

# BETWEEN TRAINING AND WORK EXPERIENCE: EFFECTIVENESS OF POST-GRADUATE INTERNSHIP AND UNIVERSITY PLACEMENT SERVICES

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# THE LEGAL FRAMEWORK

- More interaction between the educational system and the economic system in European Countries as a central point of Bologna Conference in 1999
- The Reform of Italian University System (decrees 509/99 and 207/04) with new curriculum, more defined professional results, strengthening the role of internships during and after the degree courses
- New role of university placement office “complete” the reform of employment services started in 1997
- Internship plays an important role for University both in terms of employability of their graduates, especially on the local market, facing problems like brain drain, over-education and the mismatch between demand and supply of skilled labor
- Law n. 92/2012 intervene with the aim of preventing and combating unfair use of internships and the subsequent Guidelines - precise identification how the interns have to operate and the salient characteristics of the internship

# THE ANALYTICAL FRAMEWORK

- In Italy 56% of graduates and 51% of graduates in master courses has been involved in an internship (Unioncamere-Ministry of Labor, 2012)
- University Placement Offices are the only bodies interested in job services that can intervene more directly on quality and skills of labor force.
- Who makes an internship experience has +12% of opportunities to find a job (Almalaurea 2012)
- Only 3% of the graduates of the University of Catania has carried out an internship through the University Placement Office (COF).

# OBJECTIVES AND METHODS

## Two survey:

- to a sample of graduates between 2011 and 2012 (N = 1000)
- to a sample firms that hosted at least one intern (N = 210) in the last two year, using the CAWI (Computer Assisted Web Interviewing) method.

## Our research aims:

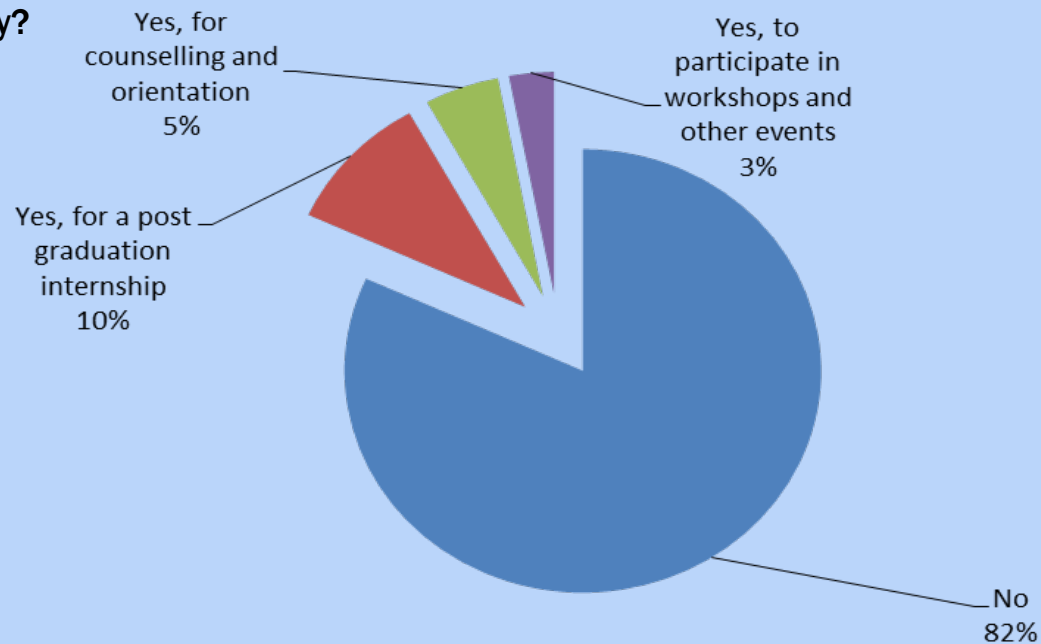
- To evaluate the real use of the internship instrument among graduates and firms
- To assess quality of the learning environment where the interns work;
- To evaluate the effectiveness of University placement Office (COF) in Catania;
- To collect opinions and proposals of companies and interns for a placement service more effective in job matching.

# A SCARCE USE OF INTERNSHIP

- The 78% of respondents claimed not to have done any kind of internship after their graduation
- Data are a good example of the failure of bachelor courses. That is even more true in a city of Southern Italy, like Catania, where scarce employment opportunities can encourage the choice to continue the investment in training and "parking" at the University, delaying the confrontation with the world of work.
- In our sample, in fact, about 60% chose to continue studying in almost 57% having a master degree, and less than 27% work after graduation.

# UNIVERSITY PLACEMENT OFFICE IN CATANIA (COF): A MATCHING FAIL?

**Interns Survey -At the end of your studies, you have turned to Placement Office (COF) of your university?**



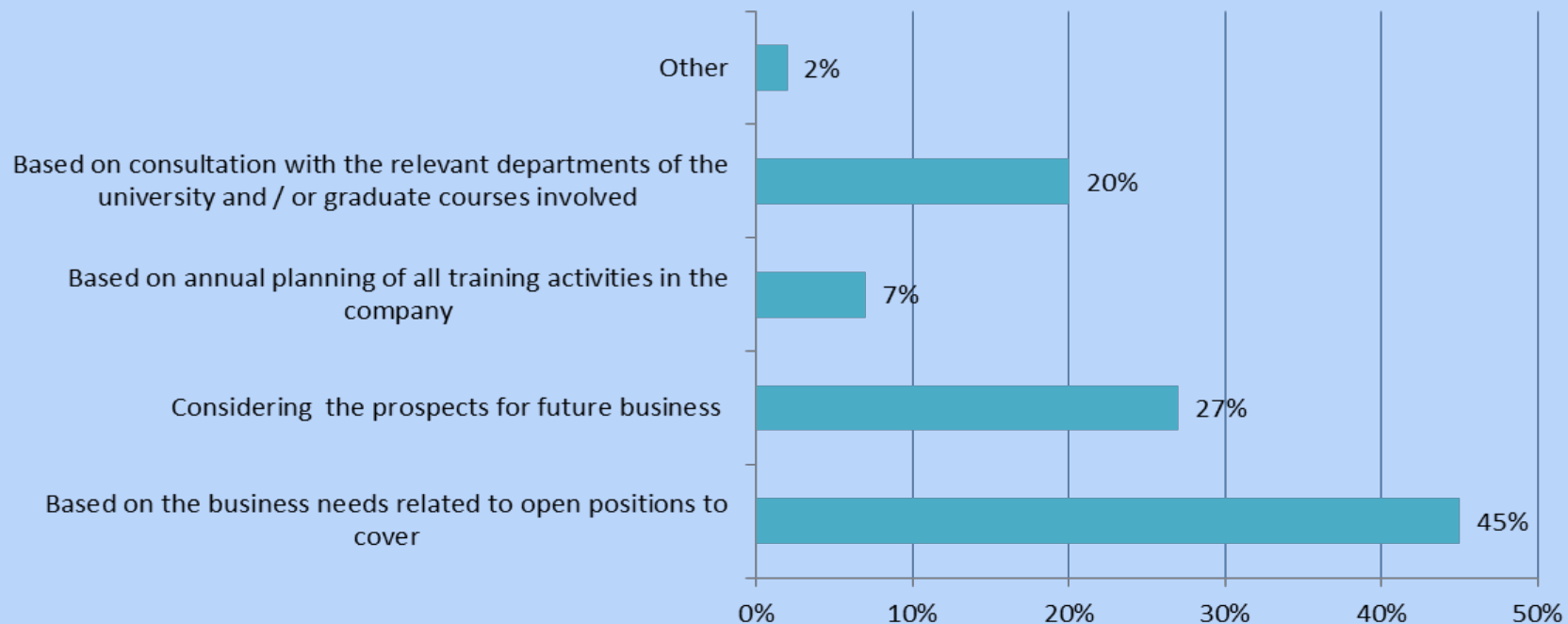
- About 76% of those who said they had carried out a post-graduate internship has enabled this experience with other agencies and not through the University Placement Office (COF)
- Instead, the 88% of Firms interviewed declare to have relationship with COF

