



# Students' Perception of Office Administration Internship

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**Abstract.** The office administration study program holds an internship for the student to improve skills in professional administration in the 21st-century era. Internships provide students a bridge from the classroom into the working world. This study aims to reveal students' perceptions of the office administration internship by using a descriptive quantitative method. A questionnaire was used to assess the perceptions of students regarding their office administration internships during the second and fourth semesters of the Office Administration Study Program. A total of 207 students were selected using proportional random sampling. Both closed-ended and open-ended questions were included in the questionnaire that was disseminated using Google Form as the data collecting technique. The results of the analysis showed that 100% of students agree that the internship program helps them get to know the world of work, 60% of student agree that assignments during the internship are in accordance with the theory taught in lectures, 59% of students are enthusiastic about participating in the internship, and 54% of students agree that internship makes them understand the skills needed in the world of work. Obstacles for students in carrying out internships include the difficulty of finding an industry as an internship place due to the COVID-19 pandemic, the location of the internship being far from the student's home, lack of confidence and adjusting the internship and lecture schedule. The results of this research become valuable input for campuses, industry, and policy makers to improve the curriculum design of the internship program.

**Keywords:** Internship · Office Administration · Competencies

## 1 Introduction

Economic and technological progress in the current era of globalization demands the availability of quality and competent human resources in all business sectors. The provision of quality human resources is related to efforts so that an institution is able to face increasingly sharp competition. Thus, every institution needs to take real efforts in order to improve human resource capabilities so that they have competence in their respective fields. If an institution fails to equip its workforce capabilities, it is expected to experience a decrease in performance, lose competition, and marginalize local labor by external labor [1].

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The development of technology one of them has an impact on the work of office administration. Office administration is part of people's lives. Significant changes occurred in office administration as a result of technological advances. The impact of implementing new work systems based on digital technology led to increased efficiency of office administration work. But there are problems related to the pattern of cooperation and competency demands that must be owned by office workers [2]. Like it or not, the change must be accepted and made, if not done, the organization will not be able to survive even at some point will experience failure in achieving the vision and goals of the organization. Therefore, the office needs to continuously adapt and use technology that continues to undergo evolution and even revolution [3].

Managers and actors in office administration are required to master a number of competencies. These capabilities include computer operation, especially Microsoft office, communication, independence, database management, organizational resource planning, social media management, and a strong focus on achieving organizational goals [4].

In an effort to produce a professional workforce in line with the technological advancements and the expectations of the world of work, educational institutions must align between the curriculum and the needs of the industry. One of the efforts that can be done by the university is to add internship programs in its curriculum.

The purpose of the internship program is to prepare graduates to face the world of work through the experience gained. In addition, this course also aims to produce vocational education graduates who are skilled, knowledgeable and experienced as needed by employers. Graduates who are ready to face the world of work are those who have practical knowledge of what has been taught in college and can apply it in the work environment [5]. Internship program is also intended to ensure that the resulting graduates are in accordance with the needs of the industry and are expected to further solidify what has been learned on campus.

The internship experience is a gateway to applying the theoretical knowledge that one gathers in implementing the knowledge that has been gained during theoretical lectures. It is therefore referred to as an alternative as a "Window into the real world" or "supervised work experience" or "bridge to the real world" [6].

Related to the needs of professionals in the field of office administration, the Office Administration Applied Bachelor Study Program (D4) in *Merdeka Belajar Kampus Merdeka (MBKM)* curriculum adds office administration *internship* courses. This office administration internship course aims to provide opportunities for students to practice discipline, carry out office practices in the world of work on the job with office administration professionals, able to observe the world of work, dig up data related to professional reflection in depth. Through office administration internship courses are expected to build student confidence to be ready to work. This internship is carried out in the office of a company or private agency that has office activities.

Office administration internship courses in the MBKM curriculum of D4 Office Administration study program held in the second semester. However, for students in the class of 2019, the implementation of office administration internship was held in the fourth semester because of the alignment between the 2019 curriculum and the MBKM curriculum.

