



A LONGITUDINAL ANALYSIS OF INTERNATIONAL HOSPITALITY STUDENTS' EMOTIONAL AWARENESS SPANNING ACADEMIC AND INTERNSHIP SEMESTERS

Petra Kissimonyiova
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The Contribution

- Not well researched longitudinally
- Awareness of EI levels has benefits for students, teachers and future employees
- Added into the curriculum
- Become a part of teachers' professional development

Aims & Objectives

- The aim of this research is to investigate emotional awareness among students of hospitality management university spanning academic and internship semesters.

To achieve these aims, the following objectives are considered:

- To measure the levels of emotional intelligence among students in an intense learning environment during a semester of study and again after completing internships.
- To investigate longitudinally, the development of emotional intelligence over academic and internship semesters.
- To analyse changes in emotional intelligence taking into account demographic variables such as age, gender and level of study.

Background Information

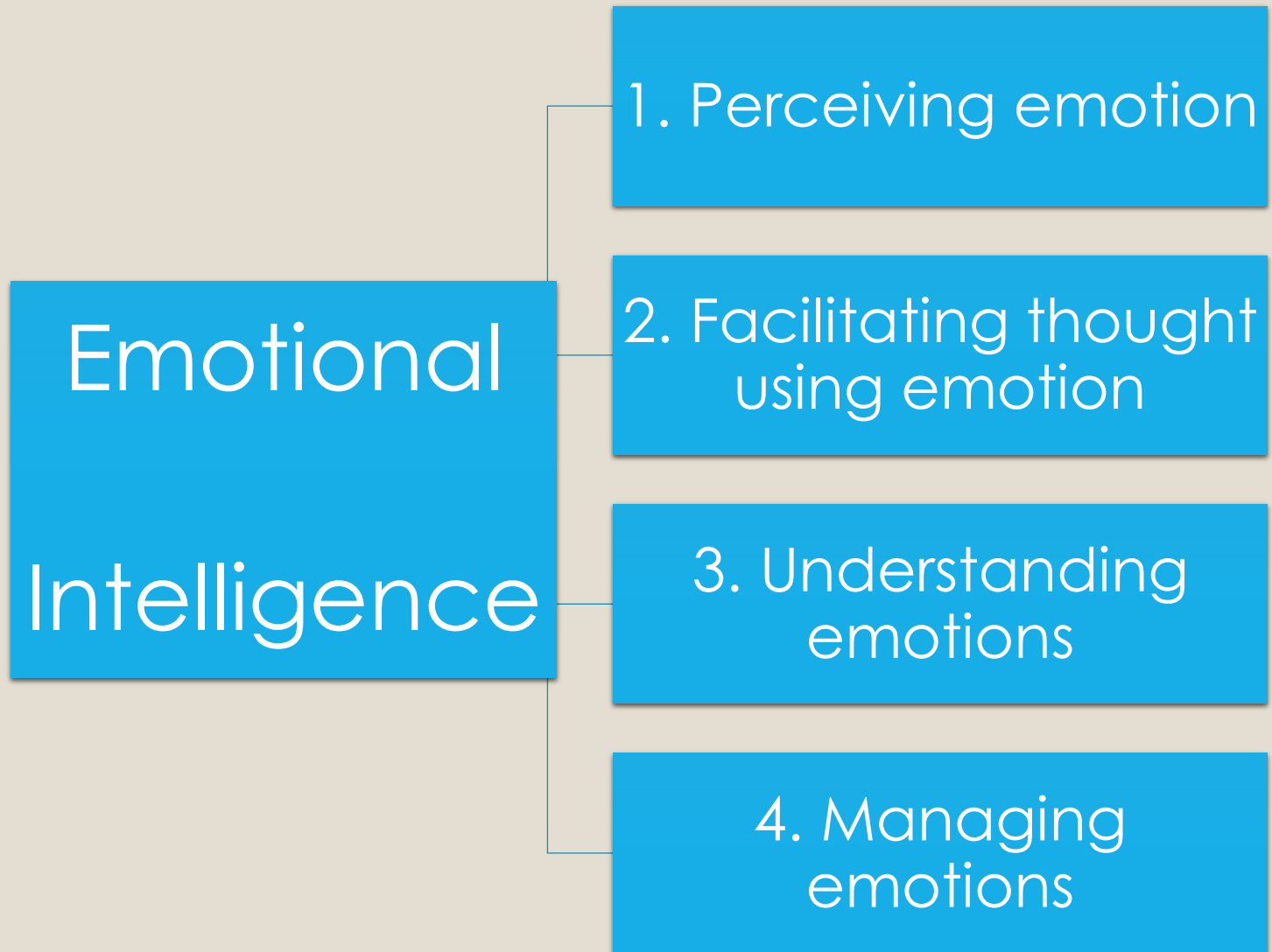
- Crucial for social life- experience (Gross, 2002)
- Profitable in learning and future career success (Min et al., 2011)
- “High intensity, with frequent interpersonal contact and great emotional demands”
(Glomb et al., 2004 cited Min et al., 2011, p.16)
- Swiss hospitality university - more than 30 nationalities who undertake intensive semesters of study and semesters of internship

