

FINAL PROJECT

THE INDUCTION FOR TRAINEE PREPARED BY LEARNING & DEVELOPMENT AT SOFITEL BALI NUSA DUA BEACH RESORT



POLITEKNIK NEGERI BALI

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**STUDY PROGRAM DIII HOSPITALITY
TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2022**

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This Final Project is submitted to fulfill the terms & conditions in finishing
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STATEMENT LETTER OF ANTI PLAGIARISM

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have not plagiarized any part. Writer is ready to bear any consequences without any complaint or dispute if the Final Project is not original.

This statement letter made to be used properly.

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PREFACE

Grateful for the kindness of Jesus Christ, because of His grace the author was able to finish the final project with title “The Induction for Trainee Prepared by Learning & Development at Sofitel Bali Nusa Dua Beach Resort”. This final project was written for my Diploma degree in Tourism Major with specialization in Hospitality Study Program at Politeknik Negeri Bali.

After thanking God for His abundly grace, please allow me to thanking wonderful people, whom help me to finish this final project through the hard times. I’m very thankful for:

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11. Close friends from home and especially writer's classmates, which can't mentioned one by one, thank you for not leave me behind through our final steps at Politeknik Negeri Bali.

Please allow me, as the writer to deliver my apologize because I realize for every deficiency in this final project. At the end, I hope this final project would be helpful for readers.

Badung, 2 September 2022

Author

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CHAPTER I

INTRODUCTION

A. Background

Tourism is a social, cultural, and economic phenomenon which entails the movement of people from one place to another places outside their usual environment for personal or business purposes. In English “tourism” comes from the word “tour”, the word “tour” has a meaning as excursion or strolling around. In Indonesia, “tourism” means “*pariwisata*” which has a strong root from Bahasa Sansekerta. In Sansekerta, the word “*pariwisata*” composed from “*pari*” means fine, smooth, or great manner, and “*wisata*” means visit/journey in purpose to see, to hear, to enjoy, and to learn something new.

As it is seen from a historical point of view, a person or a group of people are travelling on purpose to fulfill their needs by doing activities on their destination. In fact, tourism has been human nature because since the prehistoric era, humans are already moving on from one place to another (nomadic life) and so traveling has become their lifestyle to continue their life. The long history of nomadic lifestyle affects our mind unconsciously and it makes traveling/touring become our natural behavior.

Cultural and natural heritage are in many cases the absolute basis for worldwide tourism. Cultural tourism is one of the megatrends that is reflected in massive numbers of overnight stays and sales. In modern day tourism many leisure and urban-oriented

tourists travel to seaside resort on their nearest coast or further afield which is popular.

The development of tourism recently has become a growing industry which grows rapidly today and is considered increasingly important to support national development. Indonesia is one of the countries that is well-known for its tourism. The major potential of tourism and the interest of tourists to visit Indonesia had encouraged the government and local governments to improve the facilities and infrastructure of tourism management.

Indonesia is the largest archipelago state with a tropical climate and has lots of coastal areas. Indonesia consists over 1,300 ethnic groups spread over the country. This creates a cultural diversity, further compounded by Hindu, Buddhist, Islamic and European colonialist influences. In Bali, where most of Indonesian Hindus live, cultural and religious festivals with Balinese dance-drama performances in Balinese temples are major attractions to foreign tourists. Despite foreign influences, a diverse array of indigenous traditional cultures is still evident in Indonesia, especially in Bali.

The wealth of culture and nature of Bali makes it known as a province that has become a major destination for domestic and foreign tourists. Bali has a strategic position that makes every corner of its territory have its own charm like hidden gems, especially the coastal areas because Bali is surrounded by beautiful views. Because of its beauty lots of tourists come to Bali every year, domestic and international. This abundant tourist flow keeps Balinese tourism alive. To provide the tourist needs, Bali must prepare lots of accommodation spread throughout the island.

Sofitel Bali Nusa Dua Beach Resort is one of the accommodations in Bali, located

at the south part of the island. Sofitel Bali Nusa Dua is a part of the French Accor Group, which is the world's largest hotel, catering, restaurant and tourism business. For more than 45 years, crossing over lots of brands and regions, Accor has had five core values, they are: Innovation, Spirit of Conquest, Performance, Trust, and Respect.

