

CHAPTER I

INTRODUCTION

A. Background

Indonesia possesses abundant potentials, evident in its diverse human resources, natural resources, and rich cultural heritage (Azizi et al., 2021; Stor, 2022). The development of Human Resources (HR) commenced in 2019 and subsequently evolved into a central focus of Indonesia's forthcoming development strategy (Romli, 2021). Presently, the tourism sector in Indonesia contributes around 4% to the overall economy. The Indonesian Government aims to increase this percentage to 8% of the GDP by 2019, a goal that may be perceived as ambitious, and even overly so. This target implies that, within the next four years, the number of visitors must double to reach approximately 20 million (*Industri Pariwisata Indonesia*, 2016). To realize this objective, the government will emphasize enhancements in Indonesia's infrastructure, encompassing information and communication technology infrastructure, improvements in accessibility, health, hygiene, and an escalation in online promotional campaigns (marketing) overseas. Additionally, the government revised its policy on free visa access in 2015 (further details below) as a strategy to draw a greater number of foreign tourists (Sabil et al., 2022).

In the service-oriented industry, particularly in the hotel sector, where the primary focus is on service sales, the performance outcomes play a pivotal role in all company activities. Hotels are required to effectively manage, sustain, and cultivate the human resources involved in their operations. High-quality human resources have the potential to drive a company and contribute to its success (Putri, 2023). Second, training at the hotel will help the writer to gain good experience and skills. Since the writer has had an industrial placement, writer has become more professional with increased skills. This right can be proven from daily duties at the hotel and serving guests as an employee.

The Covid-19 pandemic has had a major impact on the world tourism sector, including Indonesia (Fahlevi, 2022). The hospitality industry is criticized for less paid employments and more gifted workforce. The worker turnover rates are higher in neighbourliness segment due to long working hours, need of acknowledgment and negligible development openings. Numerous of the in administration graduates take off the industry after their internship and they connect retail division which gives them with the way better compensation bundles. The think about points to get it the lodging administration student's desires from the

neighbourliness industry post covid -19. A expressive and exploratory plan is utilized for this think about. Essential information is collected by studying 85 lodging administration understudies from Pune. Auxiliary information is collected from different articles, e-newspaper and diaries. This ponder uncovered that Neighbourliness graduates are anticipating taking after offices from the industry which are arrangement of healthcare offices at the work environment, enlistment in 5 star universal and national inn chains with higher compensation as per the industry standards, work security, secure work environment, settle working hours, push free environment, and on work preparing with tall stipend (Kanitkar, 2023).

This is the writer first experience of carrying out activities in industrial placement. The reasons why the writer choose Novotel Tangerang for doing industrial placement, if you have training program writer experience, you can have the opportunity to get a job because you have the skills that the hotel needs and get a permanent position at the hotel.

To conclude, there are several reasons why the writer wants to run a training program. first the author's location

B. Purpose

First, the writer will gain experience, the training program helps the writer to understand more deeply about work in the hotel industry. The writer will gain experience about the department the writer chooses. Besides that, writers will be equipped to become more professional after training in this department.

Second, the writer carries out a training program to complete the campus curriculum courses. After training program the writer must make a report about the experience when the writer carried out the training program.

Third, after training program writer can get more connections at the hotel, so if the writer has the skills and a good work system, the writer will get many opportunities to work in the hotel industry.

The conclusion of doing a writer training program is that you can gain a lot of experience, receive many opportunities to work in the hotel industry, and finally you can complete the campus curriculum.

C. Period and Procedures

All students in hospitality can usually undertake a six month training program starting from July 2023 - January 2024, the training program usually has the aim of improving

individual skills in the department. Before undertaking the training program, writers must create a CV for the hotel and complete all the requirements.

First, the writer is required to complete the requirements to carry out the training program. The writer must have a minimum GPA (Grade Point Average) score of 2.7 and pass the courses the writer takes for the training program, after that the writer will be given a form to complete the training program.

Second, the writer must choose the hotel he wants to be placed in for the training program and send his CV to the hotel of his choice, after that the writer will be called by HRD to conduct an interview.

Third, the writer must know everything about the hotel he chooses and have abilities in the department he chooses.

In conclusion, before carrying out the training program, the writer must complete the requirements to carry out the training program at the selected hotel, have a minimum GPA of 2.7 and pass the main courses, the writer must know everything well.

