





Hospitality Workplace Environment, Family Support and Career Commitment: An Empirical Investigation of Hospitality Interns

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ABSTRACT

Introduction- A hospitality internship is an excellent way for emerging professionals to gain valuable hands-on experience. It is still unclear how career commitment is influenced during this critical stage of professional development. The study aims to explore the impact of workplace environment and moderation influence of family support on interns' career commitment.

Methods- The study population was among the hospitality students in India pursuing internships in hotels. The interns' opinions were analyzed empirically by employing a structural modelling (PLS-SEM) technique.

Results- The findings of the study demonstrated a career commitment among students towards the hospitality industry is strongly influenced by work-environment and pay & perks aspects. However, career development opportunities did not report any significant effect on 'career commitment' among students. Notably, the family support also did not reveal any moderation influence in determining students' insight about 'workplace-environment' and 'career-commitment' towards the hospitality sector. These findings advance the knowledge about the way how students' perceive the workplace-environment affecting their career-commitment in the hospitality sector.

Discussion- This study explicitly emphasizes the impact of workplace environment and family support on career commitment both in academic literature and in practical recommendations. The study emphasizes the value of integrating TPB and SET in analyzing career commitment behavior and provides insight into how to improve internship programs and increase retention.

Keywords: Career commitment, intern workplace environment, family support, hospitality.

INTRODUCTION

The hospitality industry, known for its dynamic, service-oriented nature, contributes towards economic growth worldwide. For instance, the Indian hospitality industry has witnessed significant growth, driven by factors such as increasing disposable incomes, the rise of international tourism, and a growing preference for luxury and hospitality services (Ministry of Tourism, Govt. of India, 2019). Given this expansive growth, the hospitality industry faces the dual challenge of retaining skilled talent while ensuring high levels of service quality (Kumar, 2018). Despite the competitiveness along with the uncertain business environment of the hospitality sector, it continues to be backed with enormous job opportunities for new entrants. One of the essential components of the workforce in this industry is interns, who represent a key pipeline for talent development, enabling them to apply academic knowledge in real-world settings (Wahab et al., 2020).

Career commitment is an essential aspect in determining the sustained career growth and business development. Career commitment denotes the degree of attachment, motivation, and dedication an individual has towards their

career in a specific field (Allen & Meyer, 1990). For interns in the hospitality sector, their career commitment can significantly influence their future decisions regarding whether to continue within the industry or pursue alternative career paths (Aggarwal & Mittal, 2021). Considering the fierce competition in hospitality business, fostering career commitment among interns is imperative to ensure the retaining of talented individuals by reducing staff turnover ratio, which can be costly for businesses.

The relevant elements of the hotel sector include the human resource, the intercessor and point of interaction among the physical structure of a hotel and people receiving hospitality services. Work-environment in a hotel termed as working conditions under which employees perform their psychosomatic, physical and social business tasks (Saks, 2006; Pereira et al., 2021). Workplace environment were defined by Lestari and Rosman (2024) as combination of working-hours, atmosphere, salary along with career growth prospects. Nonetheless, authors (such as, Ezeuduji & Mbane, 2017; O'Neill & Stead, 2016) contended these aspects destabilize undergraduates' career-commitment for a sustained job in the hotel sector. The poor transition of students to the hospitality workplace is emphasizing apprehension in the hotel sector (Mooney & Jameson, 2018; Kumar & Singh, 2020).

The issue pertaining to emphasized issue pertaining to shift-hours and atmosphere at workplace has been considerably emphasized by researchers (King et al., 2003; Jaykumar et al., 2012; Gitau, 2016) in the field of hospitality. Many researchers argued that salary-structure is a key factor in encouraging students to opt hospitality as their career choice. Due to service oriented nature and round the clock business operations in hotel, erratic working hours and shifts evidently become crucial aspect of hospitality job. For instance, Farmaki (2018) asserted that the hospitality business lacks set working hours since hotel guests may require assistants at any time, including after hours. Furthermore, it is detected that the hospitality business has an unfitting pay structure and other financial benefits (Singh & Dutta, 2010; Suha & Chaichi, 2019). Additionally, Rasheed et al. (2020) further added that career growth in hospitality sector is a longer process in contrast to other service sector, prompting employees to seek job in other field to seek high salary and financial benefits. Importantly, career development and quality of life are crucial for employees and service as strong motivating factor for career commitment (Saks, 2006).