Sofitel Bali Nusa Dua has a lot of departments to support their growth and success, those are: Front Office Department, Food & Beverage Service Department, Culinary Department, Housekeeping Department, Engineering Department, Finance Department, Sales & Marketing Department, and Talent & Culture Department. All of the ambassadors have an important role to share the joy of living by Sofitel Bali Nusa Dua and every department deserves to have the best ambassador in supporting teamwork and the quality of service. By combining French and Balinese culture, Sofitel Bali Nusa Dua approached their ambassador and guests. This task is helped by the Talent & Culture Department in order to bring the best quality of Sofitel Bali Nusa Dua to the worldwide.

The Talent & Culture Department is also well-known as the Human Resources Department in another hotel. The Talent & Culture Department has 2 sections, Talent & Culture, and Learning & Development. These sections have different tasks to do, even though they still relate one to another. Talent & Culture has responsibilities in managing the administration, the payroll, Occupational Health and Safety (OHS), and company report. Meanwhile, the Learning & Development has responsibilities in managing recruitment, training, trainees, Occupational Health and Safety (OHS), and human resources reports.

As its name suggests, the Learning & Development Department has an important role in arranging training, selecting new trainees and ambassadors, also taking care of trainee and ambassador safety to maximize the human resources development in knowledge and skill. In order to give excellent service and apply their five core values, the Learning & Development always gives their new employees an orientation. Orientation has an important role in the industry world, especially in hospitality. This important step of introducing new employees to the hospitality business relates directly to the future success of individuals as well as the success of the hospitality organization. Orientation is also helping the employees to improve the vital process in working and their career process. Orientation is also called “Induction” in Sofitel Bali Nusa Dua and this program is named “*Bonjour Ambassador*”.

Through induction, the Learning & Development prepares the newcomer. The Learning & Development usually gives hotel tours, explains what the trainee should do during their training, explains all the Standard Operational Procedure (SOP), and also explains the hotel’s regulation. According Sedarmayanti (2012:115-118), the induction checklist could summarize into introduction to company (history and culture) and management (values, missions, goals, and objectives), socialization about organizational structure, employee policies and benefits, workplace health and safety, work hours, and agreement.

By giving induction, Sofitel offers service by combining appearance, attitude, competence, talent, and work skills so that all hoteliers are able to apply "Life is Amazing". To achieve this goal, it’s necessary to hold an induction prepared by the

Talent & Culture Department, especially the Learning & Development. Writer chose trainees to be the observation subject because trainees not only have a role as students, but trainees also have to implement their knowledge from the college and from the related hotel.

Relating to the background and the real condition in industry which affected by Covid-19 pandemic during the research, it be the main reason for writer to write a Final Report proposal with title "The Induction for Trainee Prepared by Learning & Development at Sofitel Bali Nusa Dua Beach Resort" to sharing writer's knowledge and experience about the importance of orientation for trainees.

B. Problem Identification

Based on to the background above, this research will propose some questions as follows:

1. What are the procedure of induction for trainee prepared by the Learning & Development at Sofitel Bali Nusa Dua Beach Resort?
2. What are the problems and solutions in preparing Induction at Sofitel Bali Nusa Dua Beach Resort?

C. Purpose and Usage of The Research

1. Purpose of The Research

Based on the problem identification above, the purpose that might be obtained from The Importance of Induction for Trainees Prepared by Talent & Culture

Department at Sofitel Bali Nusa Dua Beach Resort, such as following report:

- a. To explain the procedure of induction for trainee prepared by the Learning & Development at Sofitel Bali Nusa Dua Beach Resort.
- b. To describe the problems and solutions in preparing Induction at Sofitel Bali Nusa Dua Beach Resort.