Key Literature

- **El development and interpretations:** “the ability to recognize, understand and manage emotions both our own and others” (Salovey and Mayer, 1990 cited Arfara and Samanta, 2016, p. 168; Opengart, 2005, p. 56)
- **El in learning environment:** El levels are crucial (Goleman, 2000a; Goleman 2000b)
 - University stressors - teachers can help, teachers set the “role model” example
 - “Predicts success in schools and businesses beyond traditional indicators of academic intelligence and personality” (Van der Zee et al., 2002 cited Berenson et al., 2008, p. 2).
- **Emotional Awareness and Regulation**
 - EA: being aware of emotions before reacting to situations (Rieffe et al., 2007)
 - ER: “Attempts individuals make to maintain, inhibit and enhance emotional experience and expression” (Bridges et al., 2004; Calkins, 2011; Gross, 2002; Rottenberg and Gross, 2007 cited Robertson et al., 2012).

EI Component	Competencies
Self awareness (knowing what we are feeling at the moment, having a realistic assessment of our capabilities and being self confident)	<ul style="list-style-type: none"> · Emotional awareness · Accurate self assessment · Self confidence
Self regulation (Controlling our emotions so that they do not interfere with the task at hand)	<ul style="list-style-type: none"> · Self control · Trustworthiness · Conscientiousness · Adaptability · Innovation
Motivation (Moving towards our goals, taking initiative, striving to improve and persevering in the face of setbacks and frustrations)	<ul style="list-style-type: none"> · Achievement drive · Commitment · Initiative · Optimism
Empathy (Sensing what people are feeling, understanding their perspective, cultivating rapport and diversity with various people)	<ul style="list-style-type: none"> · Understanding others · Developing others · Service · Leveraging diversity · Political awareness
Social Skills (Handling emotions in social relationships well, persuading and leading, negotiating and settling disputes for cooperation and teamwork)	<ul style="list-style-type: none"> · Communication · Conflict management · Leadership · Change catalyst · Building bonds · Collaboration & cooperation · Team capabilities

(Goleman, 1998)



(Mayer et al., 2016)

Methodology

- Quantitative
- Questionnaire
- Convenience sampling (circa 220 distributed questionnaires)
- EI scale, that proved its reliability, consistency and validity (Schutte et al., 1998)
- Analyse the influence of demographic variables: is there a pattern, especially in levels of study?

Challenges and Limitations

- Third party required to gather results
- Ethical issues - honesty, accuracy
- Generalisable? To all hospitality universities (different curriculum structures - internships)
- Time consuming data analysis (for researcher and the third party)
- Cultural differences might be disregarded

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Thank you for your attention!



Q & A