Researchers also emphasize that hospitality jobs are often influenced by social and personal factors, making it challenging for the industry to effectively train, attract, and recruit skilled graduates (Roney & Oztin, 2007; Richardson, 2008; Lo, Mak, & Chen, 2014). In this context, it becomes crucial to understand the individual and social factors that drive hospitality interns and new entrants to seek hospitality as career choice. Existing researches primarily emphasized on the role of individual and social characteristics—such as family support, friends, relatives, and social groups—in shaping interns' perceptions and attitudes toward the industry (Kusluvan & Kusluvan, 2000; Richardson, 2008; Richardson & Butler, 2012; Wan & Kong, 2011). Family support, in particular, has been found to play a significant role in helping individuals achieve educational and career growth (Rostamy et al., 2008). Additionally, research suggests that family support fosters affective commitment and career satisfaction (Carmeli, 2005). Lo et al. (2014) noted that career-commitment is a progression by which one's career intentions are established, with family support being a key factor in the career commitment of hospitality students (Wan et al., 2014; Wang, 2016). The positive influence of family support enables interns to build essential skills such as strong communication, the ability to offer constructive feedback, and motivation—factors identified as critical to career development. Previous research also suggests that students with limited family support may develop negative perceptions of the hospitality industry, leading to unfavourable career choices (Kang et al., 2015). Studies have shown that individuals with family backing tend to have more positive career commitment and a more favourable view of the workplace (Seiger & Wiese, 2009; Goh, Ilies, & Wilson, 2015). While family support has been recognized as a key factor in shaping hospitality careers, there remains a noticeable gap in understanding its specific impact on the career commitment of hospitality interns. Therefore, examining the role of family support in influencing the career commitment of new graduates and entrants is essential for ensuring sustainable employment in the hotel industry.

The role of the working environment, pay and perks, and career development opportunities in influencing career commitment has been discussed in several academic studies. For example, researchers has primarily examined the expectation of students towards career prospects (Kong et al., 2020; Kusluvan & Kusluvan, 2000), retaining and reducing attrition rate among graduates (Chan & Ao, 2019; Chang & Busser, 2020), job shifting among new graduates (Ivanovic Ivancevic, 2019; Yuen, 2016; Zaharietal., 2010), and the turnover of graduates (Brown et al., 2015; Han, 2020; Wan et al., 2020). Research has also been carried out on issues pertaining to job progression, and poor integration of new graduates (McGinley & Martinez, 2018; Zaharietal., 2010) and career development in hospitality

sector (Yoopetch et al., 2021) have also been researched. Nevertheless, the specific context of hospitality interns in India remains relatively underexplored. Hence, there is a need to focus on how the hospitality's workplace environment (working environment, pay & perks and career-development) impacts the students' commitment and role of family support towards seeking a career in the hospitality industry. More so, India's cultural and economic landscape provides a unique context for studying career commitment, as factors like compensation structures, career progression opportunities, and the nature of work environments may differ significantly from Western countries or even other Asian regions. From this scenario, current research seeks to explore: i) The effect of workplace-environment (working environment, pay and perks, career-development) affect the career-commitment among graduates, and ii) To assess the magnitude of family support towards building career-commitment among graduates.

Current research intends to discover the impact of 'working-environment', 'pay & perks', and 'career-development' on the career commitment of hospitality interns in India. By assessing the interrelationship among these aspects, study aims to offer valuable comprehension about the way the hospitality sector enhances internship programs, thus ensuring greater career commitment from its interns and, consequently, a stronger and more skilled workforce. Understanding the key drivers that contribute to career commitment will help organizations in the hospitality sector optimize their internships and tailor their recruitment strategies to retain top talent. Findings of this research will thus offer empirical confirmation which enhanced the knowledge of career commitment in pursuit of the hospitality sector in India.