# THE LEARNING ENVIRONMENT

Content and  
conditions of  
the Internship

# THE INTERNSHIP PROGRAMME OF THE INTERNSHIP

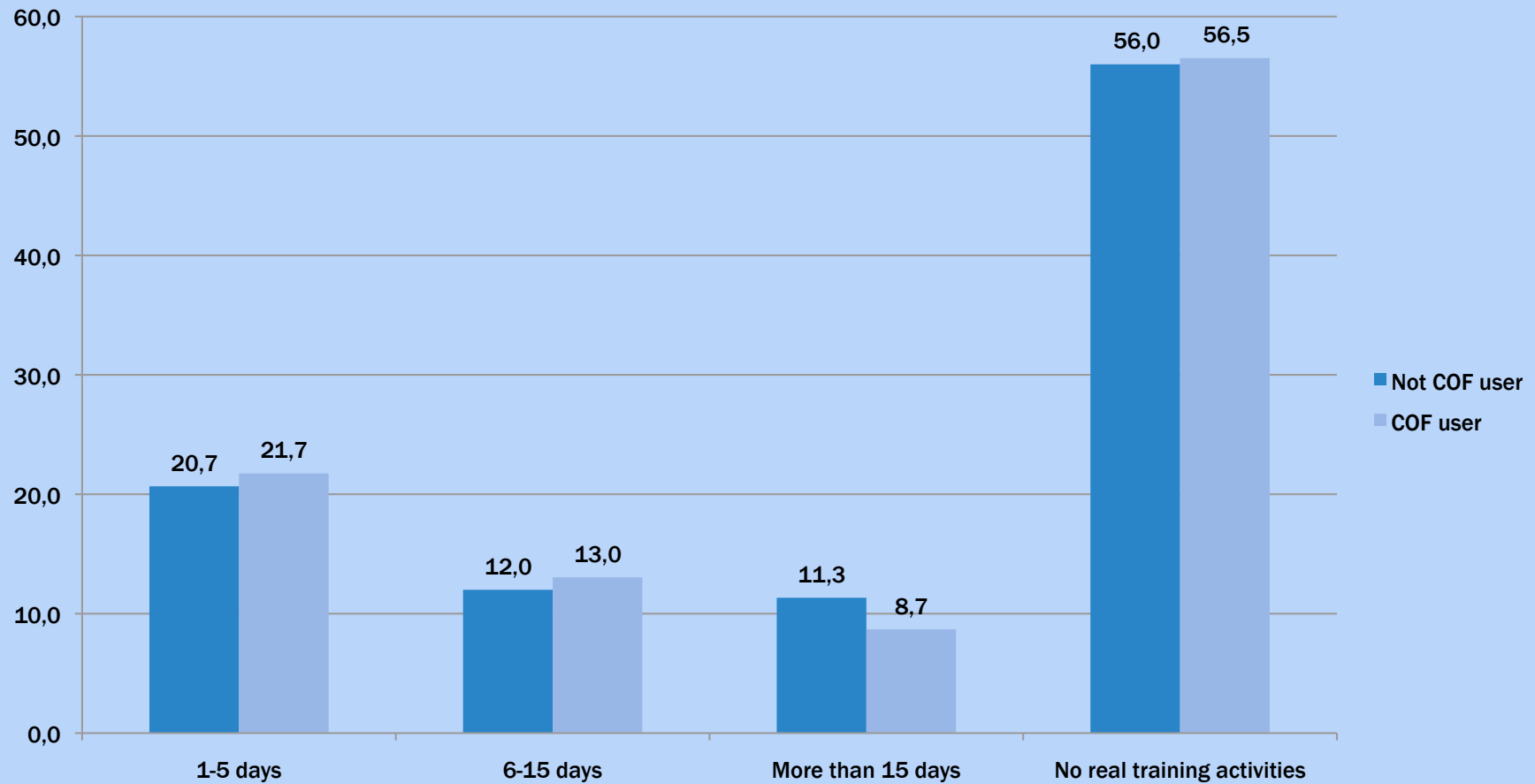
(Firms Survey) How are processed the contents of the Internship programme?



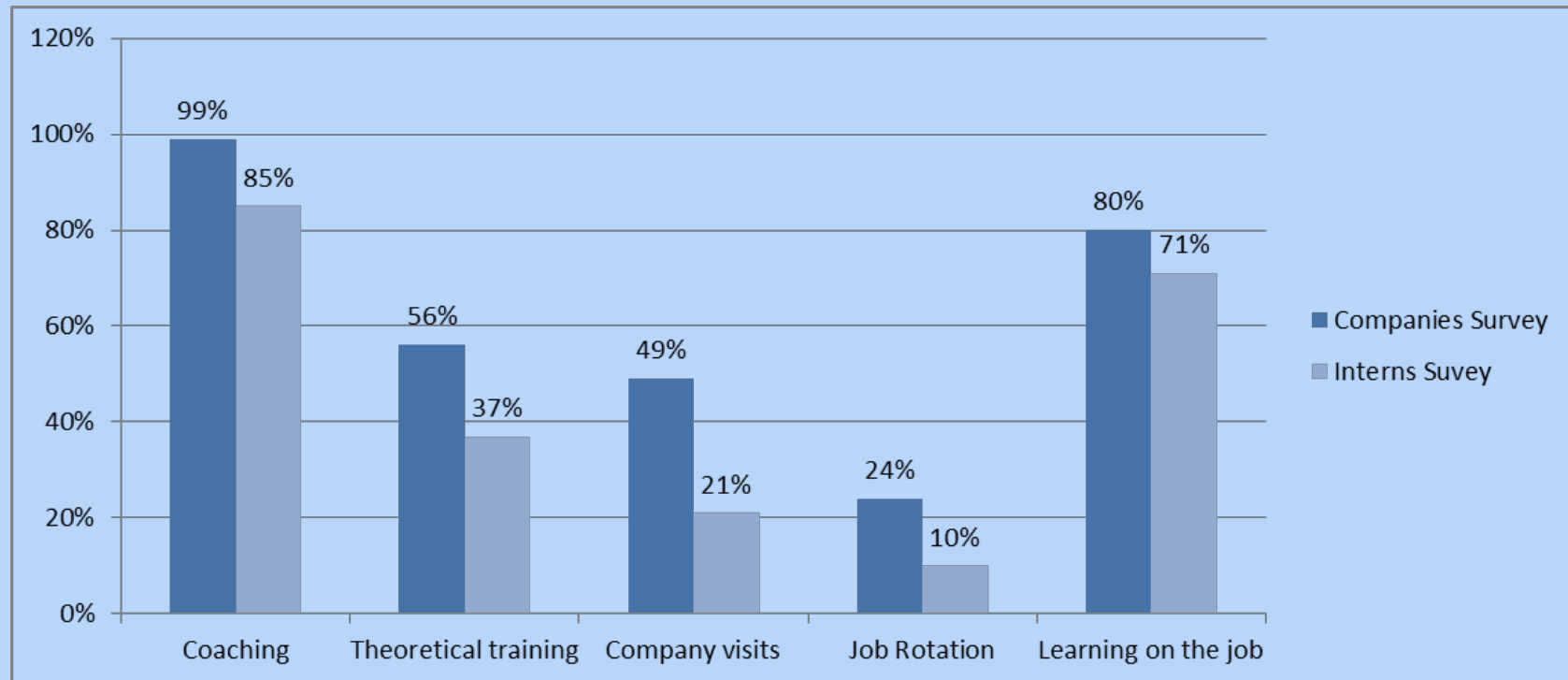
**The contents of the training program are for the most part (45%) defined in a static perspective, linked to the contingencies of business and it is not the result of an annual planning activity . Only in 20% of cases there was a co-construction of the contents with the placement offices of the university or with graduate courses**



