



Using an Extension of The Theory of Planned Behavior to Explore University Students' Intention to Pursue Career in The Hospitality Industry

Tsai-Chih Hsieh

Department of Hotel Management, Tainan University of Technology,
No. 529, Zhongzheng Rd., Yongkang District, Tainan City 71002, Taiwan

ABSTRACT

The hospitality industry has always been noticed as a labor demanding field, and therefore manpower training is very critical to the hospitality industry. However, even when hospitality-related universities and technology schools are growing, there is still the dilemma of lack of manpower needs in the industry. Therefore, the main purpose of this research is to use the extended version of the planning behavior to add emotional intelligence and confront mechanisms to analyze the intention of university or science and technology students to invest in the hospitality industry in the future. This study conducted a survey of current and completed internship students in a science and technology university. A total of 302 valid questionnaires were collected and analyzed by structural equation modeling. The results found that the original planning behavior theory is not good at predicting behavioral intentions. In other words, whether students are involved in the hospitality industry is mostly based on emotional elements.

Keywords: confronting mechanism, hospitality industry, intelligence, planning behavior theory

INTRODUCTION

The hospitality industry has always been considered as a labor-intensive industry (Chang, Liu, Wang, & Yi, 2020). Even with the assistance of electronics and automation, it is still impossible to avoid the need for a large number of human resources (Daziano, Sarrias, & Leard, 2017). Therefore, manpower cultivation is of great importance to the hospitality industry. However, even with the emergence of food-related universities and science and technology schools, there is still a shortage of manpower requirements in the industry, mainly because even students of foodrelated majors are not willing to engage in the industry (Walsh, Chang, & Tse, 2015), even if they try to do so, they will find a high turnover rate (Frye, Kang, Huh, & Lee, 2020; Gibbs & Slevitch, 2019), a graduate of the author to investigate experience shows that only about thirty percent of students graduated from the second half in related industries, and that figure will together with the time goes by, with only ten percent less than three years later, so even if the food and beverage department and hospitality industry booming, still cannot solve effectively the human dilemma stretched (Walsh et al., 2015).

The hospitality industry is characterized by long working hours and high pressure, which is one of the main reasons leading to high dimission rate or low jobhunting intention (Kim & Agrusa,

2011). When employees can effectively deal with pressure, their work performance and job satisfaction will be improved (Kim & Agrusa, 2011; Wen, Huang, & Hou, 2019), which naturally improves employees' willingness to stay in the hospitality industry (Walsh et al., 2015). However, most studies only focus on the causal relationship between employees' confronting mechanism and performance, and most think that confronting mechanism is an innate trait of individuals, while few studies attempt to understand how to improve confronting mechanism (Walsh et al., 2015; Wen et al., 2019), a few relevant articles have found that the confronting mechanism to stress can be improved through training, especially the improvement of the so-called "emotional intelligence" (Mattingly & Kraiger, 2019), so as to train employees to deal with stress more effectively.

So this study wanted to understand how, through the education of college or university of science and technology, to improve the students' emotional intelligence and their tolerance to stress, and hopes that this can strengthen their willingness to join in the hospitality industry is more accurate, this research plans to adjust behavior theory to study, through the model analysis of behavior intention ability (Goh & Lee, 2018), survey the students into the behavior intention of hospitality industry, originally planned behavior theory by Ajzen (1991) a survey of behavioral intention model, This model can be used to understand what factors affect people's decisionmaking process, and this framework has also been widely applied in other industrial studies, including tourism, dining and travel-related industries (e.g., Chang, Tsai, & Yeh, 2014; Han, 2015; Han, Hsu, & Sheu, 2010), however, because of the theory of planned behavior is the architecture in the decision of the person is on the basis of rational judgment, so plan to irrational behavior theory of prediction is relatively weak, and easy for survey industry characteristics have great differences (Han & Kim, 2010), so this research will add emotional intelligence and confronting mechanisms, to improve the theory of planned behavior irrational judgment.

To sum up, the main purpose of this study is to analyze the intentions of university or science and technology students to invest in the hospitality industry in the future by using the extended version of planned behavior theory. Most previous studies (e.g., Chang et al., 2020; Frye et al., 2020; Wen et al., 2019) are mostly on the dependent variable of the emotional intelligence and confronting mechanism research, rarely came to know that the independent variable, a few studies on the independent variable of the article (e.g., Mattingly & Kraiger, 2019) study of the industry, only few for university education is to help follow-up investment industry, so this study wanted to understand the college or university of science and technology education, whether to have substantial help to students' future employment, in order to enhance students into food and beverage industry.

LITERATURE REVIEW

Emotional Intelligence

The concept of emotional intelligence was first proposed by Salovey and Mayer (1990), which means people's ability to evaluate and regulate their own emotional state. Emotional intelligence was originally a sub-dimension of social intelligence, which was divided into four parts, namely emotional cognition, emotional integration, emotional understanding and emotional management (Mayer, Salovey, & Caruso, 2004). On the other hand, Goleman (1998) believes that emotional intelligence is the combination of ability and personality, that is to say,

part of emotional intelligence is innate personality traits, while the other part can be cultivated. Although there are many different classification methods for the structure of emotional intelligence, there is a consensus on its definition. Most scholars believe that emotional intelligence is a person's ability to evaluate and regulate his emotions under pressure, so as to maintain his best performance (Darvishmotevali, Altinay, & De Vita, 2018; Wen et al., 2019), according to the above definition, scholars believe that people must be able to measure and inspect their current emotional state before they can effectively regulate their emotions and guide their emotions to work with positive effects and productivity.

