



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

CHAPTER I

INTRODUCTION

A. Background

Conducting the Industrial Placement Program which was held by Hotel Operations program Universitas Multimedia Nusantara is vital for the writer to gain more skill, experience, and knowledge in the real industry. The Industrial Placement Program is a program that helps students to prepare for the real industry and to develop practical and academic skills in accordance with the course of study. Industrial placement can also help students to decide what field the students want to work in. Also, making it easier by having an insight into every aspect of the company. (vistaeducation, 2020).

Industrial placement is also related to education. Education is all circumstances, things, events, incidents, or about a process of changing the attitude and behavior of a person or group of people in an effort to mature humans through teaching and training efforts. (Media, 2020). This is related to having an industrial placement. The writer thinks that having an industrial placement can make someone or a group of people mature and very beneficial for the writer.

The Industrial Placement Program that has been created by Hotel Operations Program Universitas Multimedia Nusantara is the right choice to create the writer to get good behavior, communication, skills, and experience. But, Due to the pandemic COVID-19, most hotels in Indonesia are challenging to find guests resulting in low occupancy. Deputy Chairman for CSR and Business Competition of the Indonesian Chamber of Commerce and Industry, Suryani Motik, said that the hotel industry would take a long time to return to normal. Moreover, the hotel industry has only started the process of restoring occupancy from 2021 to 2022. (Alika, 2020).

The presence of COVID-19 in Indonesia makes it difficult for the writer to find hotels that are open for the student who wants to do the training in the hotel industry. Many workers have been dismissed or even laid off. Based on data from the Ministry of Manpower (Kemnaker), as of April 7th, 2020, as a result of the COVID-19 pandemic, there were 39,977

companies in the formal sector that chose to lay off their workers. (Rizal, 2020). This pandemic is also impacting the hotel industry. Colliers International Indonesia Senior Associate Director, Ferry Salanto, revealed that Jakarta and Bali's hotel industry had been severely affected by COVID-19. Ferry states that "COVID-19 has made the hotel industry very badly hit and has even had to close its activities and lay off the number of its employees." The data from Colliers also states that there are 25 hotels in Jakarta that have stopped or temporarily closed their operations, and there are nine hotels that have been converted. (Muzakir, 2020). So, the writer chose to do the industrial placement at UMN Dormitory. The writer thinks that UMN Dormitory is fit or close to the real hotel industry. The writer also feels that doing the Industrial Placement Program at UMN Dormitory is similar to the hotel industry, although not the exact as the real hotel industry.

As a hospitality student, the writer is required to have expertise in hotel operations program subjects, especially in room division such as the housekeeping and front office department. The writer is expected to be able to understand theories and practices. The writer's goal in this Industrial Placement Program is to improve hard skills and soft skills capabilities in the real industry. The hope is that the writer can understand the basic concepts of working in the real hospitality industry. Also, the writer hopes that having this Industrial Placement Program can change the writer's behavior and the reader.

B. Purpose

In general, Industrial Placement Program activities aim to shape the character of the writer so that the writer is ready to face the various possibilities that the writer will face when entering the real industry, and also by doing the Industrial Placement Program to train the writer to be able to implement various materials that the writer get from university to the real industry that is relevant to room division, the specific objectives of the Industrial Placement Program are as follows:

1. As proof that the writer has implemented the Industrial Placement Program, the Industrial Placement Program is a program from the UMN Hotel Operations Program that is mandatory for the students and as a part of the fulfillment of the course curriculum.

2. The writer can express ideas and thoughts in a paper report, also, as a guide for the writer in writing the next report in semester six later.
3. Forming the writer character who is responsible, disciplined, have good ethics, and can socialize in the real industry. The writer thinks that having an industrial placement in UMN Dormitory can make the writer have good communication, attitude, and behavior that help the future Industrial Placement Program or work in the real industry later.
4. The writer can gain knowledge in the real industry. The writer thinks that by having industrial placement in the real industry, the writer can gain knowledge, experiences, and skills from doing an Industrial Placement Program in the real industry. Also, by conducting the industrial placement in the real industry, the writer is able to know the standard of procedures that the UMN Dormitory has and can implement in the other company.

C. Period and Procedure

The Industrial Placement Program held by Hotel Operations Program Universitas Multimedia Nusantara at UMN Dormitory started from July 7th until October 23rd, 2020. Before doing the Industrial Placement Program, there are some processes of applying for the Industrial Placement Program. Prepare all necessary forms like Curriculum Vitae (CV), application letter, cover letter, GPA, and all the certificates that the writer has participated in UMN and off from campus related to the hospitality industry. Next, the writer has to send all the forms to the Hotel Operations Program UMN and UMN Dormitory. Next, there will be a fit and proper and also a hotel knowledge test. The purpose of the fit and proper test is to determine how far the writer knows about the room division, such as housekeeping and front office department, before doing the Industrial Placement Program in the UMN Dormitory. The hotel knowledge test has the purpose of determining the writer knowledge about a hotel in general. This knowledge will be beneficial when doing the Industrial Placement Program.

After that, the writer has to do an interview with the lecturer. The purpose of this interview before doing the interview in the real hotel is to test how far the writer is prepared with the interview test and help the writer gain more confidence to interview in the selected

hotel later. Before doing the Industrial Placement Program, the writer has to fill all the KM 1 – KM 8. There is two crucial KM's. First is KM 4 (daily attendance sheet) and KM 5 (weekly report). Last, after all the processes are done, the writer can do the Industrial Placement Program at UMN Dormitory. Also, the writer has to fill the daily attendance sheet, which has been made by UMN Dormitory. After the writer fills the daily attendance, the attendance sheet must be given to the team leader. Then the team leader will provide the attendance sheet to the supervisor for signature once every two weeks.

So, that is the period and procedure of what the writer did before doing the Industrial Placement Program at UMN Dormitory. The writer must go through many processes. However, the existence of many and strict procedures that must be followed can create students who are ready to undertake an Industrial Placement Program.