# TIME OF TRAINING ACTIVITIES DURING THE INTERNSHIP



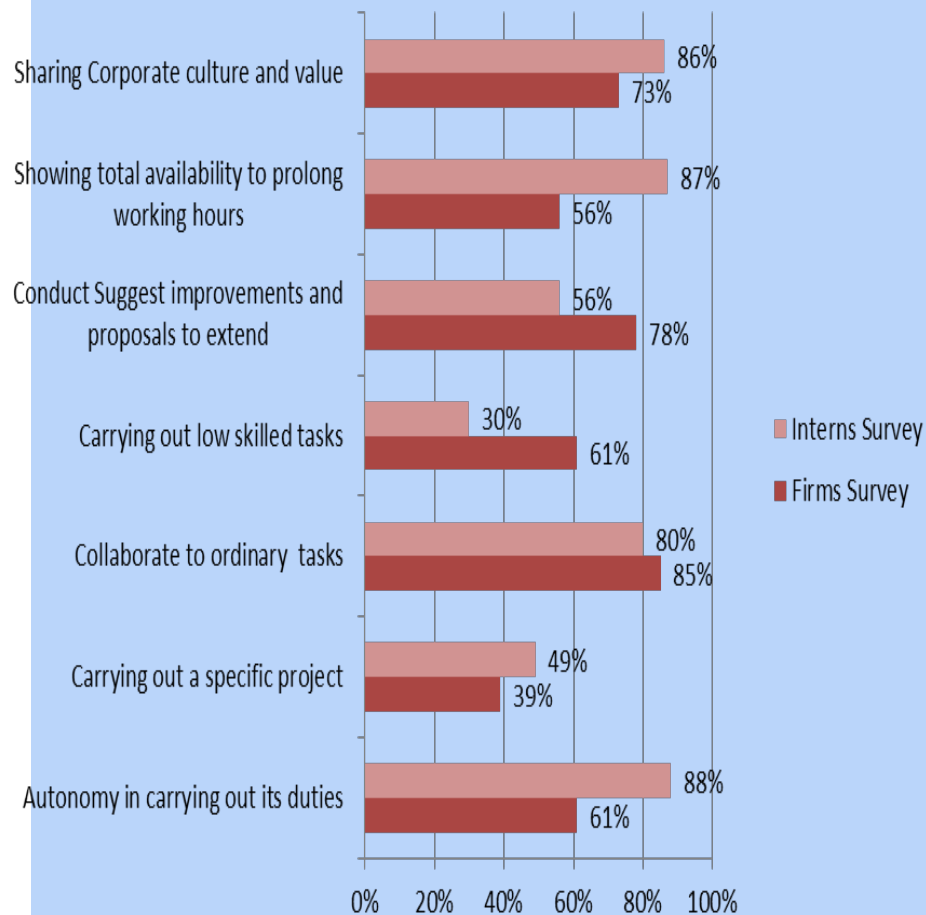
# TYPE OF TRAINING ACTIVITIES DURING THE INTERNSHIP



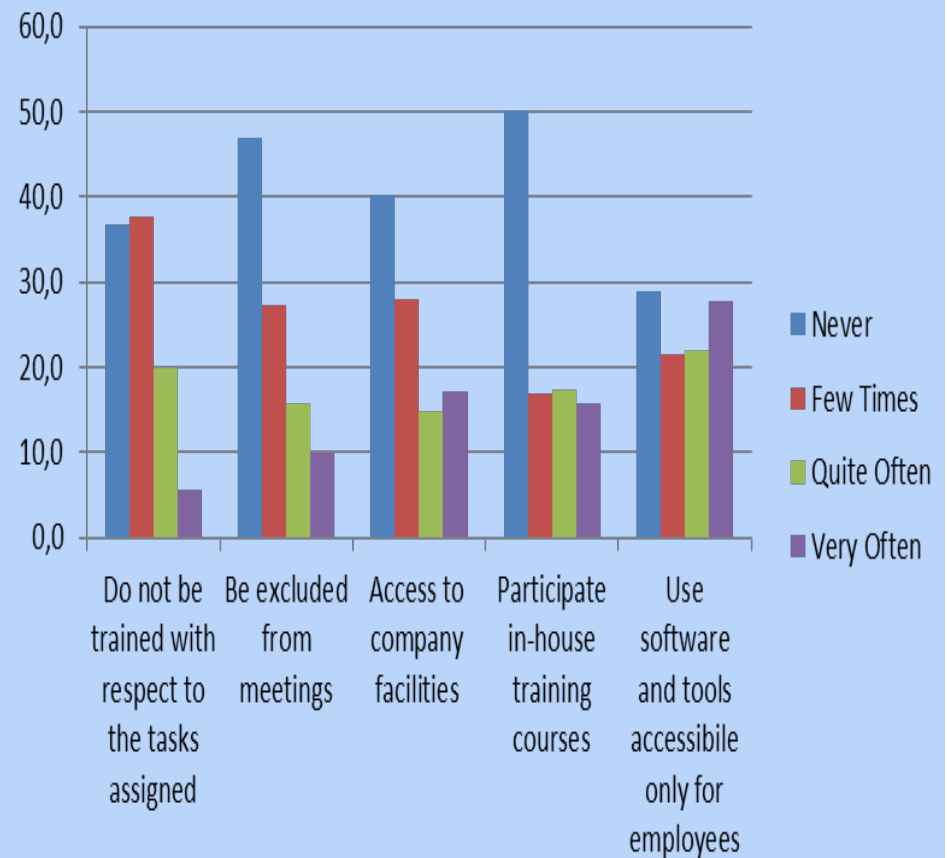
**In 50% of case the intern is not supported in by a specific figure as a company tutor (only in 35%), but rather is supported by the head of the office where he works (39%) or a person who manages the relationships between companies and universities (14%) or even to the HR Manager (1%), all figures with a high risk of functional overload or that could not, however, provide an adequate support to the specific learning and operational activities**