LITERATURE REVIEW

This research explores factors that influence hospitality interns' career commitment, considering the working-environment, pay and benefits, career opportunities, and support from family. A literature review is conducted to understand the way these aspects impact career-choice and long-term professional assurance within the hospitality sector.

Career Commitment

Career commitment has significantly been emphasized by researchers in the field of hotel management. It refers to a psychological bond to one's job and is frequently linked to job satisfaction, career satisfaction, and a person's readiness to dedicate time and effort to professional development (Meyer, Allen, & Smith, 1993; Ros & Lee, 2017; Chan & Ao, 2019). Various studies have highlighted different factors that affect career commitment, such as organizational culture, job satisfaction, and work-life balance (Cohen, 1993; Farmaki, 2018; Zhu et al., 2020). Together, these aspects contribute towards building an individual's bond to their career, as commitment is a vital indicator of one's occupational identity (Meyer et al., 1993). Employees with higher and positive career commitment in the hospitality sector typically invest a lot in their work, resulting in increased job satisfaction and better career outcomes (Mustafa et al., 2021). However, the existing literature often neglects to address how specific workplace elements, like the work environment, compensation, career development opportunities, and family-support affect commitment for building a career among hospitality interns.

Effect of Working Environment on Career Commitment

The working environment is widely acknowledged as a key factor in shaping the attitudes and behaviors of hospitality employees. Research has indicated that a positive working environment boosts employees' sense of belonging, loyalty, and overall commitment to their jobs (Saks, 2006; Pang, 2010). In the hospitality sector, where employees often endure long hours and demanding tasks, it is vital to cultivate a supportive and engaging environment to promote career commitment (Wijesundara, 2015). Conversely, a negative working environment can result in burnout, dissatisfaction, and high turnover rates (Gitau, 2016). The literature suggests that the working environment significantly impacts the career commitment of hospitality interns, and several studies back this assertion. For instance, researchers (King et al., 2003; Xie et al., 2020) discovered that hospitality workers who were content with their work environment—encompassing everything from physical conditions to relationships with supervisors—were more inclined to remain committed to their careers. Thus, fostering a positive and supportive work environment is essential for retaining interns and encouraging their long-term commitment to the hospitality industry (Farmaki, 2018). Based on the literature, the present study posits its first hypothesis (H1) as follows: *"The working environment significantly influences the commitment of internship students towards building a career within the hotel sector."*

The Role of Pay & Perks Towards Career Commitment

Compensation, which includes both salary and benefits, is crucial for motivating employees and shaping their commitment to their careers (Kusluvan & Kusluvan, 2000; Richardson, 2009). Research indicates that pay is a key element in determining job satisfaction and loyalty, which in turn affects employees' dedication to their organizations (Wahab et al., 2020). The hospitality sector, characterized by long hours and often low wages, faces considerable difficulties in keeping employees motivated and committed (Kusluvan & Kusluvan, 2000; Yunus et al., 2021). Interns, who are just starting their careers, may be particularly affected by perceived inadequacies in compensation, as low pay can adversely impact their living standards and future career prospects (Hsu & Tasai, 2011). A study (Suha & Chaichi, 2019) indicates that when hospitality interns feel their pay is fair and reflective of their efforts, they are more inclined to show greater commitment to the industry. This relationship is especially clear in hospitality internships, where insufficient pay often results in dissatisfaction and a lack of engagement with the career path (Yunus et al., 2021). Furthermore, wages in the hospitality industry, especially for operational roles, are generally lower than in other service sectors, which adds to the challenge of retaining talent (Koc et al., 2014). Building on the available study, current research intends to take another assumption (H2) postulating that, *"Pay and perks have a significantly affected career-commitment of hospitality interns."*