Emotional intelligence is considered to be one of the most influential job performance and career loyalty variables (Darvishmotevali et al., 2018), it is particularly important for frontline staff is, after all, the first line employees must live interaction with customers for long time, the frontline staff will be responsible for the comfort of the customer's emotions, not only must also manage their emotions at the same time, especially in the working pressure and disorder of the workplace environment, must also be smiley face to customers (Wen et al., 2019), more is not easy, Emotional intelligence can effectively enable employees to cope with their work and social pressure, and thus achieve better job performance. In this study, it is expected that more future hospitality workers will be more willing to join the hospitality industry.

Confronting Mechanism

Confronting mechanism refers to a person's ability to cope with external negative factors (Kim & Agrusa, 2011), the concept of confronting mechanism has been applied in many industry related research, for example, some studies (Yeh, Aliana, & Zhang, 2012) confronting mechanism is used to investigate the theme park the tolerance of tourists on the crowded conditions, the results found that confronting mechanisms will eventually affect the experience, moreover also respondents were found in the confronting mechanisms, will be less influenced by external negative factors; confronting mechanisms are also applied to employee-oriented problems (e.g., Fang, Prayag, Ozanne, & de Vries, 2020; Kim & Agrusa, 2011), the industry long-term employees to face high pressure environment (Frye et al., 2020), that is its ability to confronting mechanism is very important, some research on some of the more negative confronting mechanisms, such as the use of smoking as a confronting mechanism (Schantz & Bruk - Lee, 2016), although also be an effective way to cope with the situation, but has a negative impact on personal health and life. In addition, some scholars believe that confronting mechanism is a skill that can be cultivated through training and education (Khan et al., 2019).

Scholars have different opinions on measuring the degree of confronting mechanism. Some scholars (Avcioglu, Karanci, & Soygur, 2019) believe that confronting mechanism is a relationship after the interaction between people and their environment, so they believe that people will use confronting mechanism of appropriate environment when facing different environment. On the other hand, scholars (Gysin-Maillart, Soravia, & Schwab, 2020; VanMeter, Handley, & Cicchetti, 2020) believe that everyone has his or her own familiar confronting mechanism, so even in the face of different environmental stimuli, he or she will still choose a more familiar way to face pressure, which is more consistent with the above theory of personality traits (Goleman, 1998; Prentice, Zeidan, & Wang, 2020), in other words, personality traits are highly correlated with the type of confronting mechanism. Whether it is a what kind of argument, scholars (Avcioglu et al., 2019) for the structure of confronting mechanism

basically have consensus, most think confronting mechanism should be divided into question for type and mood for type, problems in view of the model is refers to the main attempt in solving the problem of stress confronting mechanism, while the latter refers to adjust itself under the stress of facing emotional (Sverdlik, Oreg & Berson, 2020), and subsequent scholars put forward the third category, It is called avoidant confronting mechanism (Liu, Jiang, & Shi, 2020), which means to cope with environmental pressure by avoiding highpressure environment. Some people will therefore choose to deal with work they are better at, while others will directly avoid work. Most scholars (Goleman, 1998; Gysin-Maillart et al., 2020; Prentice et al., 2020; VanMeter et al., 2020) believes that the first type of confronting mechanism is positively beneficial to job performance.

Theory of Planned Behavior

Proposed by Ajzen (1991), the theory of planned behavior was originally a research field of psychology, but in recent years it has been widely applied by the management and tourism circles in order to understand the decision-making process and behavioral intention of people. For example, Han and Kim (2010) used the theory of planned behavior to investigate the living intention of green hotel guests. Theory of planned behavior is extension from the theory of rational behavior (Ajzen, 1991), its main content is to assume that the decision of the people is to measure through rational option, then decide whether to engage in some kind of behavior, and therefore some scholars (Han & Kim, 2010) that the theory of rational behavior and planned behavior theory, investigate the capability of irrational behavior, for example by emotions induced behavioral (Yeh, Ma, & Huan, 2016), or impulsive buying behavior (Chung, Song, & Lee, 2017), etc. Therefore, many scholars (Han, 2015; Han, Meng, & Kim, 2017) will be expanded when applying the theory of planned behavior to make up for the defects in this aspect.

Ajzen planned behavior theory and Fishbein (1980) is ultimately want to investigate behavior intention and behavior intention and think will affect the real behavior, and affect the behavior intention of three variables, the first pair of variables for behavioral beliefs and attitudes, behavior refers to men is their belief to take an action after the merits of his judgment, as long as the judge concluded in the behavior has positive benefits, its attitude towards the behavior will be positive; The second pair is normative beliefs and subjective norms, that is, whether people who are important to themselves support their behavior, as long as the surrounding people also support the behavior, people will form subjective norms, think it is right to engage in this thing, is recognized by everyone; The last is to control the belief and perceived behavior control, refers to the people judge in a certain behavior will encounter obstacles, and perceived behavioral control is whether people think themselves have enough ability and resources to eliminate the obstacles, when cognitive barriers are relatively low, and sex is relatively high control ability, to engage in behavior intentions will be higher.

Therefore planned behavior theory with emotional intelligence and confronting mechanism, this research needs to be the most appropriate choice, first of all, emotional intelligence and confronting mechanisms are considered relatively mood (D 'Arcy & Teh, 2019) of the decision factors, so just make up for the shortcoming of the theory of planned behavior, and planned behavior theory and able to work on the environment factors are negative, for effective

systemic analysis, to understand people when deciding whether or not in the industry related industry concerns the key point.