# MANY EXPECTATIONS AND FEW BENEFITS: A ROLE CONFLICT CASE?

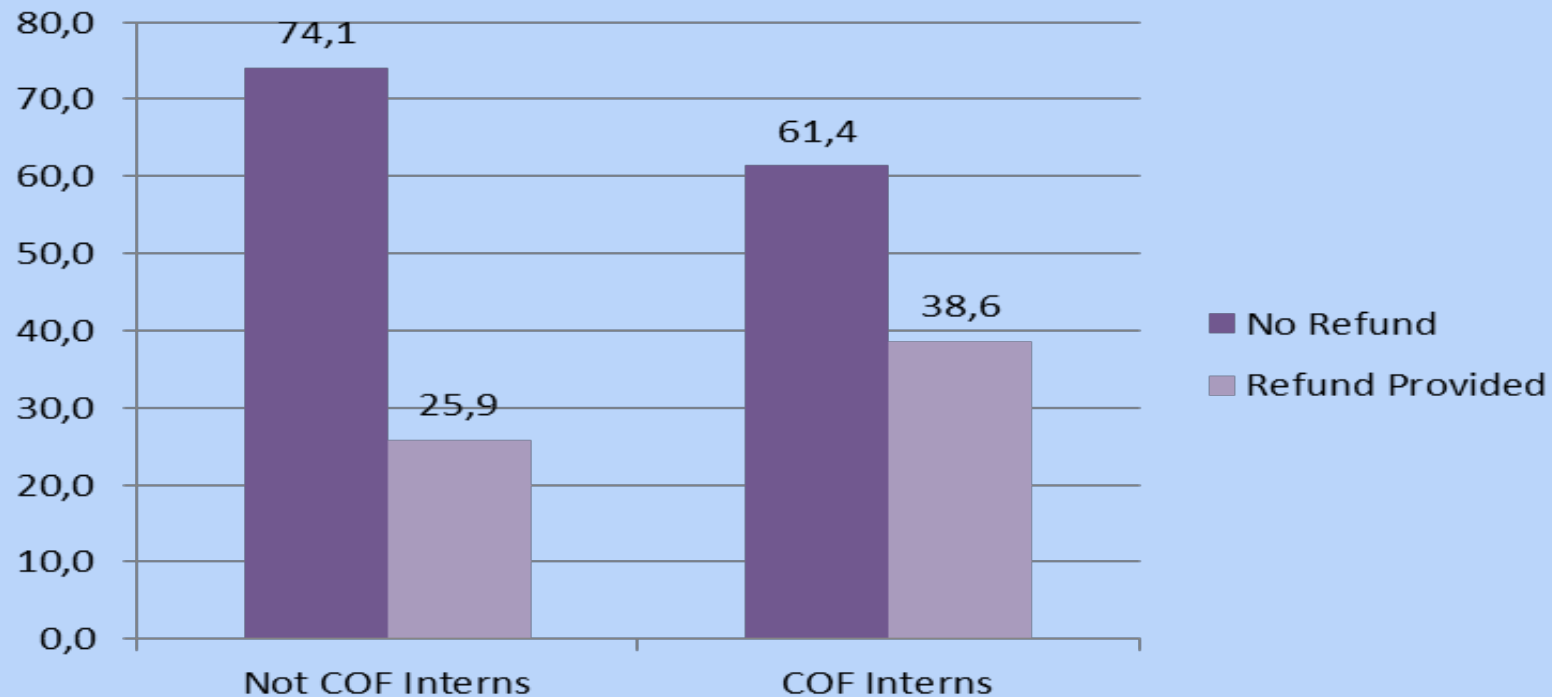
**Expectations on interns' job and real condition during the internship**



**Interns Survey-“During your internship how many times did you happen to...”**



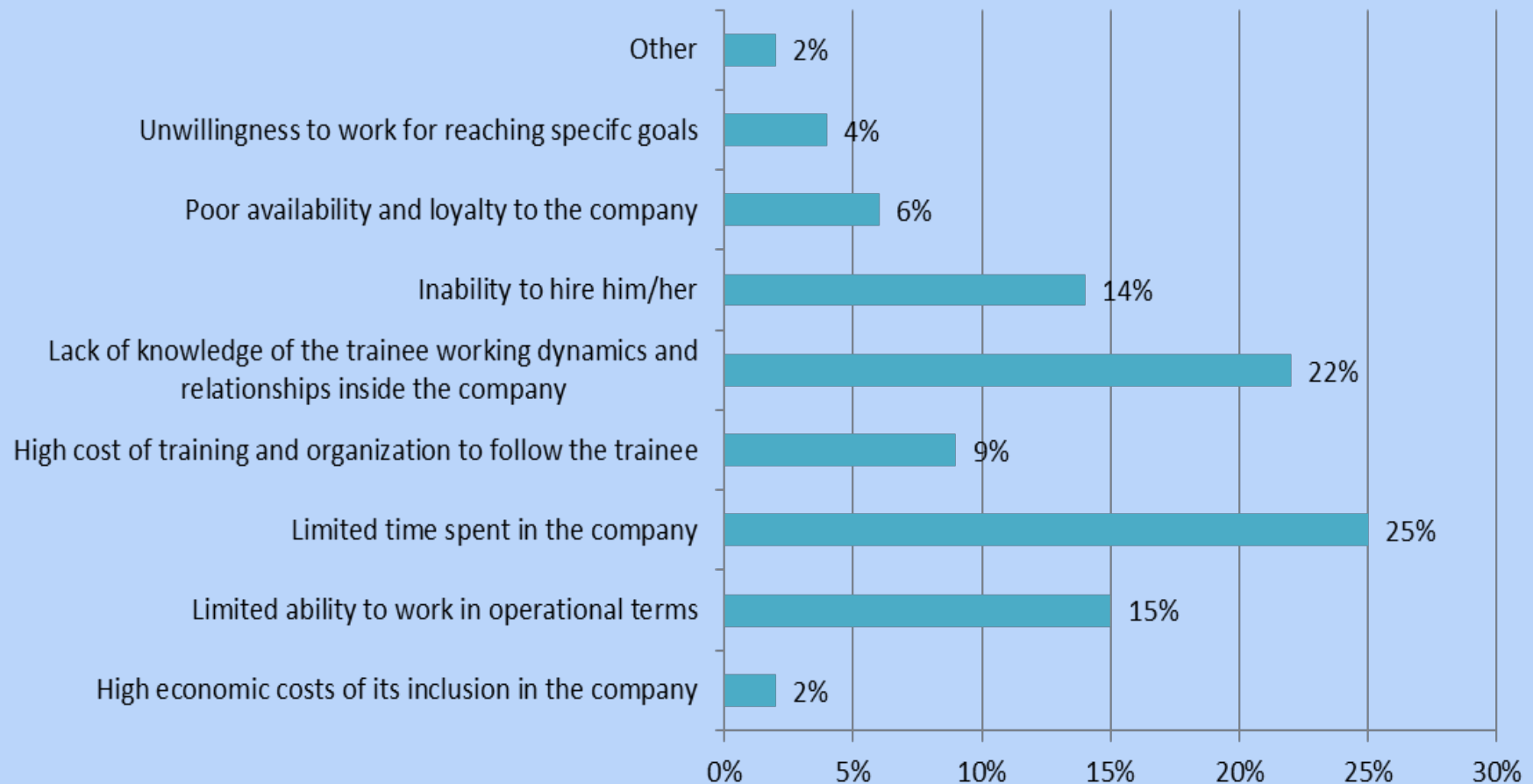
# REFUND...THIS IS THE PROBLEM?



**71% was not entitled to any reimbursement of expenses for the activities carried out, but this percentage decreases when the training was started at the office of the University placement, while there are no significant differences considering to the scale of this reimbursement which is in 60% of 300 euros, the minimum provided by regional legislation today. Only 28% of companies believe that obligation will not determine any consequences in the number of internships in the next years.**

