

# CHAPTER 1

## INTRODUCTION

### 1.1 Background of OJT Program

Each city has its own uniqueness and as well as Malang. The local government develops the potential of Malang with the main visions called, “Tri Bina Cita Malang”. These visions were created in order to specify the main attraction in Malang. Tri Bina Cita stands for Malang as Education, Industry and Tourism City. In Education, Malang is recognizable as Education city. There are number of government and private universities all over the city. While in industry, we can see differences and n divided into three different scales, small, medium, and large industries. The government has already shared their best effort to gain the quality of Malang industry by giving more facilities in term of financial to support the productivity. The third vision of Malang is Tourism, Malang is well known as a Tourism city. With a chilly weather and natural beautiful scenery, Malang has become one of the famous and chosen destinations among the domestic and international tourist. As Lailah Gifty Akita mentioned, from the book “Pearls of

Wisdom”: great mind, wrote in the <http://www.goodreads.com/quotes/tag/tourism>  
that “The life you live will be enrich with every journey you made”. From her book  
we can conclude that Tourism gives

very big impact for those who had traveled to many different places, from there they can learn other cultures, daily life activities and habits.

Tourism sector in Malang had a major effect for the local's economy communities, as we can see here the rapid growth of business opportunities from small to large scale businesses. Small scale business here is, there are many restaurants and cafes emerging in Malang which provides local specialties such as *cwimie* Malang as well as western food and these become one of live hoods of local communities. Whereas large scale business provides residence such as guest house, hotels, dormitory and even a daily boarding house. To achieve the proposal of Malang as Tourism city, we have to improve the qualities of our services, especially in the field of hospitality. Hospitality became a major benchmark because it is the first source of information for the tourists, both local and international. Morisson (1996; 268-269) states that the front-line people who provide the services of our industry play a key role. They alone can make or break a guest's experience. An otherwise ordinary occasion can be made extra special by above-average courtesy and attention. Many in the industry do not fully understand the bond between the quality of physical product (hotel, restaurant, plane, ship, menu items, and etc) and the quality of the service." This means, hospitality and services are two important elements in Tourism field.

Based on the explanation above, the writer decided to give the following title to her report writing “**Improving the Quality of Hospitality in Term of Services**”. The hospitality industry is a service industry; this means that we take pride in caring about others as well as our-selves. Ensuring that guests receive outstanding service is a goal of hospitality corporations.

## **1.2. Targets of OJT**

The target of OJT is to promote both, institution and the students itself. It means to introduce that University of Merdeka Malang or UNMER Malang, especially D3 English Program has created a high competent students and ready to join the working field.

### **1.2.1 Targets of OJT for D3 English program**

To Introduce D3 English Program to the public especially to the working world. OJT program would be a great acknowledgment to the public especially to companies, schools, hotels, and tutoring agencies. By knowing the fact that D3 English Program existed, it would be a great opportunity for the students to give proposal to do OJT’s in their places. Besides that, OJT program would be an intermediary and connectors between D3 English Program with OJT place itself to establish a mutual cooperation. The positive impact from this program will give beneficial in the long term period, both for D3 English Program and OJT place.

### **1.2.2 Targets of OJT Program for Students**

On the job training is one of the firm grounds that provides students a better preparation both physical and mental before they join the real working world. In the real working world, students are trained mentally and physically to be in charge in many responsibilities such as; solve sudden problems that may occur in work place, making decisions and to replace colleagues whenever needed.

### **1.3 Significance of OJT program**

The significance of OJT program is mainly to train and orient students about the work and their future career. Besides that it would be good chances for the D3 English Program UNMER to promote and recognizable by the public.

#### **1.3.1 Significance of OJT Program for D3 English Program**

OJT Program is a great method to promote the program D3 English Program, by conducting OJT program automatically the surrounding companies, offices, hotels, schools and etc, will know that UNMER Malang has English Diploma 3 Program which creates competent graduates.

#### **1.3.2 Significance of OJT program for students**

By conducting OJT at Helios Hotel as receptionist the writer hopes could upgrade her skill, to enhance experiences and to know more about hospitality and services in hotel line. OJT is very important for the writer. It is an intermediary approach

to prepare physical and mental before the writer enter the real working world. Moreover OJT is a good opportunity for the writer to learn more about working world especially with today's condition which requires us, as employer's candidate or job seekers to have a good quality and performance.

### **1.3.3 Significance of OJT program for OJT's place**

1.3.3.1 Of course this is a very profitable approach for the company or office or school itself. The most significant things in this point are they get new employees without having to pay their salaries. Besides that those students would help them in completing unfinished work, they could come up with a new idea in certain ways to solve a problem, to handle something which is never been done before.

## **1.4. Procedures of OJT Program**

There are four steps that should be followed to accomplish this program; Pre-departure Training, On-Going Process, OJT Report Writing and Examination.

### **1.4.1. Pre-departure Training**

Before doing the OJT, students had to follow certain regulation such as registration, looking for OJT's place and early briefing from D3 English program. Registration started from April, 25<sup>th</sup> 2017 – May, 12<sup>th</sup> 2017. Students were required to submit copy of high school certificate. The implementation of OJT itself started from May, 15<sup>th</sup> 2017 up to August, 15<sup>th</sup> 2017. OJT were done for three months at the chosen places, such as schools, hotels, government offices and tuition centre.

#### **1.4.2. On-Going Process**

The writer began conducting her OJT on May 15<sup>th</sup> 2017 until three months ahead. A hotel management require 24 hours desk. Shifts are divided into 3; 1, 2 and 3 shifts. Each shift requires working for eight hours, such as; 1) Shift 1 07:00 – 15:00, 2) Shift 2 15:00 – 23:00 and 3) Shift 3 23:00 – 07:00, whereas the activities and responsibilities on each shift are almost the same. Many tasks are done during morning and afternoon shift, such as handling guest (in and out) and helping them during their stay.

#### **1.4.3 Final Report Writing**

During OJT, the writer had to write final report which consisted of three chapters. In each chapter the writer had to explain about the OJT place, tasks, conclusions and suggestions. OJT held for three months and each week the writer submitted weekly report and consulted with the writer's advisor about the report.

#### **1.4.4 Examination**

The last procedure of OJT is examination. After the writer completed OJT Program and her final report writing, she was examined by two examiners based on her final report writing. This is the most determining stage for the writer whether she succeeds presenting her final report or not.