Career Development Prospects' Effect on Career Commitment

Career development opportunities play a vital role in shaping career commitment within the hospitality industry. Internships act as a crucial stepping stone, giving students practical experience and insight into potential career advancement (Lu & Adler, 2008; Baum, 2012). The possibility of growth within a company can greatly influence employees' long-term dedication to their careers (Tuzunkan, 2018). However, in the hospitality sector, worries about limited advancement often surface, as employees feel there are few clear paths for promotion (Yiu & Law, 2012; Robinson et al., 2016). Research indicates that opportunities for career advancement, including training, mentorship, and internal promotions, are positively linked to employees' commitment to their careers (Rather et al., 2019; Akbiyik, 2016). Interns who recognize a clear growth trajectory within their organization are more inclined to stay committed to the industry, while those who see few development opportunities may opt to explore other fields (Gebbs et al., 2020). For hospitality interns, providing structured career development programs serves as a strong motivator, boosting their engagement and fostering long-term commitment to the industry (Baum, 2012). Therefore, the study proposes its third hypothesis (H3) as follows: *"Career development opportunities have a significant impact on career-commitment among internship students in the hospitality sector."*

Moderating Impact of Family-Support towards Career Commitment

Family support is frequently underestimated as a factor in career commitment, yet recent research underscores its crucial impact, particularly in shaping career choices among students (Rostamy et al., 2008; Carmeli, 2005). Family members, especially parents, significantly influence students' academic and professional paths by offering emotional and financial backing that can sway their career dedication (Dube & Weng, 2020). For hospitality interns, the support from family can be a deciding factor in whether they choose to pursue or abandon a career in hospitality, especially considering the industry's demanding nature (Rostamy et al., 2008). Studies show that students who enjoy robust family support are more inclined to stay committed to their career paths, including those in hospitality, even when faced with challenges like long hours and low wages (Carmeli, 2005). This connection is particularly pronounced in cultures where family expectations play a significant role in career choices (Dube & Weng, 2020). For hospitality interns, encouragement from family to enter the field can help counter negative views about job conditions, thus strengthening their commitment to the profession (Rostamy et al., 2008). In line with this, the researcher proposes the fourth hypothesis (H4) as follows: *"Family support have a moderate impact to association among the workplace-environment and career-commitment of hospitality interns."*

THEORETICAL AND CONCEPTUAL FRAMEWORK FOR THE STUDY

This study is guided by two theoretical frameworks given by Ajzen (1991) denoted as, 'Theory of Planned Behaviour (TPB)' and framework developed by Bandura (1997) known as 'Self-Efficacy Theory (SET)'. According to the framework developed by Ajzen, behavioural intention is shaped by attitudes toward the chances of achieving a desired outcome, as well as by the subjective assessment of the associated menace and payback. The theory suggests behaviours under personal control are influenced by these factors (Dos Santos et al., 2018). Building on this foundation, the SET is integrated with Ajzen's theory. Self-Efficacy theory points that 'self-efficacy' decision is influenced by four key factors: achievement or success, astounding experiences, social influence, and expressive

situation (Usher & Pajares, 2006). Therefore, from the overview both TPB and SET and substantial evidence produced by existing literature (Saks, 2006; Carmeli, 2005; Dube & Weng, 2020; Wahab et al., 2020) current study noticed 'workplace-environment, and 'career-commitment' as key predictors to explores the relationships between the independent, moderate, mediate, and dependent variables. Therefore, from this viewpoint, highlight 'working-environment', 'pay and perks', and 'career-development' as crucial elements of the workplace-environment as independent variables. Meanwhile, 'family-support' is taken as a moderator, and 'career-commitment' as a dependent variable in the study.

RESEARCH METHODOLOGY

This research investigates how career commitment of hospitality interns is impacted by the workplace-environment and family support. A cross-sectional quantitative methodology was employed for ascertainment of objectives of the study. The research population comprised passing out hospitality graduates undergoing or completed their internship at 3 to 5 star hotels in Delhi-NCR area of India. The survey instrument designed in four different sections was used to collect the data responses from students. Part one contains questions about background information (gender, age in years, course year, college/university name, area of internship, star category of hotel and duration of internship) of the students. Part two of the questionnaire, contains questions related to assessment of workplace-environment by focus on working-environment, pay and perks and career development aspect of students. The items designed in this section were modified from the existing literature (Abdullah, 2015; Kusluvan & Kusluvan, 2000). Third section contains variable items emphasizing the rating of family support, and questions were adapted and modified on the basis of pertinent study of Karatepe (2015) in relevant areas. The final section of the questionnaire evaluated the commitment of students to pursuing a career in the hotel industry using items derived and reframed from the study of Ridzuan et al. (2016). To gather the rating of each item, a 5 point Likert-scale (strongly disagree=1, disagree=2, neutral=3, agree=4 and strongly agree=5). The questionnaire was developed by using simple and concise language in order to avoid any confusion among respondents.

