustworthy coworkers with whom one can discuss all of one's secrets without fear of them being leaked (Turner, 1987).

To analyze the relationship between workload pressure and Job stress among hospitality internship students

As a conclusion based on the result, it can be concluded that there is moderate correlation strength and significant statistically relationship between workload pressure and job stress among hospitality internship students. Workload pressure has an effect on internship students because they are unable to manage their time effectively, causing them to fail to complete all of their tasks on time. This conclusion was similar with a recent study by Young et al (2013), who found that workload pressure was related to and affected performance owing to stress. Furthermore, Wang, Cai, Yang, and Qu (2015) found that unfamiliarity with work material, workload pressure from supervisors, and communication with supervisors and coworkers were the primary stressors encountered during internships in their study on stressors among hospitality internships. In a study by Lam, Wong, Ip, Lam, and Pang (2010) on the factors that cause stress among interns, he stated that workload and working hours were the main reasons of distress for interns, with 90% of interns reporting that they were the top causes of distress.

To analyze the relationship between work environment and Job stress among hospitality internship students

It can be concluded as, there is a strong correlation strength and significant statistically relationship between work environment and job stress among hospitality internship students. According to Mohd Makhbul and Hizam (2014), the working environment has a beneficial impact on individual employee behaviour, hence workplace quality is vital in influencing employee and workforce motivation, morale, and success. According to Pratten (2003), the main causes of turnover in the culinary industry were crowded workplace settings, long working hours, low compensation, and a lack of training. One of the reasons of employee job stress is a poor work environment.

Moreover, work environment has the strong correlation compared to workload pressure and interpersonal relationship based on Pearson Correlation values. Correlation independent variables were represented ($0.794 < 0.619 < 0.594$).

4.7 Summary

To summarize, this research knows about the relationship workload pressure, interpersonal relationship, and work environment in internship. This research also knows job stress among the University Malaysian Kelantan (UMK) internship students. In this research, independent variable was influencing the dependent variable which was the workload pressure, interpersonal relationship and work environment had influenced the job stress among the UMK internship students. 177 respondents had given their respond to this research survey. All of them were student UMK who had internship in industry hospitality.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

This chapter focuses mostly on the results from Chapter 4. Chapter 5 presents a discussion of the findings, implications, limitations, and summary. The chapter begins with a recapitulation of the study, followed by a part of limitations, recommendations, and lastly summary of the study. All of this discusses every part of the study conducted by the researcher.

5.2 RECAPITULATION OF THE FINDINGS

The discussion of recapitulation from the findings that researchers created in the previous chapter, Chapter 4, which is based on the study's research objective, research question, and hypothesis.

No	Research Objective (RO)	Research Question (RQ)	Hypothesis (H)
1	To determine the relationship between interpersonal relationships	What is the relationship interpersonal	There is a significant relationship between interpersonal

	and UMK internship students.	relationships and UMK internship student?	relationships and job stress among hospitality internship students
2	To analyse the relationship between workload pressure and UMK internship student.	What is the relationship workload pressure and UMK internship student?	There is a significant relationship between workload pressure and job stress among hospitality internship students
3	To analyse the relationship between the work environment and UMK internship student.	What is the relationship work environment and UMK internship student?	There is a significant relationship between work environment and job stress among hospitality internship students

Table 5.2

From the table 5.2, There is a substantial association between interpersonal relationships and job stress among hospitality internship students, according to hypothesis 1 (H1). According to Pearson Association analysis, the result demonstrates a moderate correlation between interpersonal relationships and occupational stress among hospitality internship students, with a correlation coefficient of 0.594 and p 0.05. This demonstrates that the hypothesis for H1, that there is a strong association between interpersonal relationships and occupational stress among hospitality internship students, has been answered. As a result, H1 was accepted.

The second hypothesis (H2) expected a substantial association between workload pressure and job stress among hospitality internship students. The Pearson Correlation study revealed that workload pressure and job stress are moderately positive

among hospitality internship students, with a correlation coefficient of 0.619 and $p < 0.05$. This demonstrates that the hypothesis for H2, which is that there is a substantial association between workload pressure and job stress among hospitality internship students, has answered the study question of what the relationship between workload pressure is and UMK internship students. As a result, H2 was accepted

According to the findings of hypothesis 3 (H3), there is a substantial association between workplace environment and job stress among hospitality internship students. According to Pearson Link analysis, the work environment and job stress among hospitality internship students have a modest correlation, with a correlation coefficient of 0.794 and a p value of 0.05. This outcome demonstrated that the research topic was answered. As a result, H3 was approved.

5.3 LIMITATIONS

The study looked into the connection between the independent and dependent variables. This study included the following significant independent variables: interpersonal relationships, workload pressure, and work environment, all of which were used to overcome job stress levels among hospitality internships students at the University Malaysia Kelantan. The questionnaire is the most commonly used method for acquiring information. Questionnaires can reveal information about people's perceptions and attitudes. In this study, the quantitative method was applied, and important data were obtained by questionnaire and shared on social media platforms.