THE RESEARCH METHODS

Research Structure and Hypothesis

In light of theory of planned behavior is a model of a countless has been verified, and the proposed model to join in our study, and will add complexity, so this research mainly aims at the front of the second phase factor, namely attitude, subjective norm and perceived behavior control, these three factors itself can influence on behavior intention is the (Bashir, Khwaja, Turi, & Toheed, 2019; Han et al., 2017; Kim, Njite, & Hancer, 2013), however, although the original theory of planned behavior is not mentioned, many scholars (Chang et al., 2014; Han et al., 2010) that is subjective norms will influence the attitude, in other words, the public opinion of something will affect the attitude of the individual, to the logic of this study shows that if study is around the relatives and friends all think of a career in industry is a good choice, my attitude towards participation will also become more positive, more than is complete theoretical framework of establishing original plan behavior.

Second, this study thinks that the degree of emotional intelligence will directly affect the individual to stress confronting mechanisms (Alhelalat Habiballah, & Twaissi, 2017), with high emotional intelligence are more effective to deal with differences on social occasions, can also more rational planning their own behavior (Goldsmith, 2010), therefore, in the face of the social conflicts in the work environment will be better able to deal with the high tension, They are also able to put their energies into corrective work (Darvishmotevali et al., 2018; Wen et al., 2019), thus improving job performance and job satisfaction (Alhelalat et al., 2017; Judge & Bono, 2001).

Many studies have found that social support is a very important spiritual pillar for employees, especially in the workplace environment. If they are supported by supervisors, their work intention and performance will increase, and their turnover intention will decrease (Gordon, Tang, Day, & Adler, 2019; Shamim, Cang, & Yu, 2017), and a study (Atem Bandiera, Ma, Businelle, & Kendzor, 2016) also found that friends and family in terms of social support can help individuals to withstand pressure, can even let them kick the use bad way to relieve pressure (e.g., smoking), so the social support is obvious for confronting mechanism is a positive correlation, and personal interpretation of social consciousness, is just one part of the theory of planned behavior (Ajzen, 1991).

Perceptual behavioral control is the perception judgment of individuals to transcend difficulties and then engage in certain activities (Chang et al., 2014; Han et al., 2010), and this is exactly what the confronting mechanism can achieve (Avcıoğlu et al., 2019; Khan et al., 2019), in other words, if the confronting mechanism is improved, the ability of employees to deal with obstacles and problems will be correspondingly improved. Therefore, this study assumes that.

Pressure and various problems in the workplace are the main reasons why students are not willing to join the hospitality industry (Frye et al., 2020; Gibbs & Slevitch, 2019; Walsh et al., 2015), if students' ability to deal with negative things in the workplace can be improved, their resignation intention can be effectively eliminated and their behavioral intention to join the

hospitality industry can be improved. Based on the above discussion, the following hypotheses are made in this study:

- Hypothesis H1: Students' emotional intelligence influences their attitudes towards joining the hospitality industry¹
- Hypothesis H2: Students' emotional intelligence affects their confronting mechanism to the workplace after they join the hospitality industry²
- Hypothesis H3: Students' attitudes affect their subjective norms about joining the hospitality industry³
- Hypothesis H4: Students' confronting mechanisms influence their perceived behavioral control of joining the hospitality industry⁴
- Hypothesis H5: Students' subjective norms influence their behavioral intentions to join the hospitality industry⁵
- Hypothesis H6: Students' perceived behavioral control affects their behavioral intention to join the hospitality industry⁶
- Hypothesis H7: Students' attitudes influence their behavioral intentions to join the hospitality industry⁷
- Hypothesis H8: Students' confronting mechanisms influence their behavioral intentions to join the hospitality industry⁸

Also because the research on the surface of the structure of the relationship, assuming H7 and H8 for placement, H7 subjective norms placement in the relationship between attitude and behavior intention, H8 is perceived behavior control placement of confronting mechanisms and the relationship between the behavior intention, so this study also analyzes the H7 and H8 agency relationship, respectively, after the modification of this institute planned behavior theory model is shown in figure 1, contains the corresponding to the eight assumptions:

