

Factors of satisfaction in arts management internships

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ABSTRACT

This quantitative study investigated the research question, what factors lead to satisfaction in Arts Management internships? Based on the results of the study, job characteristics such as skill variety, task identity, task significance, autonomy, and feedback, and work environment characteristics such as learning opportunities, supervisory support, career development opportunities, co-worker support, and organization satisfaction are the greatest factors of satisfaction in Arts Management internships. These results challenge previous studies (Cuyler & Hodges, 2016; Cuyler & Hodges, 2015; and Cuyler, Hodges, & Hauptman, 2013) that suggested that compensating interns will increase their satisfaction with Arts Management internships. The results of this study indicate that cultural organizations can significantly increase their interns' satisfaction with their internships by assigning them meaningful tasks and cultivating a collegial work environment. This study has implications for the conceptualization, design, and management of internships in cultural organizations.

KEY WORDS

Arts management, experiential education, internships, remuneration, satisfaction

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