The questionnaire was pre-tested through 'face validity' checks in consultation with 5 industry and academic professionals in the field of hotel sector. Additionally, a pilot-test was carried out by gathering responses from 38 students which confirm that the questionnaire items were valid and reliable for collection of data. The reliability of the survey instrument was evaluated through reliability analysis (Cronbach's alpha test). The hotel managers were informed in advance about the purpose of the survey. The survey questionnaires were distributed via 'Google Form' link, with respondents specifically who have worked as interns in the hotel industry for at least six months.

A total of 220 surveys were gathered from hospitality interns working at hotels having 3 to 5 star rating. The sample predominantly consisted of male students (62.5%), with most having internship experience of 6-9 months. Almost a similar number of students were undergoing or completed their internship in two regions of Delhi-NCR (Delhi=13.9%, Gurugram=13.8%) and the remaining were from Noida (12.4%) and different parts of the study area. Furthermore, in terms of hotel classification, approximately 1/5th of the respondents (19.09%) work at 5 star hotels. However, more than 1/3rd of the respondents (34.55%) at 3 star hotels and nearly half of the respondents (46.36%) at four star hotels. The background analysis overviews the diverse demographic profile of respondents.

The author employed a structural modeling technique (PLS-SEM) due to exploratory nature of study and intricacy of the projected conceptual framework (Hanafiah, 2020). Additionally, as the data didn't normally distributed, 'PLS-SEM' works effectively to analyze the data (Hair et al., 2016). The analysis for study was carried through use of Smart PLS software (Version 3.1.1) software. The structure model process was employed in two phases i.e. assessment of measurement-model followed structural-model. Following the insight given by Hair et al. (2016), current research tested the study model through validating before testing of hypothesis through path-analysis.

RESULT OF THE STUDY

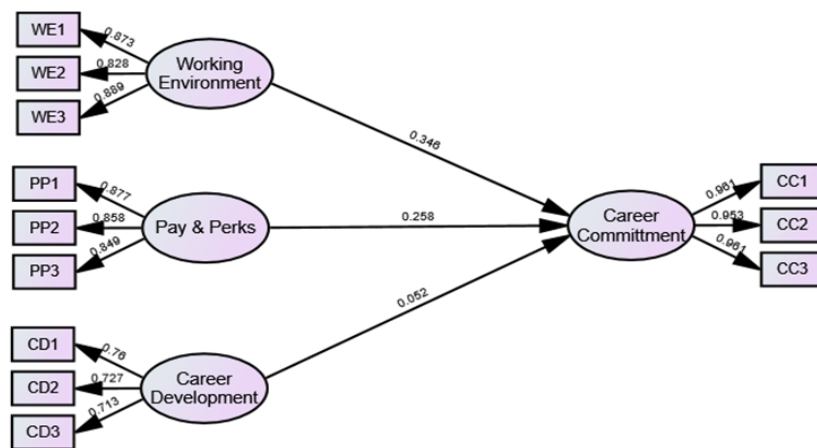
Measurement-Model

The study put forward the structural modelling (inner model) employed indirectly to measure unobserved constructs by assessing the path of interconnection arising from the constructs. The model emphasizing on estimation four vital parameters pertaining to the measurement of latent constructs, namely: internal-consistency reliability, indicator-reliability, convergent-validity, and discriminant-validity shown below in tabular presentation (see Table 1).