# (REFUND...THIS IS THE PROBLEM?) PROBABLY NOT

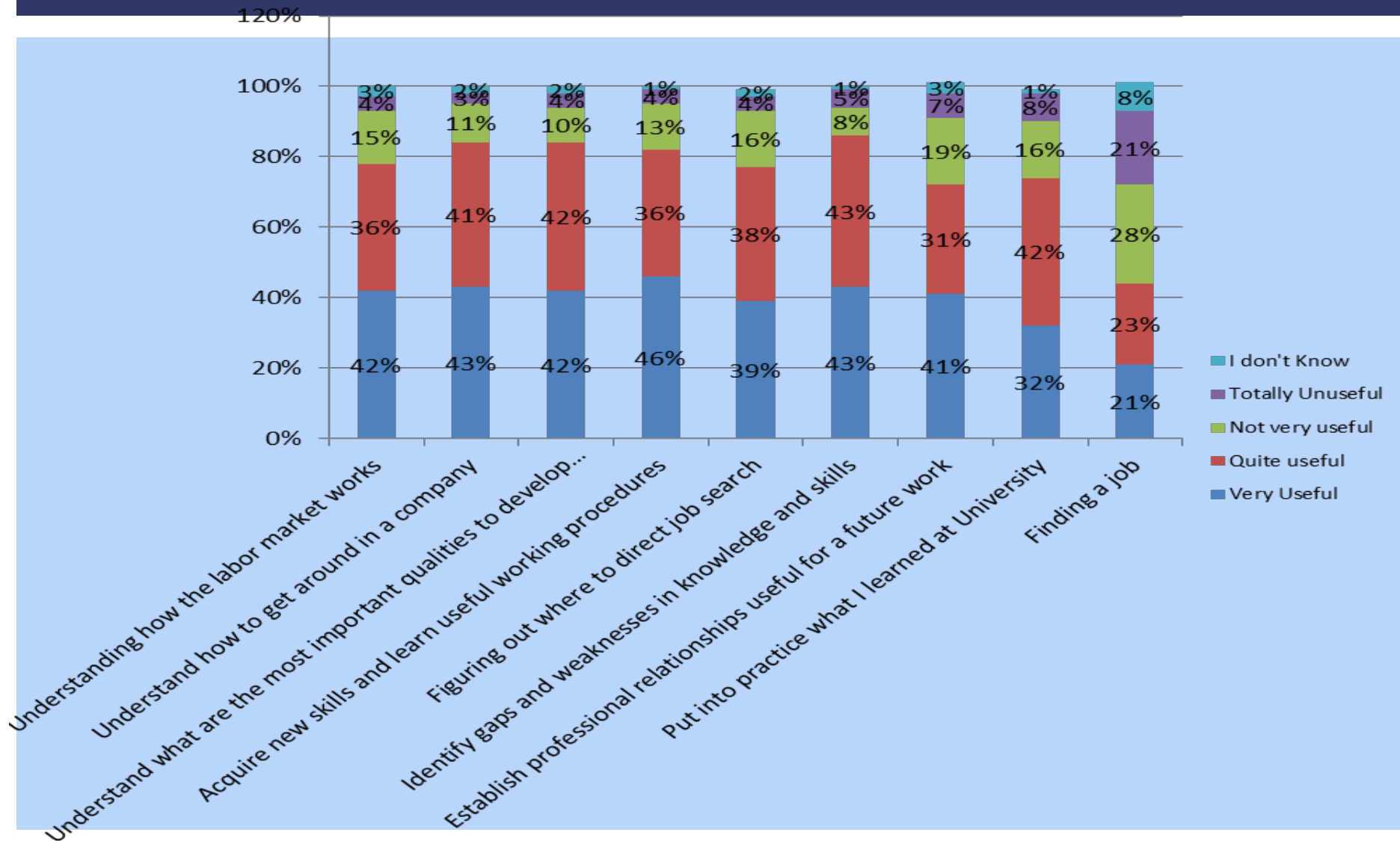
## Firms Survey-What are the main disadvantages of hosting an intern ?



# THE EFFECTS ON EMPLOYABILITY

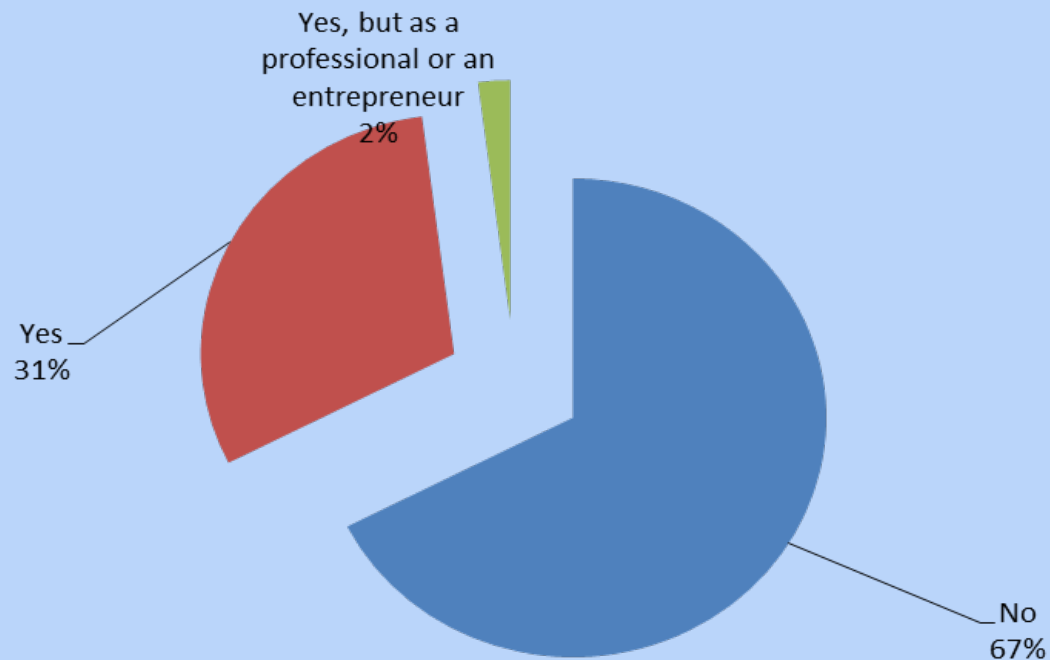
Job Research  
and Career  
opportunities  
after  
Internship

## - INTERNS SURVEY- HOW MUCH USEFUL DO YOU CONSIDER THE EXPERIENCE OF INTERNSHIP, CONSIDERING THE FOLLOWING ASPECTS... ”



# THE EMPLOYABILITY EFFECT ?

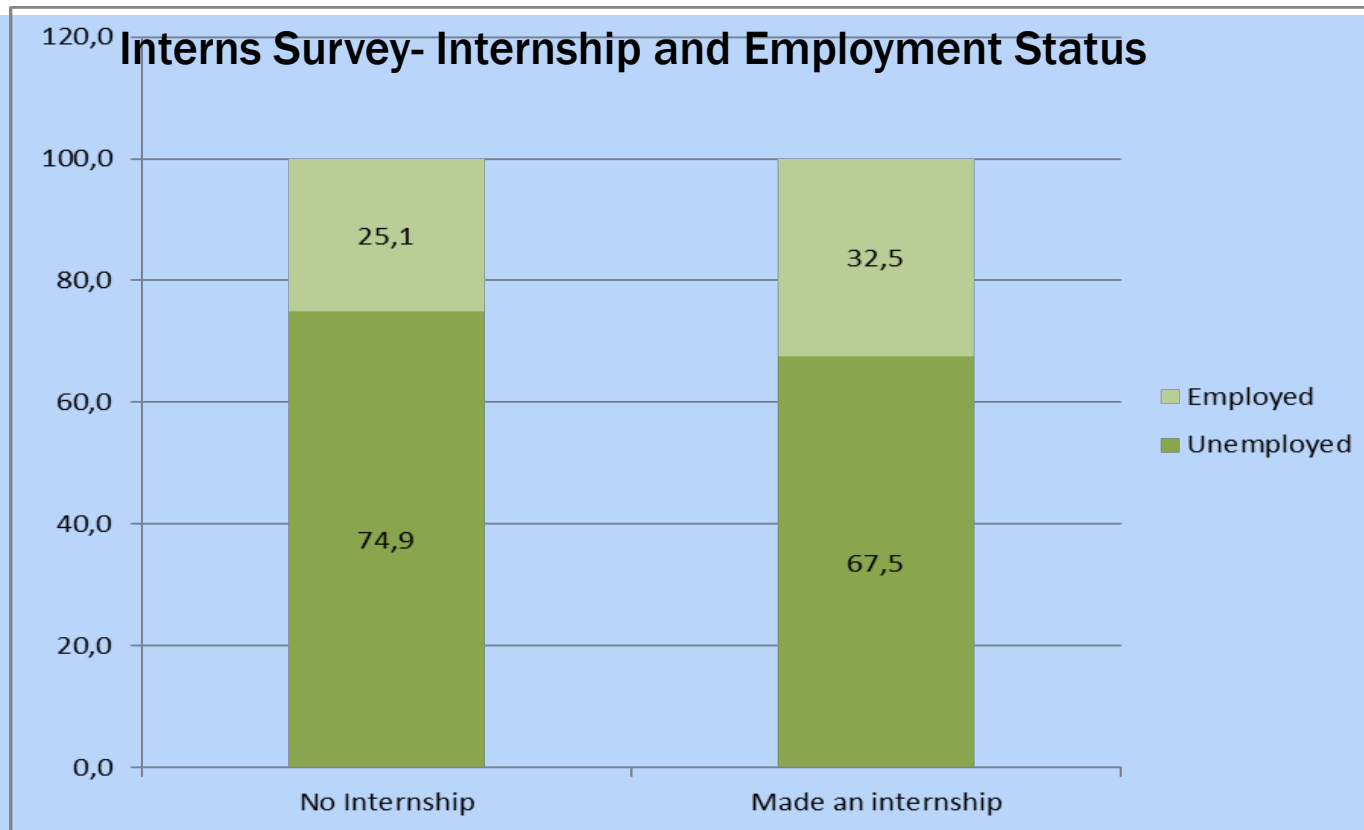
Interns Survey-“Actually you get a job?”