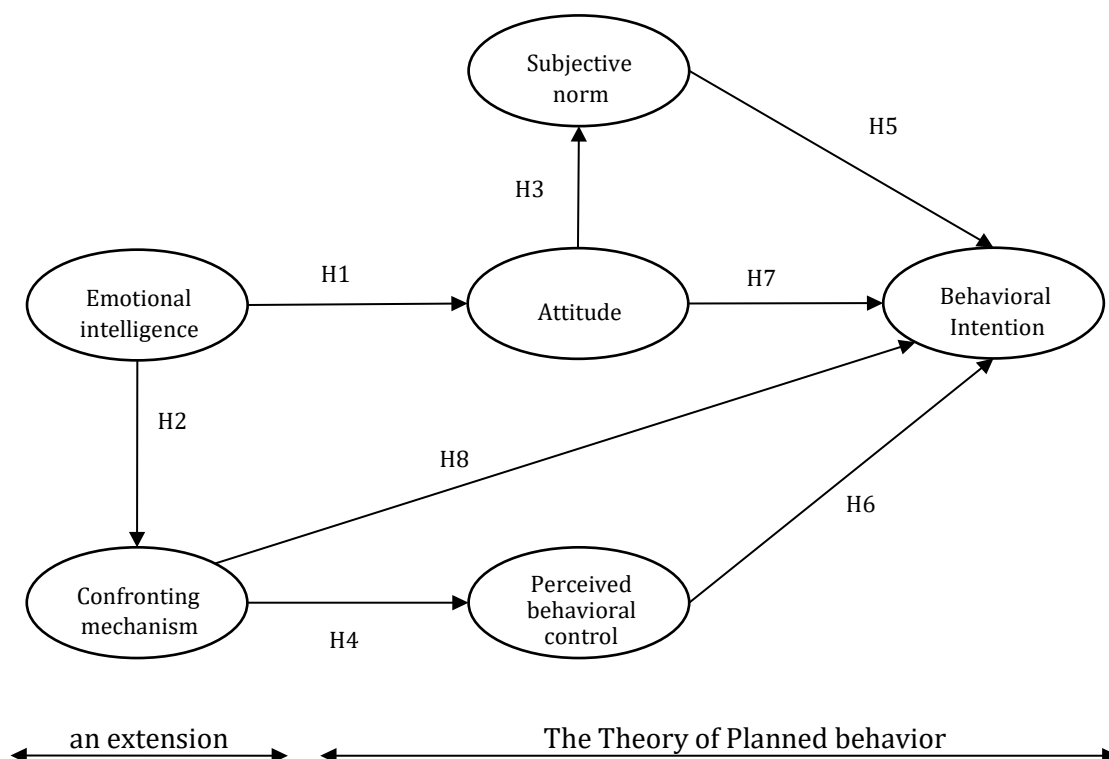


Figure 1: Research architecture

Dimensions and Variables

This study mainly adopts likert scale 7 to design the questionnaire, which is divided into six parts. Firstly, previous scholars (Chang et al., 2014; Han, 2015; Han et al., 2010; Han et al., 2017) adopted the theory of planned behavior and took into account that this research topic was targeted at students. After partial modification, the questions of attitude, subjective norm, perceived behavioral control and behavioral intention were developed respectively, with four questions, five questions, four questions and three questions in each part.

Secondly, in terms of emotional intelligence, this study referred to scholars (Darvishmotevali et al., 2018; Wen et al., 2019) proposed that emotional intelligence must include four aspects: personal emotional evaluation, other people's emotional evaluation, making good use of emotion and regulating emotion, and then conducted the question design of this part from these four aspects. There were five questions of emotional intelligence in this part.

Finally, regarding the confronting mechanism, this study referred to scholars (Avcıoğlu et al., 2019; Darvishmotevali et al., 2018; Khan et al., 2019; Wen et al., 2019) divided confronting mechanisms into three different types of work goaloriented confronting mechanisms, emotion-oriented confronting mechanisms and avoidance-oriented confronting mechanisms, from which the questions in this part were extended. There were five questions in this part.

Data Collection and Sampling

This study in a university of science and technology in 2020 up to now are finished practice and practice have graduated students to investigate, the total study population of about 700 people, for the convenience of questionnaire collected, this study set the questionnaire format on the Internet, and contact the student to carry on the orientation, in the form of social software can't directly contact to students, and through the same session or contact friends help educators, a total of 302 questionnaires, completed rate is about 43%, nearly half of the matrix, although this study only the internship students in a university survey, however its internship students in various brands of different parts of the internship units, Therefore, the recovered samples are still meaningful.

RESULTS AND DISCUSSION

Sample Characteristics

Of this study were 302 valid questionnaires, only 48 men and 15.9% of the sample, the remaining 254 are women, 84.1% of the sample, visible industry related industry is still in the majority women practitioners, secondly in terms of age, because just graduated, or still in practice are presented in the student, so are more than 20 years old, with only four 20, 22, and 23 years old, most of the two up just over half of the sample, in addition, this research also investigated student admission department don't, the investigation of the school because of university of science and technology, so students can be made of different types of vocational college admission, respectively, And some high school students, so the recycling questionnaire in our study included 116 should be English, 144 food and beverage, 32-bit business administration and 10 high school students, the majority of students in rooms and food and beverage department intern, respectively, 98 (32.5%) and 116 (38.4%), the second is the front desk or service center students, only less than five students to do some special affairs department, include drinks, the gym, teahouse, bars, etc.

Reliability and Validity Analysis

This study is based on scholars (Fornell & Larcker, 1981; Hair, Black, Babin, & Anderson, 2009) suggested that calculate and collect the analysis of the reliability and validity of the results of the following forms, which can be seen form the reliability (CR) of all above 0.7, reliability is representative enough, another part is above 0.5, AVE said enough validity, and behavior intention while not scholars (Hair et al., 2009) recommended standard, so this study think model and the quality of the data is enough to make assumptions analysis.

Table 1: Reliability and validity analysis table

	Alpha.	rho_A	CR	AVE	AT	BI	CM	EI	PBC	SN
AT	0.795	0.82	0.860	0.557	0.746					
BI	0.849	0.853	0.898	0.688	0.542	0.83				
CM	0.826	0.834	0.884	0.655	0.566	0.477	0.81			
EI	0.880	0.889	0.909	0.627	0.595	0.76	0.485	0.792		
PBC	0.818	0.836	0.873	0.581	0.585	0.553	0.673	0.562	0.762	
SN	0.849	0.855	0.888	0.571	0.606	0.749	0.502	0.818	0.547	0.756

Alpha: Cronbach 's Alpha; CR: Composite Reliability; AVE: Average Variance Extracted; AT: attitude; SN: subjective norm; PBC: perceived behavioral control; CM: confronting mechanism; EI: emotional intelligence, BI: behavioral intention.