Table1: Measurement-Model

Constructs	Indicators	Outer-Loadings	Cronbach's Alpha	Composite-Reliability	Average Variance Explained
Working-Environment	WE1	0.873	0.853	0.901	0.751
	WE2	0.828			
	WE3	0.889			
Pay & Perks	PP1	0.877	0.847	0.907	0.789
	PP2	0.858			
	PP3	0.849			
Career-Development	CD1	0.760	0.810	0.831	0.570
	CD2	0.727			
	CD3	0.713			
Career-Commitment	CC1	0.961	0.901	0.934	0.847
	CC2	0.953			
	CC3	0.961			

Figure 1: Measurement-Model



This research assessed the internal-consistency, reliability and convergent validity for the model by employing CR (composite-reliability) and AVE (average variance explained). Result shown in table 1, demonstrated that all the items were significantly loaded with acceptable values (ranged 0.713-0.961) to respective constructs confirming their indicator's reliability as well. Also the table 1 highlighted convergent-validity as acceptable revealed from average variance explained (AVE) values. The first order average variance explained for 'working-environment' is 0.751, for pay and perks is 0.789 and for career development is 0.570 followed by career-commitment as 0.847. All these values fulfill the criterion of threshold value and are more than 0.50. Structural models as presented in figure 1 showcase the first-order measurement or inner model, whereas empirical evidence from table 1 provides loadings, C.R. and A.V.E. values.

Table 2: Heterotrait-Monotrait Ratio Assessment

	Working-Environment	Pay & Perks	Career- Development
Working-Environment	1		
Pay & Perks	0.715	1	
Career-Development	0.501	0.486	1
Career-Commitment	0.624	0.572	0.318

Next, the 'HTMT' ratio analysis was employed in order to appraise 'discriminant-validity in the model. This outcome for 'first-order model, as shown in table 2, indicates no issues with this, as all values were less than threshold limit of 0.85 (Henseler et al., 2009) and hence, reveals no collinearity issues between latent constructs. Conclusively, the inner model determines acceptable discriminant validity.

Table 3: Path coefficients, observed 'T-statistics' and significance values

Path-Analysis	Path-Coefficient (β)	T-Statistics	P-Values	Result
First-order				
Working-environment>Career-Commitment	0.368***	5.067	0.000	Support
Pay & Parks>Career-Commitment	0.296***	4.012	0.000	Support
Career Development>Career-Commitment	0.033	0.475	0.618	Do not Support

'Notes:***p<0.01'

Table 4: The Effect-size', R² and Q² statistics

Path-Analysis				
First-order				
	<i>F</i> ² Career-Commitment	Effect-size	R ²	Q ²
Working-Environment>Career-Commitment	0.122	Weak	0.365	0.284
Pay & Perks>Career-Commitment	0.073	Weak		
Career Development>Career-Commitment	0.001	No Effect		

Note: "f² value of 0.02=weak;0.15=moderate;and0.35=substantial"

Structure-Model

The second phase of PLS-SEM analysis consists of examination of structure-modelling (path-analysis) demonstrating the testing of proposed hypotheses. Tabular presentation (see table 3) highlights the findings of the structure model, including path-coefficients, t-statistics, and significance level. The path-coefficients with a significant p-level of at least 95.0% were considered acceptable. Based on the empirical evidence, two hypotheses (H1 and H2) were supported by the result. Specifically, working-environment (path-coefficient= 0.368, t value=5.067) and pay and perks (path coefficient=0.296, t value=4.012) were found to positively impact career-commitment of students towards the hospitality sector. In contrast, hypothesis H3, which assumed the effect of career-development to career-commitment of students, was not supported as its path-coefficient is 0.033 and t value is 0.475.

Further analysis of the second-order model reveals that career-commitment among students was significantly affected by the work-environment (path-coefficient=0.522, t-value=7.400). The model determined 36.5% of the variance (R square=0.365) in career-commitment predicted by work-environment, pay & perks and career-development. Furthermore, the result highlighted a predictive relevance (Q square=0.284), demonstrating an average predictive impact for career commitment construct. Therefore, working environment, pay & perks and career development anticipated in present research are predictors of career commitment in the hospitality industry.