Only **15%** continued to work in the same company in which he has the internship to which is added a **11%** still working in the same industry in which he worked as a interns. A stronger presence in the specific context of public firms and no profit organization than big private company could weaken the employability effect in the sample



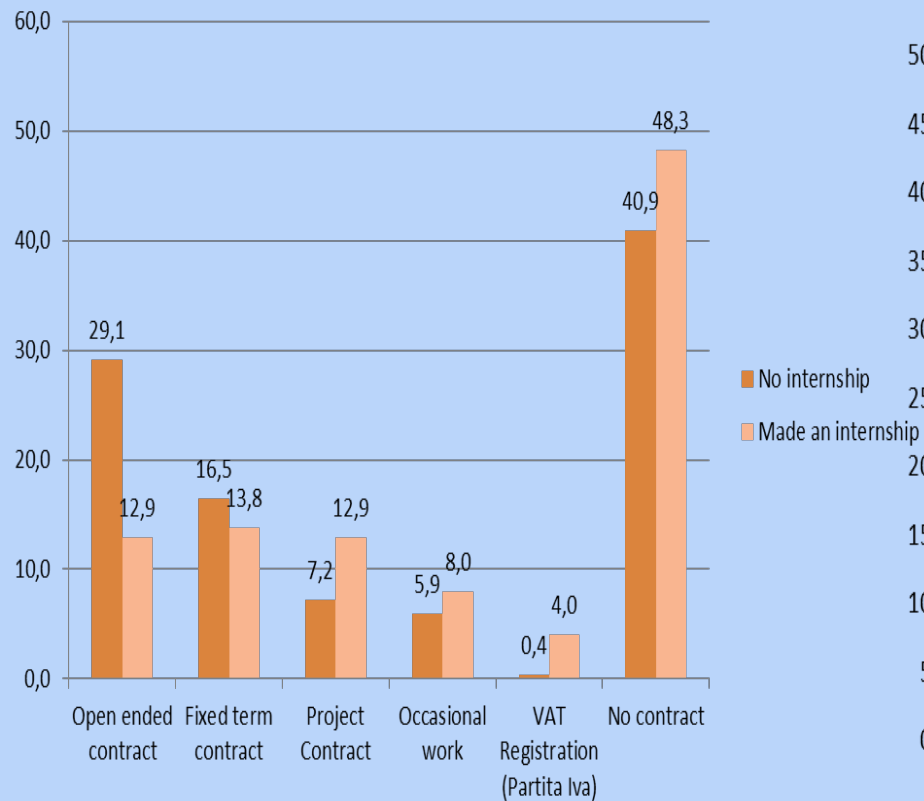
# THE EMPLOYABILITY EFFECT (2)



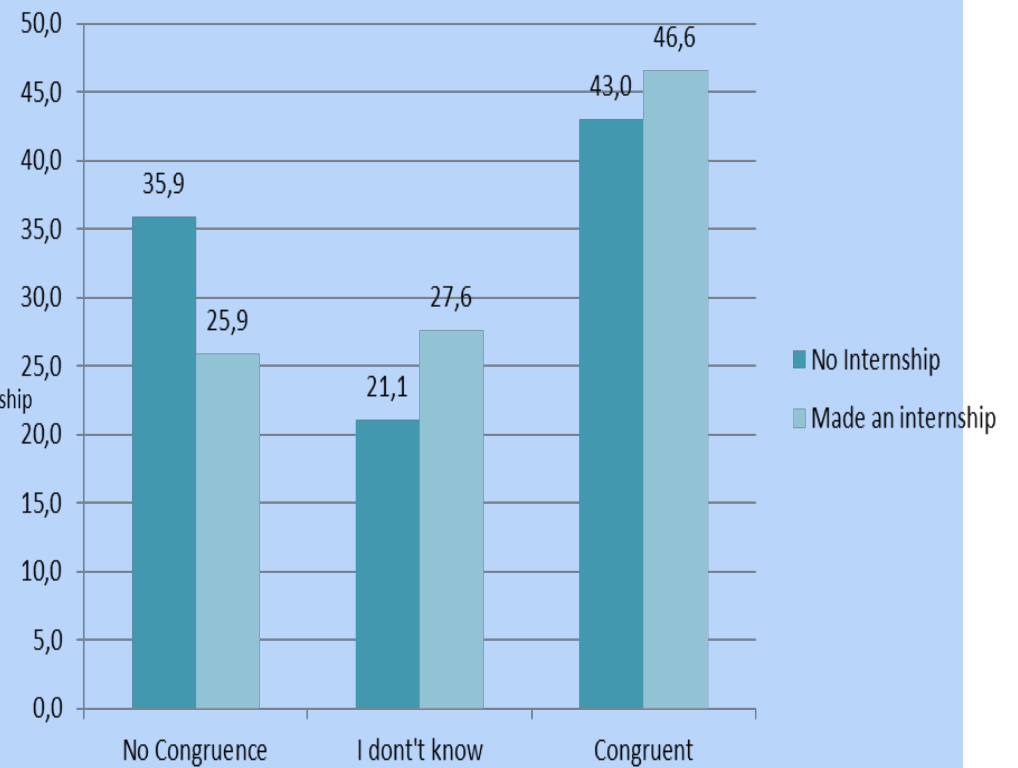
A weak but still present advantage of the former interns to be actually employed than those who did not make any type of internship. Considering that, the majority chose to continue their studies but the former interns seem to show a greater desire to get involved in the labor market than the others, and for this reason they would be less oriented to the continuation of their studies (54.3% versus 62.3%)

