

**THE IMPACT OF INTERNSHIP PROGRAM EXPERIENCES AND
MCGREGOR'S THEORY X/Y TOWARDS STUDENTS' SOFT SKILLS
DEVELOPMENT**

By

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BACHELOR'S DEGREE
in
BUSINESS ADMINISTRATION - HOTEL AND TOURISM MANAGEMENT
Concentration
FACULTY OF BUSINESS AND COMMUNICATION



SWISS GERMAN UNIVERSITY
The Prominence Tower
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Tangerang, Banten 15143 - Indonesia

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Revision after Thesis Defense on [24th of July 2018]

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

THE IMPACT OF INTERNSHIP PROGRAM EXPERIENCES AND MCGREGOR'S THEORY X/Y TOWARDS STUDENTS'S SOFT SKILLS DEVELOPMENT

By

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Munawaroh, SE., MM, Advisor

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The impact of internship program experiences and McGregor's theory x/y towards students' soft skills development with hospitality major is the main objective of this research. The study aims to find what impact perceived by hospitality students during internship and their self-motivation according to McGregor's theory x/y that can influence their soft skills development. This study is limited for students majoring in hotel and tourism management in three different universities. There were 250 valid respondents in this research. The multiple regression is practiced in this research by using SPSS to help with the regression computation and other related calculation. The result of the studies showed that internship program experiences gives impact to the students' soft skills development as much as 43.7% and McGregor's theory x/y gives no impact to soft skills development. The recommendation is delivered for students, institution, host organization and further research.

Keywords: Internship experiences, McGregor's Theory X/Y, Soft Skills



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DEDICATION

I dedicate this thesis for my God who guided me, my beloved parents, brothers, all my Swiss German University friends, my best friends during my internship in Jakarta and Germany. Also, I dedicate this thesis to my support system Hanny, Stefano, Caroline and others.



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