The implementation of office administration internships in pandemic times and along with theoretical lectures produces many obstacles experienced by students. This research aims to find out the perception of students towards the implementation of office administration internships and to find out the obstacles experienced by students during the implementation of internships. The results of this research are expected to be useful for universities, industry and policy makers to improve the quality of the internship curriculum to generate graduates capable of handling the workforce.

## 2 Literature Review

An internship is a type of experiential learning, according to the National Association of Colleges and Employers (NACE) [7], that combines academic knowledge and theory with real-world application and the development of skills in a workplace. Students who participate in internships have the chance to network with professionals in the sectors they are considering for careers and to get significant, hands-on experience. Additionally, they allow businesses the chance to develop and assess talent.

Internship is a model of preparing prospective workers by training students to work under the care or guidance directly by one or several expert workers for a long time, so that interns can actually do the work as taught by their supervisors [8]. Internships are part of the curriculum structure in vocational education. Students are expected to undergo and complete an internship before completing their education. Internships are intended to expose students' practicum skills. Through internships, it is anticipated that student self-confidence would increase in the areas of reporting on internships, knowledge transfer, and organizational engagement [5].

The main goal of an internship is to increase students' employability skills and ensure a smooth transition into the workforce, assist them in putting their academic knowledge into practice, help them develop employment skills and expertise relevant to their future careers, and help them identify their career goals through practical work experiences [9].

Shetu and Sayeda [6], in his research conclude that students positively assess the overall internship experience (satisfaction, future career, and recommendations), industry involvement and skills to work in the world of work. Internship experience allows them to learn to understand the work environment and new knowledge. This will increase the readiness of students in facing the world of work.

## 3 Method

This study uses a survey design with a quantitative approach, which is a type of research that produces findings based on the results of an analysis of data in the form of numbers obtained from the field without any treatment (manipulation) on the variables studied. This research was conducted in the Applied Undergraduate Study Program/D4 Faculty Yogyakarta State University Economics. The population in this study were all students of the D4 Office Administration Study Program, Faculty of Economics UNY for the 2019 and 2020 classes. A total of 207 students were selected using proportional random sampling.

Data collection technique is a method used to obtain data in research which is then analyzed to achieve research objectives. In this study the data obtained through the distribution of questionnaires to respondents. Data collection is done using google form consisting of closed questions and open-ended questions. Questionnaires are used to assess students' perceptions of office administration internships during the second and fourth semesters of the D4 Office Administration Study Program.

#### 4 Result and Discussion

Based on the results of the questionnaire obtained the following data (Fig. 1).

Based on the diagram above, it can be known that all respondents agree that office administration internship helps students in recognizing the world of work. These findings support research conducted by Joshi and Tyagi [9] which concludes that students agree that internships help students about the world of hospitality work.

Figure 2 shows that 60% of students agree that the tasks given by the leadership during the internship are in accordance with the material provided by lecturers during the theory lecture process in the classroom. This shows that the curriculum and content

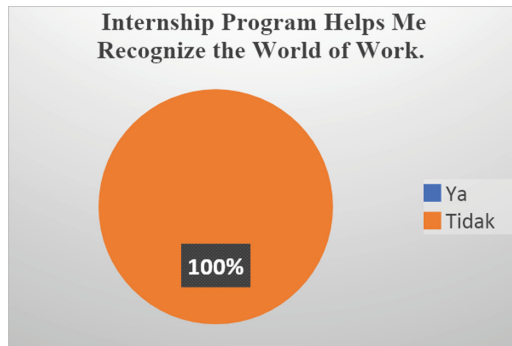


Fig. 1. Students' perception of internship program help student recognize the world of work

