

CHAPTER I

INTRODUCTION

1.1. Background of Study

According to UU RI No. 10 year 2009, Tourism industry is a tourism business that is interrelated in order to produce goods and services for the tourist needs. Tourism Industry is an industry that needs human resource in a big scale of number. According to BPS Indonesia, in 2017 Indonesia has a population of 261.890.900 people, which means Indonesia has a lot of human resources and has potential in business development in the Tourism Industry.

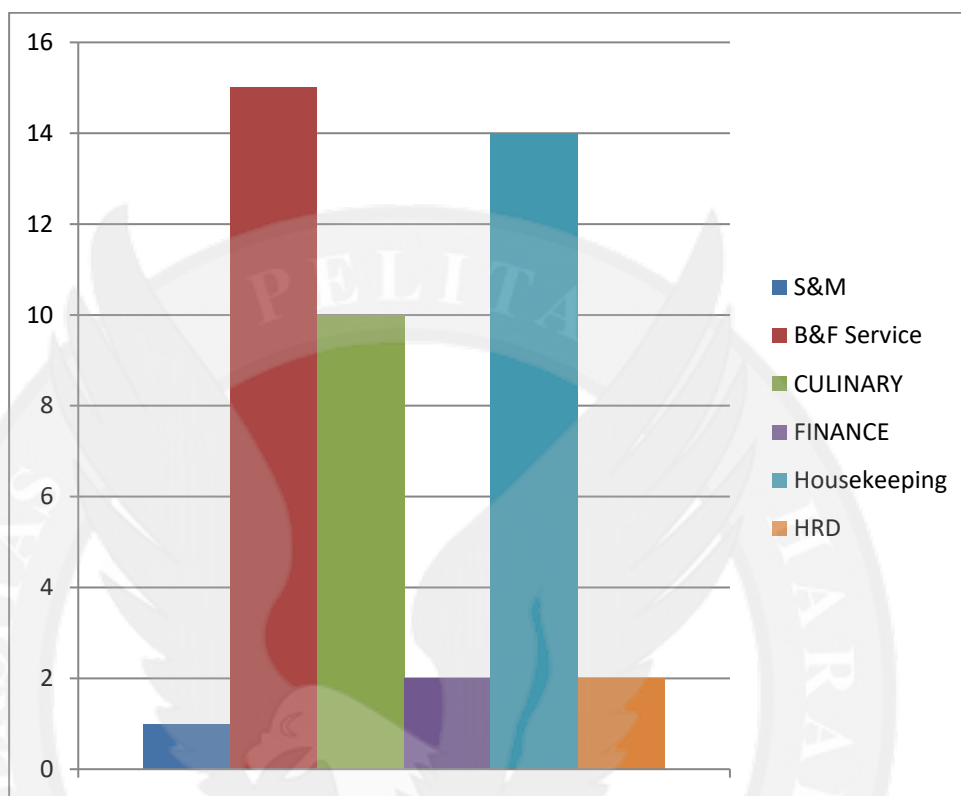
Bali is one of the favorite tourist destinations in Indonesia, visited by local and foreign tourist from all over the world. According to BPS Bali, in 2017 there are 14.039.799 foreign tourists in Bali. Along with the increasing demand and tourist, the number of Tourism Industry in Bali increase, especially in the area of accommodation such as hotel and restaurant.

Most of the tourist interested with the 5 stars hotel. One of them is W Bali Seminyak. W brand is a Marriot International chain hotel. The first W brand is from W New York in 1998. There are 47 W properties in over 20 different countries around the world. W Bali Seminyak was open since 2011. Located at Petitenget street, Seminyak Bali, Indonesia.

Nowadays, a lot of companies hire trainee to help daily operation and it helps to cut the cost because of the low wages or even free. Trainee was very helpful although they are not fully responsible for the work.

Beside education and training, trainee at W Bali Seminyak got special attention such as event for trainee which is "Trainees Gathering" that helps to improve teamwork among the trainees. The following data is the number of the trainees on January 2018 to July 2018.

Chart 1.1
Data In-House Trainee on January 2018 to July 2018



Source: Human Resource Department W Bali Seminyak(2018)

Human Resources have their own motivation to keep working for a company. Motivation arises because of the encouragement based on the needs of the individual. The worker's motivation need to be consistent so that the quality of work will be good.

The survey required about the trainee's motivation that affect their work performance. Companies need to be aware that the factor cause human to work is the needs to be fulfilled.

W Bali Seminyak is the place where the author did internship for 6 months. After having an experience as trainee there and according to the trainee performance evaluation from company which are knowledge of job, quality of work, efficiency, attendance, communication skill, learning new procedures and tasks, and service orientation some of the trainee's performance not very good. Therefore, based on the research the author is

interested in taking the title “The Influence of Motivation on Trainee Performance in W Bali Seminyak”.

1.2 Problem Formulation

From the background study above, the author formulates the problem such as:

1. What is the trainees’ motivation in W Bali Seminyak ?
2. How is the trainees’ performance while doing training in W Bali Seminyak ?
3. Does motivation have influence towardstrainee’s performance at W Bali Seminyak?

1.3 Research Focus

The research is focused on the details about the influence of motivation on trainee’s performance in W Bali Seminyak. This research can help some companies to know that people work to fulfill their needs that make them motivated.

1.4 Research Objective

1. To analyze the trainee’s motivation in W Bali Seminyak
2. To analyze the work performance of trainees at W Bali Seminyak.
3. To find out if motivation influencethe trainee’s performance at W Bali Seminyak.

1.5 Benefit of the Research

1.5.1 Theoretical Benefit

The result of this research are expected to be used as a reference for similar research in the future, especially concern about paying attention to the level of motivation to maintain the trainees’ work performance

1.5.2 Practical Benefit

The results of this research are expected to provide benefits for:

1. Researcher

Help the writer to know the influence of motivation towards work performance in the real life.

2. Reader

Help to improve reader knowledge about how important the influence of the level of trainees' motivation towards their work performance.

3. Company

Help the company to aware that motivation influenced the work performance.

1.6 System of Writing

This proposal is going to be written in five chapters such as:

Chapter I Introduction

This chapter explains about the background of the study, problem limitation, problem formulation, objective of research, benefit of research, and system of writing.

Chapter II Literature Review and Hypothesis Development

This chapter elaborates the theories of entrepreneurship, family business, motivation, trainee performance, and the relation between motivation and trainee performance.

Chapter III Research Methodology

This chapter covers the methods and ways used in conducting the research. The writer will present research design, research object, data collection method and data analysis method.

Chapter IV Data Analysis and Discussion

This research analyses data from the company. This chapter consists of general view of research object, data analysis and discussion.

Chapter V Conclusion

This chapter gives conclusion of the research. The writer will present the conclusion after conducting the research, implication of this research and recommendation for the company.