Despite several efforts were made to ensure the efficiency of this research, there are several limitations that have been discovered to emphasize and create a

challenge to this study. Therefore, it is vital to recognize and learn from limitations in terms of maintaining quality of the research. The questionnaire is compulsory directed to the target population that have taken an internship of hospitality industry in University Malaysia Kelantan. It depends on the willingness of people to respond to these questionnaires because not even anyone can be respondents. Some of focus group students after their internship also not receive a questionnaire from the researchers. There must propose an internship approach based on pre-internship, actual internship, and post-internship to attain satisfaction with the internship term. Since the targeted respondents' behaviors or responses cannot be predicted, the researchers must be very attentive and skilled to engage with them.

Besides that, the progress of collecting the data from respondents are takes time to reach the targeted sample size. The respondent's perspectives affect the researchers' ability to complete the analysis. The researchers had to spend almost a month to spreading the questionnaire and collecting responses. The method employed to collect data is one of the study's limitations. This analyses' data was gathered entirely through an online approach. They used to answer the questionnaire once the researchers shared the Google Forms link. This is because the study's respondents are consisting of alumni and relevant respondent internship students that were contacted successfully. Furthermore, this approach is that the researcher cannot verify the validity of the information provided by the respondents and may take a much longer time to allowing the collecting data process.

5.4 RECOMMENDATIONS

This study forges a new path by emphasizing research recommendations for how workload pressure, work environment, and interpersonal relationships affect job stress among hospitality internship students. When new researchers use any other independent variables or dependent variables from this study, the recommendations may provide a double benefit.

The first recommendation is to abandon existing data collection methods in favour of qualitative methods. Qualitative research appears to generate data in ways that quantitative research does not. Future researchers can collect data not only through questionnaires, but also through qualitative methods such as telephone surveys and face-to-face interviews. Specifically, for face-to-face or telephone interviews can know the respondent's behaviour clearly through the question posed. As a result, it provides more accurate, consistent, and efficient data for research into how workload pressure, work environment, and interpersonal relationships influence job stress among hospitality internship students.

In addition, when respondents are available, have them complete questionnaires. Because we are using internship students as respondents, we have asked them to complete the questionnaire on the day of their convocation. This influences their responses because they are pressed for time and must complete questionnaires without pause. If the questionnaire is given to them during their free time, they can interpret it and think carefully before responding.

Future researchers will be able to reproduce the journal as well. This study employs regular journals, comparing results from across the country to learn more

about the job stress level of internship students. To help improve reading resources, future researchers can search for journals in public libraries as well as Google Scholar and my Athens to find more information about this study from other countries.

5.5 SUMMARY

This chapter has concluded and discusses the necessary findings on Interpersonal relationships, workload pressure, work environment, and job stress level among hospitality internship students. The objectives of the study were achieved, the research questions were answered, and the hypotheses were confirmed and accepted in this study based on the analysis of a total of 177 questionnaires that could be used. The overall relationship shown in this study is between stress levels among internship hospitality students. This research can help other researchers in making research on work stress levels among internship students and can be used as their reference.

The data obtained in chapter 4 using the Statistical Package for the Social Sciences (SPSS version 22) were further investigated, and conclusions were reached based on the responses of the respondents. According to the findings, there are some significant links between Interpersonal relationships, workload pressure, work environment, and job stress levels among hospitality interns. As a result, all of the material presented during this research is expected to assist the next researcher in doing research on work stress among internship hospitality students for their research.

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MALAYSIA

KELANTAN

APPENDICES

SECTION	FACTORS	CONTENT	QUESTION
A	Demography	Gender	<ul style="list-style-type: none"> ● Male ● Female
	Profile	Age Group	<ul style="list-style-type: none"> ● 22-23 ● 24-26 ● 27-Above
		Race	<ul style="list-style-type: none"> ● Melayu ● Cina ● India ● Others
		Year	<ul style="list-style-type: none"> ● Internship Year
B	Independent Variable	Workload Pressure	<ul style="list-style-type: none"> ● I have too much work assigned daily ● My work is highly repetitive and monotonous ● I feel excessive fatigue and tiredness due to heavy workload ● I frequently have to work overtime
		Interpersonal Relationship	<ul style="list-style-type: none"> ● My colleagues do not show respect to me

			<ul style="list-style-type: none"> • There is a lack of active communication among members in our organizations • There is less of cooperative at industry training • My supervisors are not friendly and frequently use improper language
		Work Environment	<ul style="list-style-type: none"> • I always experience bullying in my workload • I have never been acknowledged and rewarded by the supervisor or management. • The staffs like to make gossips in the workplace. • My workplace is crowded and unorganized.
C	Independent Variable	Work stress among hospitality interns	<ul style="list-style-type: none"> • I feel stressed due to heavy workload during my internship • I feel stress due to interpersonal relationship issues during my internship

			<ul style="list-style-type: none"> • I feel stressed due to the negative work environment during my internship • I feel stressed during my internship
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