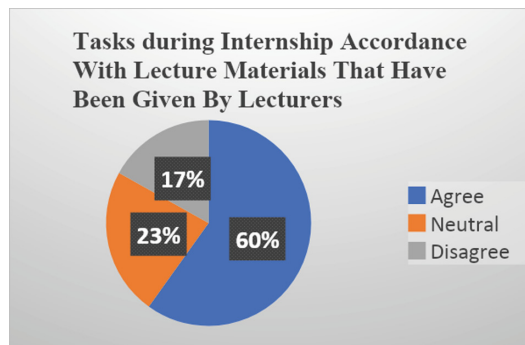


Fig. 2. Student Perception Task during Internship Accordance with lecture materials

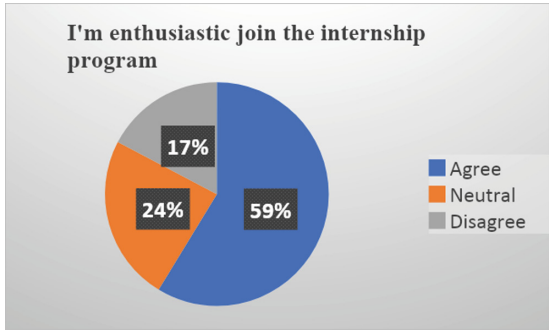


Fig. 3. Students' Perception about enthusiastic join the internship program

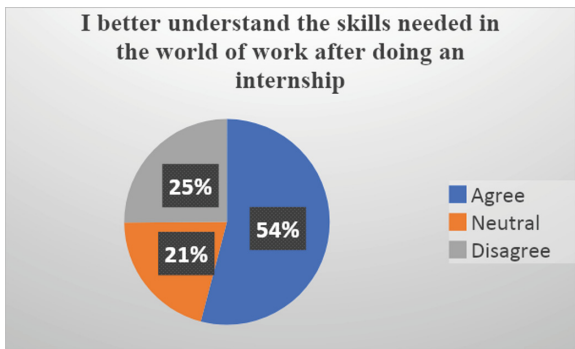


Fig. 4. Understand the skill needed

of learning materials taught by lecturers during lectures are in accordance with the needs in the world of work.

Figure 3 shows that 59% of students agree that students are enthusiastic about conducting internship activities. Based on the open ended question in the questionnaire that was shared with respondents about the reasons for enthusiastically participating in internships, the results were obtained that the enthusiasm of students in participating in internships because students can gain new experiences during internships, company leaders welcome the presence of internship students, explore new skill, increase knowledge about the world of work and add relationships.

The results of this study support the findings of the study conducted by Artina Sembiring and Rahayu [10] in conclusion, students can expand their network, add skills and add experience in the world of work.

Based on the Fig. 4 it can be known that 54% of students agree that after conducting an internship students can better understand the skills needed in the world of work. The results of this study support research [11] which concluded that internships allow learners discover new career pathways, evaluate professional possibilities, increase their chances of getting a job after graduation, and develop their social skills (such as teamwork and dispute resolution).

Based on the results of the investigation of open-ended items of the questionnaires that have been distributed to students there are several obstacles faced by students during the internship. Obstacles in the implementation of the office administration internship are known from the open questions in the distributed questionnaires. In accordance with the results of the study, the following challenges were encountered by students during their office administration internships:

- a. the difficulty of finding an industry as an internship place due to the COVID-19 pandemic
- b. the location of the internship being far from the student's home
- c. lack of confidence
- d. adjusting the internship and lecture schedule (time management).

## 5 Conclusion

The results of the analysis showed that 100% of students agree that the internship program helps them get to know the world of work, 60% of student agree that assignments during the internship are in accordance with the theory taught in lectures, 59% of students are enthusiastic about participating in the internship, and 54% of students agree that internship makes them understand the skills needed in the world of work. Obstacles for students in carrying out internships include the difficulty of finding an industry as an internship place due to the COVID-19 pandemic, the location of the internship being far from the student's home, lack of confidence and adjusting the internship and lecture schedule. The results of this research become valuable input for campuses, industry, and policy makers to improve the curriculum design of the internship program.

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