Table 5: 'Moderating-effect of the family support

	Beta	T-Statistics	P-Values	Result
Hospitality industry workplace-environment+ Family-support>Career-commitment	0.077	1.415	0.145	Not-Significant

Note: ***p < 0.01

Moderating effects

Hypothesis H4 tested the moderation effect of family support on the relationship between workplace-environment and career-commitment. The moderating effect was measured employing the product indicator technique suggested by study of Hair et al. (2016) through structure modeling (PLS-SEM). The path coefficient for interaction effect needs to be significant to support proposed hypothesis. Whereas, result in current study reported no significant moderation effect of family-support to the relationship of work-environment and career-commitment demonstrated by path coefficient' value as 0.077 (see table 5). This suggests that family-support do not have any significant moderating effect on relationship of workplace-environment to career-commitment.

MAJOR FINDINGS AND DISCUSSION

Current study from its findings established the causation effect of workplace-environment to career-commitment towards the hospitality industry. The study confirms a significant relationship of working-environment, pay and perks and career-development aspects to building career-commitment among students to the hotel sector. These findings reported the students were aware about the importance of workplace-environment and its major constituents to build a robust career in the industry. These findings align with an existing body of research (Aggarwal & Malhotra, 2021; Ashton, 2018; Kim & Parm, 2013) which also supported graduating students who are happy with their workplace-environment are more likely to stay in the hospitality sector. Contrastingly, current study's findings are contradicting the findings given by previous research (Kumar & Singh, 2020; Tan et al., 2016; Jauhari & Mnaktola, 2009; Kuslivan & Kuslivan, 2000) which revealed that negative experience concerning to workplace-environment during internship may decrease students' intention to opt hospitality as career choice.

From investigation of hypothesis (H1), the study examined how workplace-environment impacted career-commitment. This analysis discovered that there is a substantial relationship of predictors to career-commitment. Notably, the working-environment was identified as most significant predictor of career-commitment, supporting previous study's findings which established that workers' job satisfaction with their workplace-environment is key determinant in long-term career commitment (Farmaki, 2018; Gitau, 2016; Kim & Park, 2013).

From the second hypothesis, current study overviews about effect of pay & perk to career-commitment among students. The study reveals the existence of significant relation of pay & perks to career-commitment, and highlights that an increase in pay correspondingly brought increase in career commitment among students in the hospitality industry. This intensely backed the finding of existing research supporting salary as contributors to an individual's career commitment (Koc et al., 2014; Ashton, 2018; Wahab et al., 2020). However, the findings are against the studies of Singh and Dutta (2010) and Kumar (2018) who established that pay and perks not significantly impacted in boosting career-commitment in workforce engaged in hotel industry.

By investigating the next hypothesis (H3), the current study examined whether career-development opportunities have any significant impact on the career-commitment of students. The study reveals that predictor (career-development) has no significant influence on career-commitment, suggesting that interns in hotels are backed with awareness that their career-development in the hotel sector is quite slower than other fields. However, current findings disagree with existing studies in relevant fields (Wadhawan & Sinha, 2018; Daskin, 2016; Barron, 2008) which highlighted workforce perception towards career-development is crucial for boosting commitment towards building a career in the hospitality sector. There is low interaction impact of family-support to association among workplace-environment and career-commitment of students. Conspicuously, students who are backed with family support are more inclined towards technology, wages, dynamic working conditions and thus indicating minimum commitment to seek the hospitality industry as career choice. These findings concurred with Kang et al. 's (2015)

which indicated that most of the students having family support are to some extent have low commitment and hence not inclined through leverages instead of other aspects which meet their expectations. Zhang et al. (2021) and Yuan and Wei (2022) emphasized that workforce backed with family support are more inclined towards informing their organization about future employment opportunities to some other industry. Hence, the students backed with family-support are less committed to seek long-term career growth in the hospitality industry.