Research Framework Verification

Prior to hypothesis and research framework testing, this study relied on scholars (Hooper, Coughlan, & Mullen, 2008; Leong, Yeh, Hsiao, & Huan, 2015) verified the relevant indicators of model fitness, and the results showed that the χ^2 of the model in this study²/ DF is 3.233, GFI (goodness of fit index) is 0.830, CFI(Comparative Fit Index) is 0.859, RMSEA(root mean Square Error of approximation) is 0.80, all of which meet the minimum requirements proposed by scholars. Therefore, the data in this study fit well with the model, and it is considered that hypothesis verification can be carried out. The study used SmartPLS software to perform Partial Least Square Structural Equation Modeling (PLS-SEM). The result is presented in FIG. 2 and Table 2. The result indicates that all path coefficients areSignificant except for hypotheses H7 and H8. The emotional intelligence hypothesis significant impact on both attitude and confronting mechanism. The path coefficients are 0.595 and 0.485 respectivelyadjusted R² Values are 0.352 and 0.233 respectively. These findings indicate that emotional intelligence only account for approximately third of the variance of attitude and less than quarter of the variance of confronting mechanism. This means that other factors can be included to enhance the predictability of both attitude and confronting mechanism. Given both path coefficients are significant, the result support hypotheses H1 and H2.

The Confronting mechanism is significantly superior to the subjective norm ($\beta=0.606^{***}$), which supports the hypothesis H3. The Confronting mechanism is significantly superior to perceived behavioral control ($\beta=0.673^{***}$), The Subjective norm is significantly superior to behavioral intention ($\beta=0.607^{***}$), which supports the hypothesis H4. Perceived behavioral control is significantly superior to behavioral intention ($\beta=0.167^{**}$), which support hypothesis H6. As mentioned previously, perceived behavioral control is significantly superior to Perceived intention ($\beta=0.167^{**}$).H7 and H8 score path coefficients ($\beta=0.062$ and $\beta=0.025$ respectively). The study also performs mediation analysis in regard to H7 and H8 (Hayes, Preacher, & Myers, 2011). Therefore, The result includes total effect, direct effect, and mediated

effect for H7 and H8. The total impact of the path between attitude and behavioral intention is 0.430***, Indirect effects ($\beta=0.368^{***}$). The total impact of The path between attitude and behavioral intention is 0.138*, Indirect effects ($\beta=0.112^{**}$).

