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CHAPTER I

INTRODUCTION

A. Background

Being a success in life is the most popular dream that any person would want. Behind that, success has a different composition to reach that goal and it will take a long time and effort to achieve that. Retrieved from Binus University school of Information system research imbalance of knowledge, skills, and attitude possessed by resources can hinder the progress of your company (Hamid, 2019).

Knowledge according to Notoatmodjo (2003), is the result of humans who simply answer the question "What". Knowledge is the result of knowing, and this happens after people sense a certain object, smell, taste, and touch. Knowledge of cognitive is a very important domain in shaping one's actions (overt behavior).

Skill according to Dunnette (1976), mean developing the knowledge gained through training and experience by carrying out several tasks. Attitude according to Thurstone is a level of affection, both positive and negative towards psychological objects, such as symbols, phrases, slogans, people, institutions, ideals, and ideas.

Achieving the harmonization of that three aspects that both achieved and resemble people's routine is hard. The study on the same article said that four solutions can be done in forming human resources that capable to contain those three aspects. First is training and development, second is value the process, third group refreshing session, and last is being a role model for others (Hamid, 2019). Industrial placement is also dedicated to the process of forming quality human resources.

Industrial placement is one of the main programs that hotel operations provided for the student to develop student's skills while at the same time studying the theory at the campus. In 2020, industrial placement has a different situation because of the pandemic Covid-19 which resulted in many hotels being closed temporarily. Besides, there's a government restriction that made the student have the challenges to find a place to join the program.

Kawasan	Proporsi minimal anak bersekolah yang tidak dapat mengakses pembelajaran jarak jauh (%)	Angka minimal anak bersekolah yang tidak dapat mengakses pembelajaran jarak jauh
Afrika Timur dan Selatan	49%	67 juta
Afrika Barat dan Tengah	48%	54 juta
Asia Timur dan Asia Pasifik	20%	80 juta
Timur Tengah dan Afrika Utara	40%	37 juta
Asia Selatan	38%	147 juta
Eropa Timur dan Asia Tengah	34%	25 juta
Amerika Latin dan Karibia	9%	13 juta
Global	31%	463 juta

Figure 2.1

Research data of education during the Pandemic Covid-19

(Source: UNICEF / 2020)

During Pandemic Covid-19 every part of life is being affected economically even socially. On the thematic data that is released by Unicef say that 31% percent of student could not access distance learning globally and the most impact is the student in under developing country like Africa that reaches 49%. Industrial placement is not far different because so many companies that forced to temporarily close even bankrupt because they could not survive this pandemic (Thompson, 2020).

To fulfill the student curriculum requirement, the head of Hotel Operations in collaboration with UMN's Human Resource Department comes up with three options to keep the program running. The first option, send the resume to the hotel that still open with the new normal protocol. The second option, do an industrial placement in UMN's Dormitory as a Housekeeper. The final option, do a Video Learning project to help the lecturer at Hotel Operations to make a video, quiz, etc. The writer chose the housekeeping department as the writer's preference department and do the training program at UMN's Dormitory. There are several reasons why the writer chose UMN's dormitory to do the training program.

The first reason, it has a great location. UMN's Dormitory location itself is near Universitas Multimedia Nusantara so it's no different from the writer's house to the dorm than UMN. UMN's Dormitory is near a convenience store so it's easy for us to buy breakfast and food for lunch. The dorm is close to the gas station so there are no worries when running

low on gas. Then the dorm is close to the hospital to incase someone needs quick medical treatment. Other than that dormy is not far from the café so students can make the assignment that given by the lecturer when their shift is over.

The second reason, university recommendation. During the pandemic, UMN working with the Dormitory to ensure the Hotel Operation student can do an Industrial placement. The dormitory is one of the UMN sister company. Moreover, there is an advantage taking the administration more easily such as vast response receiving student CV, industrial placement document, student information document, etc. The internship agreement at the dorm is good despite the writer's work hour there.

The third reason is UMN Dormitory cares about student health protocol. Since there is no significant number of people who enter the dormitory so that the student can have less concern for the pandemic situation.