# WORST WORK CONDITIONS BUT MORE CONGRUENCE WITH THEIR STUDY

## Interns Survey-Actual Contract



## Interns Survey - Do you think your present job is Congruent with your University Degree?

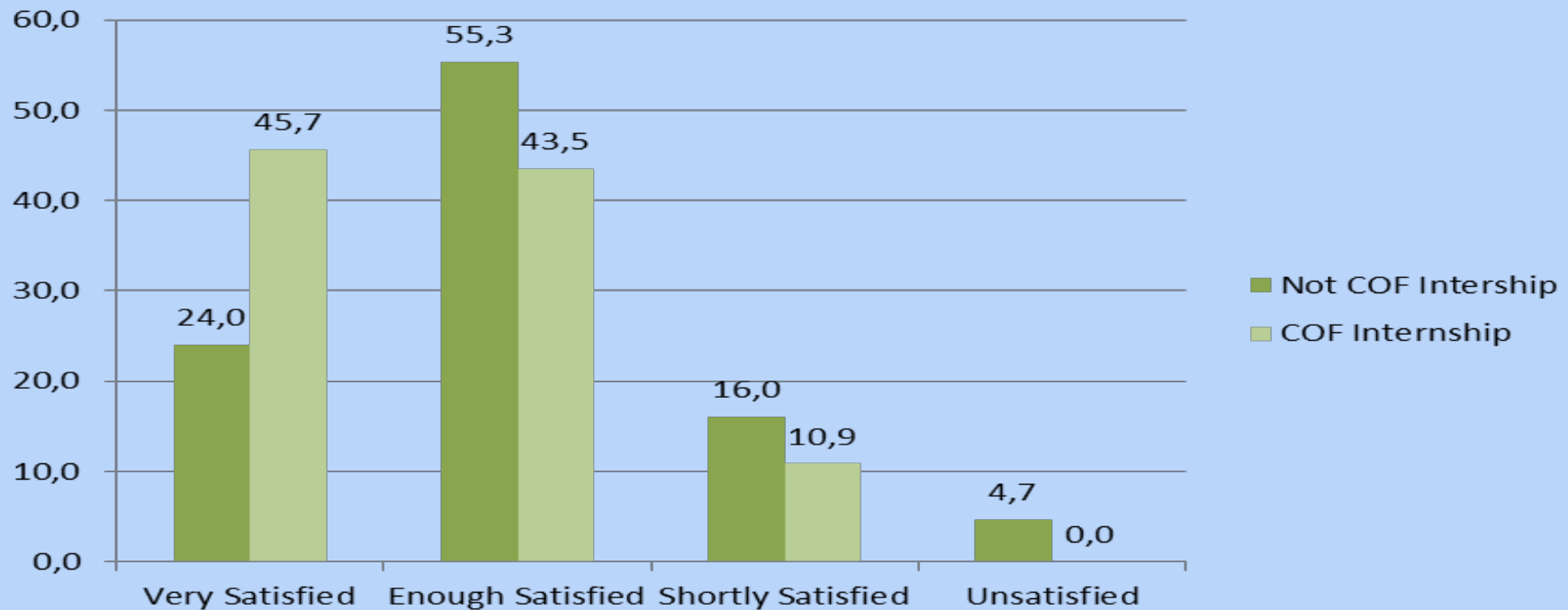


# THE UNIVERSITY PLACEMENT OFFICE

Efficacy and  
limits: the  
case of COF at  
University of  
Catania

# AN INTERNSHIP? BETTER WITH THE UNIVERSITY PLACEMENT OFFICE (COF)

Interns Survey- General Satisfaction about the internship experience

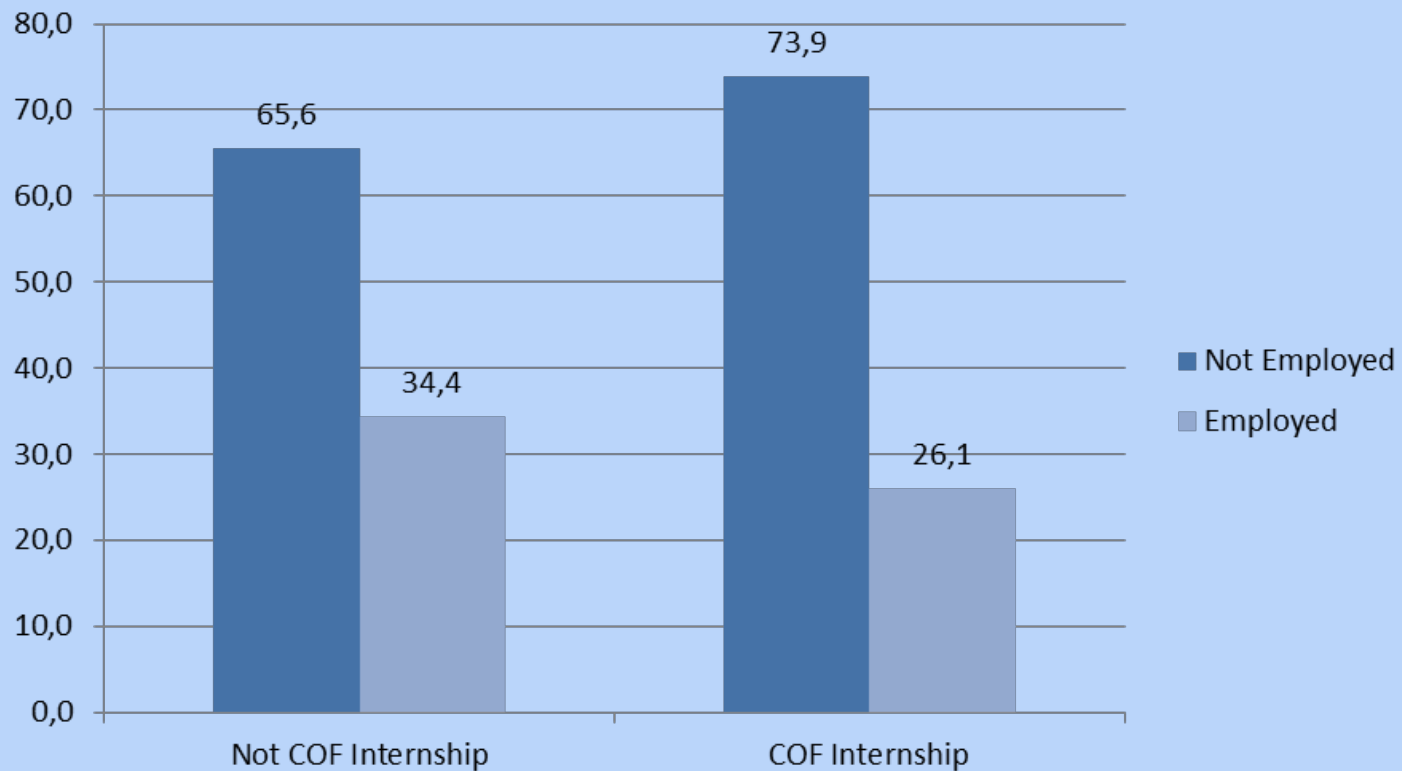


Despite the training activities are not more prevalent and the provision of a refund is much less frequent in internships activated by the COF, the level of overall satisfaction is higher