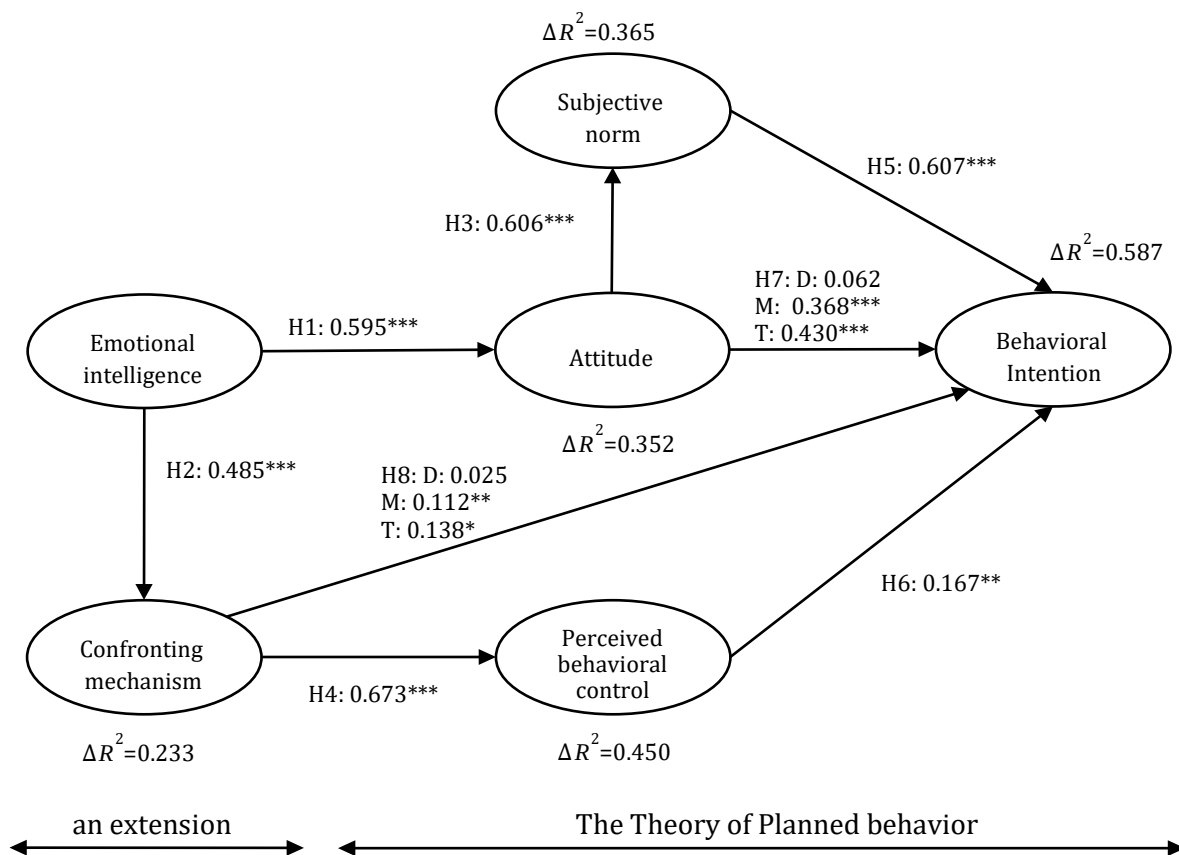


Figure 2: Model and hypothesis testing

Table 2: Path coefficients

		Total			Direct			Mediated	
	Beta.	t	p	Beta.	t	p	Beta.	t	p
The AT - BI	0.430	7.836	0.000	0.062	1.142	0.254	0.368	8.873	0.000
The AT - SN	0.606	14.516	0.000	0.606	14.516	0.000			
CM - BI	0.138	2.422	0.016	0.025	0.354	0.724	0.112	2.775	0.006
CM - PBC	0.673	16.909	0.000	0.673	16.909	0.000			
EI - the AT	0.595	13.495	0.000	0.595	13.495	0.000			
EI - BI	0.323	6.948	0.000				0.323	6.948	0.000
EI - CM	0.485	8.903	0.000	0.485	8.903	0.000			
EI - PBC	0.326	6.828	0.000				0.326	6.828	0.000
EI -> SN	0.361	7.651	0.000				0.361	7.651	0.000
The PBC - BI	0.167	2.739	0.006	0.167	2.739	0.006			
SN, BI	0.607	9.333	0.000	0.607	9.333	0.000			

Beta: the path coefficient. AT: attitude; SN: subjective norm; PBC: perceived behavioral control; CM: confronting mechanism; EI: emotional intelligence, BI: behavioral intention.

CONCLUSIONS AND RECOMMENDATIONS

Summary of Research Results

It can be understood from the results summarized in Table 3 that the behavioral intention of students in the hospitality industry is not a rational decision, but mostly depends on whether they have enough emotional intelligence to produce high-quality confronting mechanism. According to scholars (Goleman, 1998; Khan et al., 2019), emotional intelligence that the confronting mechanism includes natural personality traits and the day after tomorrow training, therefore this study to the school to give students to investigate in the cultivation of emotional intelligence and confronting mechanisms, and found the result for predicting behavior intention is very effective, is much higher than the original theory of planned behavior dimensions, and therefore get the above conclusion, this study whether students in food industry, mainly according to the emotional factors in decision-making, the second is perceived behavior control, which is also has a high correlation with confronting mechanisms, The other aspects of planned behavior theory cannot effectively predict behavioral intention.

Table 3: Summary of results

Assuming that	The path	Standardized beta	The results of
H1	EI - AT	0.595 ***	Set up
H2	EI - CM	0.485 ***	Set up
H3	AT - SN	0.606 ***	Set up
H4	CM - PBC	0.673 ***	Set up
H5	SN - BI	0.607 ***	Set up
H6	PBC - BI	0.167 **	Set up
H7	AT - BI	0.062	Completely placement
H8	CM - BI	0.025	Completely placement

Academic Contribution

Through the results of this study, it is found that the original planned behavior theory does not have effective predictive ability to investigate students' behavioral intentions in the hospitality industry. Most of the previous applications of planned behavior theory in the hospitality industry were to investigate customers' behaviors (Chang et al., 2014; Han et al., 2010), in this study to join the emotional intelligence and confronting mechanisms, with the theory of planned behavior on the perceived behavior control, is a reasonable and on the empirical validation of architecture, so that future research can continue in this way to develop a new model to make up the limitation of planned behavior theory on this type of research, so the results of this research survey is of academic value.

Management Contribution

With the results of this study shows that for the training of the students' emotional intelligence and confronting mechanisms, to let them to participate in the hospitality industry effectively improve behavior intention, that is to say, in the education industry related to the student, in addition to cultivate skills, cultivate their sociable way method also is very important thing, especially in industry industry belongs to the industry of emotional labor, more need to pay attention to emotional intelligence.

In addition, the workplace supervisor's support behind with relatives and friends and encourage, for a confronting mechanism can effectively improve the industry practitioners, in

other words, if a director hope that employees can have better performance and centripetal force, thus reduce the possibility of his departure and laziness, should add support to employees while these for a direct impact on behavior intention do not help, but can effectively improve the adaptability of employees in the workplace, and improve output value and loyalty.

Research Limitations and Recommendations for Further Research

Of this study is aimed at industry related department intern students, school education, mainly want to know, whether in the future and the adaptability of the industry, and that the investment will have a significant correlation, the results in this study of empirical validation, but only for this study investigate the students of a university of science and technology, and resources of the university of each different, the teachers and education way also has difference, whether other university education can produce different results, are unable to answer the question, this study period of follow-up study can undertake investigation according to different schools, to make up for the deficiency of the regret.