Those are the reasons why the writer chooses UMN Dormitory to do the industrial placement program. Besides location, there are so many things that attract the writer's attention to UMN Dormitory. The environments are supporting the student's needs to fulfill this problem. There are rooms, public areas, venues, etc. that have a similar pattern in a hotel situation. So all the facilities will help the student to sharpen the skill of the housekeeping department but keep convenient with a limited number of people in the building.

B. Purpose

1. Students can be professional in problem-solving.

In this industrial placement, the head of hotel operations wants the student to be able to develop problem-solving that the student had during the period and industrial placement professionally and can help them to solve their problem in the future.

2. Students can develop knowledge and skill in the housekeeping department.

The student can develop knowledge that has been practiced in housekeeping laboratories in Hotel Operations in a real work-life situation. After that, for all the experience receive the student will confident to apply for the position or have a career in the housekeeping department.

3. Students are having new hard and soft skills.

By having the work experience, the student will find a new skill for the housekeeping department such as gardening, decorating, equipment maintenance, etc. on the other hand, the student will get soft skills such as leadership, interpersonal, and problem-solving skill.

4. Students can have networking in the hospitality industry.

By having an industrial placement program, the student will explore networking that can probably be an advantage in the future.

C. Period and Procedures

1. Period

Duration for the industrial placement is five months start from July 7, 2020, until October 23rd, 2020. The working hour at the dormitory is four hours and there are three shift morning and afternoon for the other member of the group and the middle shift for the group leader. The day of work is five days per week starting from Monday until Friday.

2. Procedure

a. Practice writing a cover letter and do a mock interview with an advisor that has been assign as a business communication subject. The advisor is already been decided on the first semester to make it easier for the student to practice their interview and for checking the resume and other forms that required for the industrial placement. At the business communications class, several tips being shared by the lecturer to help students to answer the question that being asked by the interviewee.

b. Choosing an option for industrial placement based on the advisor's recommendation. When choosing the option to do the industrial placement regarding the parent's agreement and the recommendation from the student advisor to get the maximum experience from the industrial placement program.

- c. Choosing the appropriate department for the student to do their industrial placement, followed up with a fit and proper test. The purpose of the fit and proper test is to test the student and help the advisor to make a recommendation for the right department for the student to do an industrial placement.
- d. Applying the selected hotel by submitting the resume and KM-1 which contain the permission of the head of Hotel Operations for applying to the Dormitory.
- e. Do an industrial placement provision to learn the area where the trainee will work so the student can know and remember all the areas and the sop for cleaning or do each task.
- f. Fill the KM-3 until KM-5 during the industrial placement that had information about student information and the hotel contact, the student attendance, and the weekly activities that students do that week with the sign from the hotel supervisor and the student.
- g. Each day the staff will prepare a report to be handed over to the dormitory manager. This procedure for monitoring the student performance that can easily grade the overall performance during the industrial placement.
- h. Do the weekly task that being provided by Hotel Operations and keep in mind your etiquette as a trainee with Manager, Supervisor, Guest, Resident, Employee, and other trainees in the workplace.
- i. Submitting the KM-8 to the supervisor that contains the monitoring aspect that can be filled with the working hour of the student and the attitude aspect while doing the industrial placement.
- j. Print the KM-6 to the dormitory manager that contains the grades that the student gets while doing the industrial placement that has many aspects to help the supervisor grade the student and the final comment from the Dormitory manager regarding student attitude and problem during the industrial placement.

- k. Preparing an industrial placement report as required for next semester. This is required to teach the student so they can get used to writing a formal report so when they want to continue their education or want to make a presentation or even make a project they can easily make the report and can make a good official report.
- l. Submitting the KM-7 that contains the verification form for the dormitory manager as permission to write the report and to ask permission to share the dormitory information with the public.
- m. Submitting the final industrial placement report. This is to become proof that the student is already done the industrial placement as well as can tell their experience with the ability to explain their performance during their industrial placement.
- n. Doing the presentation about the industrial placement report. Doing the presentation can help the student to be able to do a presentation well in front of their lecturer as well as in front of their friend and the other student.