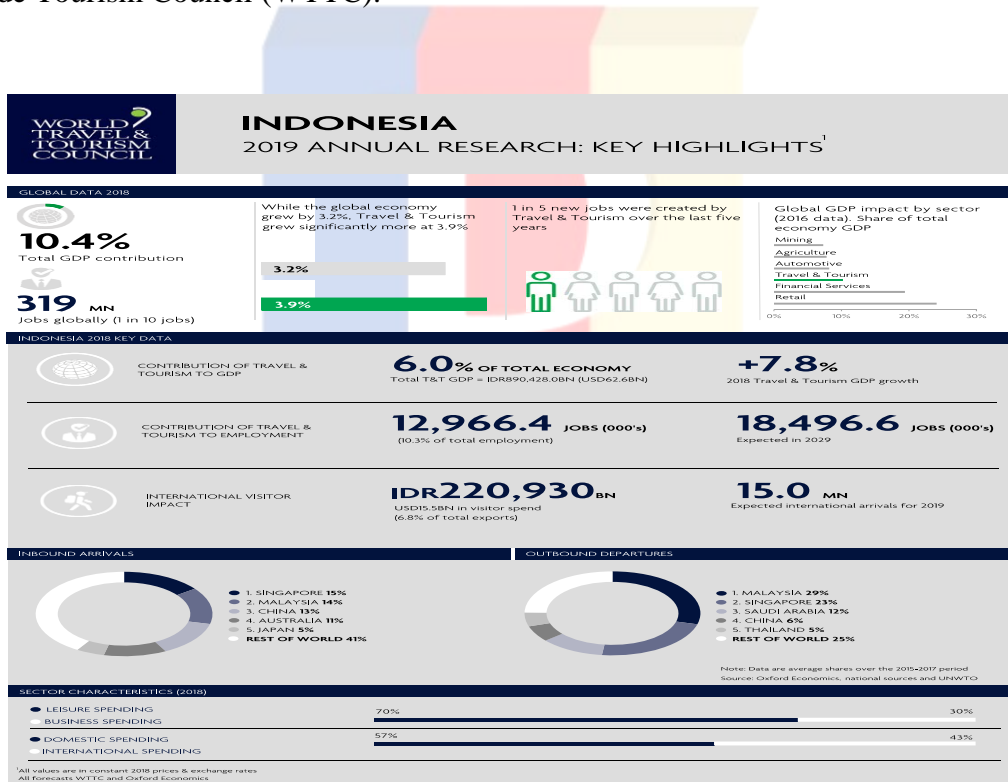


CHAPTER I

INTRODUCTION

1.1 Background Problem

Hospitality in Indonesia is important for the economic growth and human empowerment. Target development hospitality 2015-2019, National Development Planning Agency (BAPPENAS) targeting the contribution of tourism on Gross Domestic Product (PDB) around 8% with the amount of domestic tourist about 275 million arrivals in 2019. The potential for tourism development in Indonesia is quite large, especially if referring to the data tourism growth performance of the World Trade Tourism Council (WTTC).



Images 1.0 Indonesia Annual Key Research

Based on those data, referred Indonesia could create the potency about opening an employment in Tourism and Hospitality Industry. Efficiency becoming the reliable factor to the employment itself, efficiency is how a person could pursuit their goals with a less resources but make sure the result will be optimal. Efficiency

in the working place is really important, because it will overcome the result of the entire department that related in work place.

Create an efficiency in a working place, management could start from the employees. Management could make sure that the employees could work under pressured and solved a problem while doing their duty in the work place.

It will create the tendency with the human interactions while a person working will not only degraded their value at work but also compromised their standards while working in the hotel industry. This will cause a more complex problem in the future for the management, that is why the only way to maintain the employee's standards is through a period training for employees, the online training will also help the employees to doing self-actualization. Meanwhile self-development could be performed through higher education.

These days innovation on technology always improved to be more advanced, new discovery always helped to make life easier. The impact of this innovations not only for a society but also for a hotel industry as well. These days training could simply be done through online training which is helping to make the training itself more efficient not only from the time but also for the environment cause, because hotel do not use the papers anymore for the training exam.

Every individual has a different knowledge about hotel industry and those knowledges combined with a different experience in the industry itself will create a different characteristic, abilities on other individual. Working in hotel industry forcing the employees to give their best performance for the customers, because employees are the face of the hotel for the customers. Daily basis operational hotel, causing the employees to always evolved and adapt to a different season a year. These are the main reason why employees had to have online training to make sure they have a same basics knowledge just like the other employees. Online Training also will be helped to make sure the sustainable hotel and improved not only for the occupancy but also the profit.

These days the hotel industry already implemented this online training. New employees will have to had a training for their 1st day at the property, to get to know

the environment itself. It will be followed by other period training as well, most likely the training held after a small workshop. The performance is the results of working not only from quality but also quantity that employees wanted to pursued while doing their duty with responsibility that has been given to employees itself. The conclusion will be that performance has 3 components to it such as quantity, quality and efficiency, which means none of this will ever worked without the other components. Those components are the benchmarks for employee's performance at the working place.

The main focus on this topic will be "How important is efficiency of Online Training." Because as most of people aware the point of online training is actually to simplify most of the training itself, but in hotel industry most of people using online training is to make sure their hotel standard regulations on the new hired employees are the same as other property. Especially when it comes to a big chain of property like Marriot Group, to identify the issued there will be certain points that used to prioritize the entire research itself.

1.2 Identification of Research

From the above, background problem shows up the identification of the problem such as:

1. Does online training create an optimal outcome for Marriott Group?
2. Does the online training on Marriott Group had the same standardization?

1.3 Limitation of the Problem

There is some limitation for this research such as:

- 1 The research will be focusing about efficiency of online training in the Marriot Group Property.
- 2 Subject on the research will be middle level of management and operational level.
- 3 This research will be using qualitative method and descriptive method of research where the findings will describe or reconstruct interview more specific about the subject in the research for explain the variable or to examine the hypothesis.

4 Research will be held on October 2019 until it is over.

1.4 Purpose of the Research

This research is focus on some topic especially:

- 1 Describe and discuss the importance of clear understanding of the output training target.
- 2 To find out the standardization of online training being delivered by property under Marriot Group.

1.5 Benefit of the Research

This research would be a great progress to understand the output of training and contribute for the tourism industry. The benefit would be such as:

1. This research will give understanding of the output of training target.
2. This Research will give insight about the standardization of online training being delivered by property under Marriot Group