STUDY IMPLICATIONS

The results of this study are noteworthy in two key aspects. In terms of academia, this study underscores the significance of the workplace environment which affects hospitality interns' career commitment in the hospitality sector. Previous studies on graduate career commitment have approached the issue from a conventional viewpoint, concentrating on the assumption that as long as students are competent, they are more likely to be suitable to hire and with satisfactory compensation strategy in place, they will be committed to their firms (Gamage, 2014). However, this study has strengthened that evaluating and developing interns' competencies alone is lacking to deal with career-commitment issues. In fact, it is the finding of how individualized family supports inversely influence the long-term commitment of students to hospitality careers that enhances some nuances to this discourse. Even though widely documented is the view that family support plays a significant role in shaping the career outcomes of individuals (Eccles et al., 2005), this research brings the point that such support may, in some instances, impede long-term hospitality sector commitment, especially in competitive industries.

This research combines the TPB (Theory of Planned Behaviour) and SET (Self-Efficacy Theory). Both of the frameworks share significant matches in components, especially in discrete decision-making and behaviours. For instance, the SET advises that one's conviction in their aptitude to carry out an assignment is essential to career commitment (Bandura, 1997). This study demonstrates that SET could be worthwhile to elucidate hospitality interns' career commitment. The empirical findings provide support for the hypothesis that an intern's self-efficacy affects their career commitment within the hospitality business. Moreover, current research illuminates the interaction among TPB and SET, proposing valuable insights for foreseeing career commitment behaviour in the context of hospitality internships (Ajzen, 1991; Bandura, 1997).

The study also proposes valuable practical implications for hospitality educational bodies, business and policy makers. In the first place, the need for the contemporary hospitality management system to change its working environment up to current standards of service industries, and the transformation would make it easier for the interns not to quit or migrate to other sectors. This is consistent with previous studies that highlight the contribution of organizational support and work-environment in retaining employees and overall job fulfilment in the hotel sector (Chen & Choi, 2008). A favorable workplace-environment will allow hospitality establishments to disprove the delineating line between graduation from an internship position and full-time employment, thus supporting commitment in the long run (Bennett & Barkworth, 2005).

Furthermore, insignificant influence in terms of family-support towards career-commitment is an apprehension that needs to be addressed for hospitality management in India, as socio-economic and cultural factors have a substantial impact on career choices (Kumar & Joshi, 2013). Hospitality organizations need to be conscious of these factors and align their approaches with the concerns of their interns. A momentous endorsement is to reinforce the existing internship curricula by designing curricula based on the convolution that exists in a workplace. This can be done by acquitting students to industry-specific features and providing students with skills for effective management in the professional business world. These findings are aligning to existing studies which revealed the importance of internships in linking theoretical insights and practical exposure, thus accumulating student engagement and career commitment (D'Abate et al., 2009; Dwyer & Mellor, 2012). To further support interns, hospitality academic institutions should also endorse continuous experience to industry practices through in-house seminars, alumni sharing sessions, and industrial visits (Smith & Smith, 2013).

In conclusion, this study underwrites both academic literature and practical commendations for the hospitality sector by emphasizing the role of workplace environment and family support in career commitment. It strengthens the value of assimilating TPB and SET in understanding career commitment behaviour and provides valuable insights for improving internship programs and improving retention in the hospitality sector.

CONCLUSION

The study emphasizes the importance of workplace-environment to boost career commitment among students to seek long-term career commitment in the hospitality sector. Graduating interns' viewpoint about working conditions, pay & perks and career-growth prospects playing a significant role in fulfilling students' career aspirations. The insights given by current study are pertinently having its relevance to a growing hospitality market like India, where extreme contest and employment conflict exist. Hospitality companies can manage this imminent by carrying out improvement in their workplace atmosphere to confirm a successful transition of interns into full-time employees of the hotel which in turn boost career-commitment among workers and also reduce turnover in the organization. This approach also contributes to enhancing hotel's performance and competitiveness in the industry. However, despite valuable insight, the study has certain limitations. First, the study sample was confined to students undergoing internship in India only; hence future research could discover the generalization of these findings to other regions and sectors. Second, because the current study adopted a cross-sectional method, it does not allow whether diverse economic situations have affected family support and the workplace-environment in the hospitality industry. Future research could employ a longitudinal methodology to understand such changes. Moreover, identifying how students interact with training managers and co-workers during their internship influence their career commitment would put forward important insight for future research.

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