Reference

- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179-211.
- Ajzen, I., & Fishbein, M. (1980). *Understanding attitudes and predicting social behavior*. Englewood Cliffs, NJ: Prentice Hall.
- Alhelalat, J. A., Habiballah, M. m. A., & Twaissi, N. M. (2017). The impact of personal and functional aspects of restaurant employee service behaviour on customer satisfaction. *International Journal of Hospitality Management*, 66,46-53. doi:10.1016/j.ijhm.2017.07.001
- Avcioglu, M. M., Karanci, A. N., & Soygur, H. (2019). What is related to the wellbeing of the siblings of patients with schizophrenia: An evaluation within the Lazarus and Folkman's Transactional Stress and Coping Model. *International Journal of Social Psychiatry*, 65(3), 252-261.
- Bandiera, F. C., Atem, F., Ma, P., Businelle, M. S., & Kendzor, D. E. (2016). Post-quit stress mediates the relation between social support and smoking cessation among socioeconomically disadvantaged adults. *Drug and Alcohol Dependence*, 163, 71-76. doi:10.1016/j.drugalcdep.2016.03.023
- Bashir, S., Khwaja, M. G., Turi, J. A., & Toheed, H. (2019). Extension of planned behavioral theory to consumer behaviors in green hotel. *Heliyon*, 5, e02974. doi:10.1016/j.heliyon.2019.e02974
- Chang, L.-H., Tsai, C.-H., & Yeh, S.-S. (2014). Evaluation of green hotel guests' behavioral intention. In J. S. Chen (Ed.), *Advances in Hospitality and Leisure* (Vol. 10, pp. 75-89). Bingley, UK: Emerald Group Publishing Limited.
- Chang, W., Liu, A., Wang, X., & Yi, B. (2020). Meta-analysis of outcomes of leader- member exchange in hospitality and tourism: what does the past say about the future? *International Journal of Contemporary Hospitality Management*,32(6), 2155-2173. doi:10.1108/IJCHM-06-2019-0591
- Chung, N., Song, H. G., & Lee, H. (2017). Consumers' impulsive buying behavior of restaurant products in social commerce. *International Journal of Contemporary Hospitality Management*.
- D'Arcy, J., & Teh, P.-L. (2019). Predicting employee information security policy compliance on a daily basis: the interplay of security-related stress, emotions, and neutralization. *Information & Management*, 56(7), 103151.
- Darvishmotevali, M., Altinay, L., & De Vita, G. (2018). Emotional intelligence and creative performance: Looking through the lens of environmental uncertainty and cultural intelligence. *International Journal of Hospitality Management*, 73, 44-54. doi:10.1016/j.ijhm.2018.01.014

- Daziano, R. A., Sarrias, M., & Leard, B. (2017). Are consumers willing to pay to let cars drive for them? Analyzing response to autonomous vehicles. *Transportation Research Part C: Emerging Technologies*, 78, 150-164. doi:10.1016/j.trc.2017.03.003
- Fang, S., Prayag, G., Ozanne, L. K., & de Vries, H. (2020). Psychological capital, coping mechanisms and organizational resilience: Insights from the 2016 Kaikoura earthquake, New Zealand. *Tourism Management Perspectives*, 34, 100637. doi:10.1016/j.tmp.2020.100637
- Fornell, C., & Larcker, D. F. (1981). Structural equation models with unobservable variables and measurement error: Algebra and statistics. *Journal of Marketing Research*, 18(3), 382-388.
- Frye, W. D., Kang, S., Huh, C., & Lee, M. J. (2020). What factors influence Generation Y's employee retention in the hospitality industry?: An internal marketing approach. *International Journal of Hospitality Management*, 85, 102352. doi:10.1016/j.ijhm.2019.102352
- Gibbs, L., & Slevitch, L. (2019). Integrating Technical and Emotional Competences in Hospitality Education. *Journal of Hospitality & Tourism Education*, 31(2), 99-110. doi:10.1080/10963758.2018.1485500
- Goh, E., & Lee, C. (2018). A workforce to be reckoned with: The emerging pivotal Generation Z hospitality workforce. *International Journal of Hospitality Management*, 73, 20-28. doi:10.1016/j.ijhm.2018.01.016
- Goldsmith, M. (2010). *What got you here won't get you there: How successful people become even more successful*. New York: Profile books.
- Goleman, D. (1998). *Working with emotional intelligence*. London, UK: Bantam.
- Gordon, S., Tang, C.-H., Day, J., & Adler, H. (2019). Supervisor support and turnover in hotels: Does subjective well-being mediate the relationship? *International Journal of Contemporary Hospitality Management*, 31(1), 496-512. doi:10.1108/IJCHM-10-2016-0565
- Gysin-Maillart, A., Soravia, L., & Schwab, S. (2020). Attempted suicide short intervention program influences coping among patients with a history of attempted suicide. *Journal of affective disorders*, 264, 393-399.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2009). *Multivariate Data Analysis* (7 ed.). Englewood Cliffs, N.J.: Prentice Hall.
- Han, H. (2015). Travelers' pro-environmental behavior in a green lodging context: Converging value-belief-norm theory and the theory of planned behavior. *Tourism Management*, 47, 164-177. doi:10.1016/j.tourman.2014.09.014
- Han, H., Hsu, L. T., & Sheu, C. (2010). Application of the theory of planned behavior to green hotel choice: Testing the effect of environmental friendly activities. *Tourism Management*, 31(3), 325-334. doi:10.1016/j.tourman.2009.03.013
- Han, H., & Kim, Y. (2010). An investigation of green hotel customers' decision formation: Developing an extended model of the theory of planned behavior. *International Journal of Hospitality Management*, 29(4), 659-668. doi:10.1016/j.ijhm.2010.01.001
- Han, H., Meng, B., & Kim, W. (2017). Emerging bicycle tourism and the theory of planned behavior. *Journal of Sustainable Tourism*, 25(2), 292-309. doi:10.1080/09669582.2016.1202955
- Hayes, A. F., Preacher, K. J., & Myers, T. A. (2011). Mediation and the estimation of indirect effects in political communication research. In E. P. Bucy & R. L. Holbert (Eds.), *Sourcebook for political communication research: Methods, measures, and analytical techniques* (pp. 434-465). New York: Routledge.

