

CHAPTER I

INTRODUCTION

1.1 Background of the Study

It is generally known that tourism is today's one of the world's largest industries because it is able to produce huge amount of income to local economy, in form of payment for providing goods and services that are needed by the tourists. Today, tourism industry has become a major source of income for many developed and developing countries, including Indonesia.

Tourism industry, according to Republic of Indonesia Law No. 10 of 2009, is a tourism business group that is interrelated to provide goods and/or service in order to fulfil tourists' needs in managing tourism. This includes (a) transportation services; (b) accommodations; (c) food and beverage; and (d) entertainment venues. Thus, it explains why tourism is a large industry that requires a huge scale of human resources in the process.

With over 13,000 islands, Indonesia has large potentials to build the country's tourism industry. It becomes a vital source for Indonesia's economy, as well as a significant component of its foreign exchange revenues. In 2017, Indonesia was ranked 20th in the world tourist industry, also ranked as the ninth-fastest growing tourist sector in the world, the third-fastest growing in Asia and the fastest-growing in Southeast Asia (The Jakarta Post, 2018).

Along with the increasing demand and tourist visits, the tourism industry keeps on growing, especially in the area of accommodation, such as hotels, and restaurants, to facilitate the basic needs of tourists that visit Indonesia. Plenty companies have been established to meet the demand, including in Medan, North Sumatra. One of them is JW Marriott Hotel Medan.

Established in 2008, JW Marriott Hotel Medan is currently set to be one of the best five-star hotels that is actively operating in the city since its

first opening. Located at the heart of Medan makes them a very strategic yet elegant place for travelers to stay, which is why, their target market is business and leisure travelers.

Based on surveys and reviews from TripAdvisor from hotel guests, there are complaints on the employee performance in terms of the services provided by the hotel, such as the employees performing unprofessionally, unfriendly, and impolitely to the guests. These problems can cause customer dissatisfaction, then lead to the decreasing of hotel's revenue.

One thing that is interesting to cover further about the performance of JW Marriott Hotel Medan's employees is their job satisfaction. Where based on preliminary research, job satisfaction may influence employee performance.

As a busy hotel, whose occupancy able to reach 100% on certain days, there are surely a lot of employees required to meet the hotel guests' needs and expectation and make sure the hotel running in proper. The needs of employees at JW Marriott Hotel Medan, makes them recruit daily workers and employ trainees that are in need of internship program or on-the-job training.

Although formal education is important for students, a proper training, usually called on-the-job training, is necessary for better future employment. According to Republic of Indonesia Labour Law Article 9, job training is held and directed to equip, improve, and develop work competencies in order to improve capabilities, productivity, and welfare.

Not only students get the advantages of job training, their presence at JW Marriott Hotel is also claimed to be helpful enough to ease the workload of the employees. Which is why, in order to work together to promote the hotel, the job satisfaction of employees working at JW Marriott Hotel Medan is as important as it is of trainees.

From thoughts above, author is interested to take the title "**The Influence of Job Satisfaction towards Trainee Performance on the Job Training at JW Marriott Hotel Medan**" as the research title.

1.2 Problem Limitation

To prevent this research to be too broad and not suitable with the author's ability, this research limits to only analyse about the job satisfaction of trainees, as intern students, carrying out their internship program on January – June 2018 at JW Marriott Hotel Medan.

1.3 Problem Formulation

From the description on the background study above, author has formulated the problem as following:

1. How is the trainees' job satisfaction during their job training at JW Marriott Hotel Medan?
2. How is the performance of the trainees during their job training at JW Marriott Hotel Medan?
3. How is the influence of trainees' job satisfaction towards their job performance at JW Marriott Hotel Medan?

1.4 Objective Of The Research

The research objectives of this study are as follows:

1. To analyse the job satisfaction level of trainees who are doing their job training at JW Marriott Hotel Medan.
2. To analyse how the trainees have been performing during their job training at JW Marriott Hotel Medan.
3. To understand the relationship between the job satisfaction states and the trainees' performance at JW Marriott Hotel Medan.

1.5 Benefit Of The Research

1.5.1 Theoretical Benefit

This research is expected to serve as a reference for further researches under similar topics, especially about the relationship between job satisfaction and performance, and its importance to an organization. It

is especially targeted for researches that concern about trainees who conduct their job training on hotels.

1.5.2 Practical Benefit

This research will hopefully be able to provide benefit for:

1. Author

To finish *skripsi* in order to graduate from Management Study Program, Business School at Universitas Pelita Harapan Medan year 2019. It is a partial fulfilment of the academic requirements to obtain the Bachelor Degree of Management.

2. Organization

To provide an insight for the management of JW Marriott Hotel Medan of how important trainees' job satisfaction towards their job performance, that can as well lead to making a positive impact for the hotel's service quality and income.

3. Reader

To help improving reader knowledge about how important the influence of the level of trainees' motivation towards their work performance.

1.6 Systems of Writing

CHAPTER I: Introduction

This chapter opens with an overview of why this topic is relevant, feasible and interesting. The limitation of the research, research problems, objective, and benefits are discussed in this chapter.

CHAPTER II: Literature Review and Hypothesis Development

Chapter II is the beginning of the main part. It is consisted of theoretical background, previous researches, research model, and framework of thinking.

CHAPTER III: Research Methodology

Chapter III is where the research methodology is placed. It includes research design, research object, variable identification, and data collection method and analysis.

CHAPTER IV: Data Analysis and Discussion

Chapter IV provides a discussion of the whole research. It starts with the introductory remarks of the research object of this study. On the next part, the result of data collection will be shown, as well as the description and the result of quality data and hypothesis testing. On the last part of this chapter, it provides the discussion of the research result.

CHAPTER V: Conclusion

Chapter V is the final chapter of the study. It provides summary, implications, and recommendations of the whole study.

