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CHAPTER I

INTRODUCTION

1.1 Background of the Study

The hospitality industry, of which hotels are a main part, is service intensive and consequently relies heavily on its human resources. For a whole hotel to operate smoothly, it needs the involvement of staff of all departments: from the departments directly dealing with guests like the Front Office, Housekeeping, Food, and Beverages to back-office departments such as Accounting or Engineering (Hayes & Ninemeier, 2019). The human factor is an important resource of a hotel organization. The hotel's ability to compete depends on the efficiency of employees. Human resources is considered as one of the most significant resources to business organizations. As societies become more knowledgeable as the proportion of knowledge workers in business organizations increases, human resources become more critical. Human resource development (HRD) refers to a planned process for improving organizational performance through training and employee development, career development, and organizational development.

Performance is the embodiment of ability in the form of real work. Performance is the result of work achieved by employees in carrying out tasks and work that comes from the organization. Performance can be defined as the achievement of specified task measured against predetermined or identified standards of accuracy, completeness, cost and speed. Employees who have good performance and are loyal to the hotel will maximize their time to complete the