Hooper, D., Coughlan, J., & Mullen, M. (2008). Structural equation modelling: Guidelines for determining model fit. *The Electronic Journal of Business Methods*, 6(1), 53-60.

Judge, T. A., & Bono, J. E. (2001). Relationship of core self-evaluations traits—self-esteem, generalized self-efficacy, locus of control, and emotional stability— with job satisfaction and job performance: A meta-analysis. *Journal of applied Psychology*, 86(1), 80-92.

Khan, Z., Rao-Nicholson, R., Akhtar, P., Tarba, S. Y., Ahammad, M. F., & Vorley, T. (2019). The role of HR practices in developing employee resilience: a case study from the Pakistani telecommunications sector. *The International Journal of Human Resource Management*, 30(8), 1342-1369. doi:10.1080/09585192.2017.1316759

Kim, H. J., & Agrusa, J. (2011). Hospitality service employees' coping styles: The role of emotional intelligence, two basic personality traits, and sociodemographic factors. *International Journal of Hospitality Management*, 30(3), 588-598. doi:10.1016/j.ijhm.2010.11.003

Kim, Y. J., Njite, D., & Hancer, M. (2013). Anticipated emotion in consumers' intentions to select eco-friendly restaurants: Augmenting the theory of planned behavior. *International Journal of Hospitality Management*, 34, 255-262. doi:10.1016/j.ijhm.2013.04.004

Leong, A. M. W., Yeh, S.-S., Fan, Y.-L., & Huan, T.-C. (2020). The effect of cuisine creativity on customer emotions. *International Journal of Hospitality Management*, 85, 102346. doi:10.1016/j.ijhm.2019.102346

Leong, A. M. W., Yeh, S.-S., Hsiao, Y.-C., & Huan, T.-C. (2015). Nostalgia as travel motivation and its impact on tourists' loyalty. *Journal of Business Research*, 68(1), 81-86. doi:10.1016/j.jbusres.2014.05.003

Liu, Y., Jiang, T.-t., & Shi, T.-y. (2020). The Relationship Among Rumination, Coping Strategies, and Subjective Well-being in Chinese Patients With Breast Cancer: A Cross-sectional study. *Asian Nursing Research*.

Mattingly, V., & Kraiger, K. (2019). Can emotional intelligence be trained? A metaanalytical investigation. *Human Resource Management Review*, 29(2), 140-155. doi:10.1016/j.hrmr.2018.03.002

Mayer, J. D., Salovey, P., & Caruso, D. R. (2004). Emotional Intelligence: Theory, Findings, and Implications. *Psychological Inquiry*, 15(3), 197-215. doi:10.1207/s15327965pli1503_02

Prentice, C., Zeidan, S., & Wang, X. (2020). Personality, trait EI and coping with COVID 19 measures. *International Journal of Disaster Risk Reduction*, 51, 101789.

Salovey, P., & Mayer, J. D. (1990). Emotional intelligence. *Imagination, cognition and personality*, 9(3), 185-211. doi:10.2190/DUGG-P24E-52WK-6CDG

Schantz, A. D., & Bruk-Lee, V. (2016). Workplace social stressors, drug-alcoholtobacco use, and coping strategies. *Journal of Workplace Behavioral Health*, 31(4), 222-241. doi:10.1080/15555240.2016.1213638

Shamim, S., Cang, S., & Yu, H. (2017). Supervisory orientation, employee goal orientation, and knowledge management among front line hotel employees. *International Journal of Hospitality Management*, 62, 21-32. doi:10.1016/j.ijhm.2016.11.013

Sverdlik, N., Oreg, S., & Berson, Y. (2020). When Do Leaders Initiate Changes? The Roles of Coping Style and Organization Members' Stability-Emphasizing Values. *Applied Psychology*, 69(4), 1338-1360.

VanMeter, F., Handley, E. D., & Cicchetti, D. (2020). The role of coping strategies in the pathway between child maltreatment and internalizing and externalizing behaviors. *Child Abuse & Neglect*, 101, 104323.

Walsh, K., Chang, S., & Tse, E. C.-Y. (2015). Understanding students' intentions to join the hospitality industry: The role of emotional intelligence, service orientation, and industry satisfaction. *Cornell Hospitality Quarterly*, 56(4), 369-382. doi:10.1177/1938965514552475

Wen, J., Huang, S., & Hou, P. (2019). Emotional intelligence, emotional labor, perceived organizational support, and job satisfaction: A moderated mediation model. *International Journal of Hospitality Management*, 81, 120-130. doi:10.1016/j.ijhm.2019.01.009

Yeh, S.-S., Fotiadis, A. K., Chiang, T.-Y., Ho, J.-L., & Huan, T.-C. T. (2020). Exploring the value co-destruction model for on-line deviant behaviors of hotel customers. *Tourism Management Perspectives*, 33(January 2020), 100622. doi:10.1016/j.tmp.2019.100622

Yeh, S.-S., Ma, T., & Huan, T.-C. (2016). Building social entrepreneurship for the hotel industry by promoting environmental education. *International Journal of Contemporary Hospitality Management*.

Yeh, S. S., Aliana, L. M. W., & Zhang, F. Y. (2012). Visitors' perception of theme park crowding and behavioral consequences. In J. S. Chen (Ed.), *Advances in Hospitality and Leisure* (Vol. 8, pp. 63-83). Bingley, UK: Emerald Group Publishing Limited.