# BETTER INTERNSHIP? IN WHAT SENSE?

## (1)

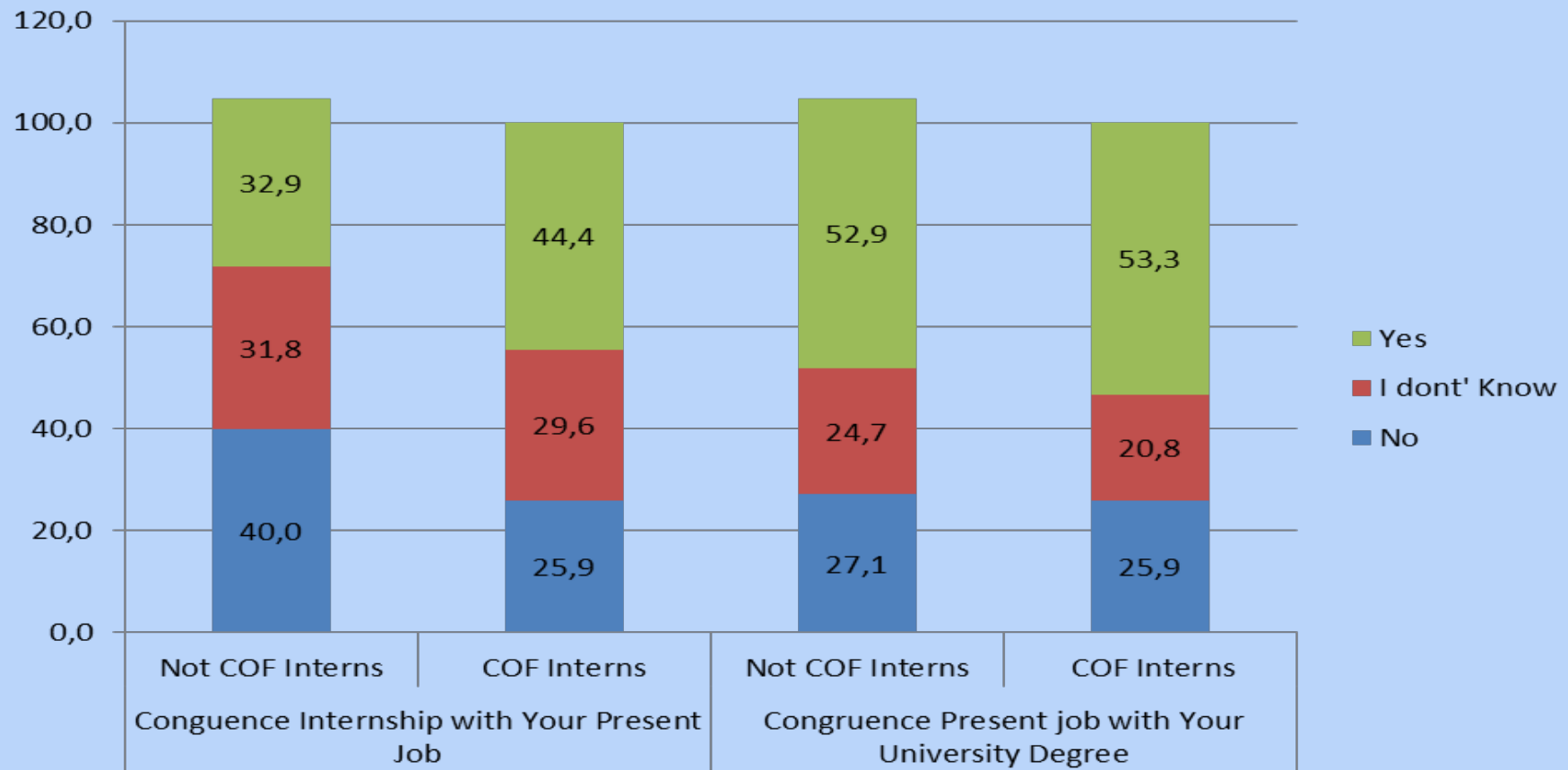
Interns Survey-Employment Status and Type of Internship



# BETTER INTERNSHIP? IN WHAT SENSE?

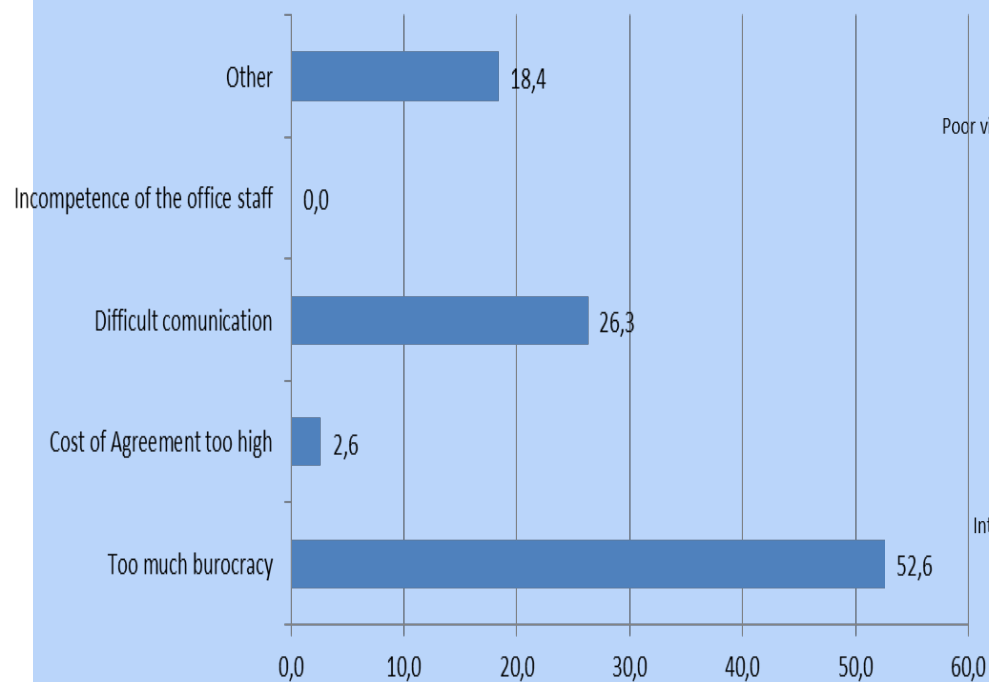
## (2)

Interns Survey-Congruence Internship and Present Job

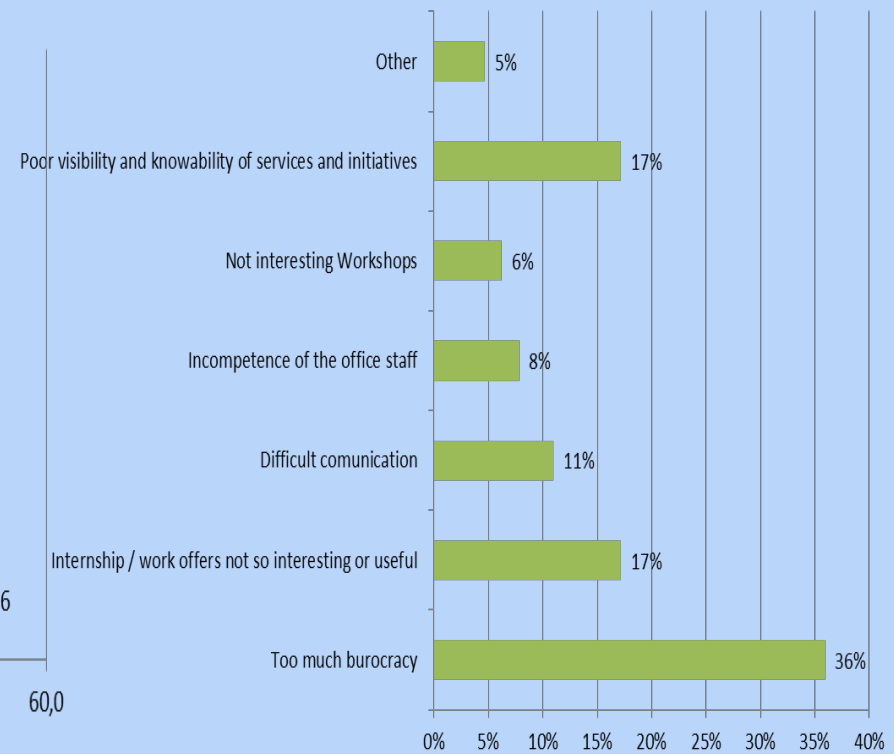


# THE LIMITS OF PLACEMENT OFFICE (COF)

Firms Survey-What is the main problem you had in dealing with the placement office (COF)



Interns Survey-What is the main problem you had in dealing with the placement office (COF)



# CONCLUSIVE REMARKS

- Only a descriptive analysis that needs to be further tested with multivariate statistical model
- The weak job coaching and supervision, the exclusion from meetings or corporate training, the limited access to tools and facilities reserved for the staff, can strengthen the condition of discomfort of the interns, weakening their commitment and reducing their learning opportunities.
- Who has done an internship have more opportunities (about + 8%) to be employed, although only in rare case in the same companies where the internship took place
- Internship would seem to play a more useful role on the orientation and job matching process, above all with the involvement of University Placement Office
- However, the University Placement Offices are still under-used in Catania (less than half of the graduates surveyed was an intern). It is a problem of communication and quality of the services offered
- Aspects like training and monitoring of internships activities are less faced, also considering the need of a greater involvement of the internship promoter, as guarantor of the quality of its learning worth.



**Thank you for your attention!**

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