

## **Working commitment in tourism and hospitality industry: students' perception and attitudes**

### **ABSTRACT**

The tourism and hospitality industry sectors provide various working opportunities around the globe. It becomes the second-largest sector contributing to economic and employment in Malaysia. There are many debates about the working experiences in tourism and hospitality industry such as low-skilled, long working hours, seasonal jobs, low paying and unattractive remuneration. The debate motivated the research to explore students' perception and attitudes towards working commitment in tourism and hospitality especially in Malaysia. The quantitative research design was used in this study and the data were collected using a set of questionnaires to measure the students' perception and attitudes. There were 117 respondents involved who were selected based on purposive sampling techniques. The respondents were students from the polytechnics in East Malaysia particularly in Sabah and Sarawak. The obtained data were analysed using the Statistical Package for Social Sciences version 25.0 (SPSS 25.0), and the results were presented in Mean and Percentages. Results reveal many positive responds and, indicated that industry person congeniality were crucial factor in determining students to commit in this employment sector. The findings from this study are useful for the lecturers and students to clear the debates and instilling the positivity towards working in this industry. Further research is recommended to study the specific types of job preference in tourism and hospitality among the polytechnic students.