2. Usage of The Research

Based on the objectives above, the benefit that might be obtained from The Induction for Trainee Prepared by Talent & Culture at Sofitel Bali Nusa Dua Beach Resort such as follows:

a. For the Students

This final report could be a good resource to improve student way of thinking, improving the knowledge about induction in Sofitel Bali Nusa Dua, also could be a final report reference in the future for another. This final report also works as one of the requirements to complete the education of Diploma III Tourism major with Hospitality study program at Politeknik Negeri Bali.

b. For Politeknik Negeri Bali

This final project could enrich the sources or references about the importance of induction for trainees prepared by the Talent & Culture Department at Sofitel Bali Nusa Dua Beach Resort. This writing also can be a reference as data research related to the Talent & Culture Department (HRD), as well as a comparative between the study material from college and the reality in the workplace.

c. For Sofitel Bali Nusa Dua Beach Resort

As the feedback for all the management of the Talent & Culture Department team in performing their duties and resolving problems due to the importance of induction for trainees prepared by the Talent & Culture Department at Sofitel Bali Nusa Dua Beach Resort.

D. Writing Method

1. The Method of Collecting Data

a. Observation

Observation is a method based on direct observation of the physical symptoms of research. Observation is used to get knowledge in handling induction for new trainees, the kind of data that cooperation needs, and the kind of reward that hotel offers for trainees to keep their good work. In handling the procedure of induction, the writer also take a part by direct observation to understand the procedure better.

b. Interview

Interview is a technique of collecting data by asking directly to the ambassador, Talent & Culture Department team, and Learning & Development Manager who already have many experiences and are directly involved in handling new trainee induction. The interview is a non-structured interview, which happens spontaneously without script. The writer takes the voice record or takes note along the interview.

c. Literature Review

Literature review is collecting the data based on the books, other media such as the internet, or other sources like the previous final report which has a relation or

similarity topic that is related with the Human Resources Department.

2. Analysis Data Method

Data analysis method used in the preparation of this Final Project provides a description and describes systematically about the data obtained directly at the Sofitel Bali Nusa Dua Beach Resort significantly and linked with some information obtained from several books so that it can be concluded.

3. Technique of Result Analysis

The methods which are used in this case are formal and informal methods. Whereas the Final Report presented in words and some examples of the pictures.

CHAPTER V

CLOSING

A. Conclusion

According to result of analysis from discussion chapter, it could conclude that the preparation of induction for trainee prepared by Learning & Development at Sofitel Bali Nusa Dua Beach Resort could conclude to some points, those are:

1. The Procedure of Induction for Trainee Prepared by the Learning & Development at Sofitel Bali Nusa Dua Beach Resort

The procedure of induction breaks down to the preparation steps and the induction steps. Preparation steps consist of self-preparation and operational preparation. The self-preparation steps are arrival and personal grooming check. The embodies of personal grooming check are: uniform, name tag, and cleanliness. Meanwhile, the embodies of the operational preparation step are trainee attendance list, trainee name tag, disclaimer form, trainee data, *BPJS Ketenagakerjaan*, induction PowerPoint, and venue.

The steps of induction are divided into 8 steps, they are: waiting for trainee, attendance check, name tag distribution, trainee signing disclaimer forms, induction delivery, register trainee's fingerprint, hotel tour, and deliver new trainee to their department.

2. Problems in Preparing Induction by Learning & Development at Sofitel Bali Nusa Dua Beach Resort

a. Lack of Name Tag

This problem appears because some of the trainees from the batch before lose their name tag and it is affecting the stock of it. The solution for the lack of name tag is trainer made some temporary name tag for trainee by using the old name tag. Another solution for this problem is Learning & Development as the trainer must prepare the name tag reconciliation every 15th of the following month, submit the reconciliation to the Director of Talent & Culture Department and after the report is signed, the Talent & Culture Administrator would order a new name tag to the distributor.

b. Incompatibility Join Date

The Incompatibility join date appear because there are some of trainee's join date blank or has double date of the data and it affecting the result of the agreement, especially on their internship join date. Solution for incompatibility join date is that the trainer must contact the new trainee to ask them if the join date is compatible to avoid the incompatibility and no show trainee on their first day, after find the suitable date, trainer would make a new Trainee Contract as the agreement following the new join date. Another solution, the trainer made the online version for join trainee data.

B. Suggestion

Based on the problem observation in preparing induction on Sofitel Bali Nusa Dua Beach Resort, the suggestion from the writer is Talent & Culture Department, especially Learning & Development should make a guidelines for every data to simplify and keep the data organized in case there would be a repositioning Learning & Development Manager.

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