

**THE IMPACT OF TRAINING PROGRAMS FOR ROOM DIVISION ON
EMPLOYEE PRODUCTIVITY IN HOTEL-X IN JAKARTA**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

THE IMPACT OF TRAINING PROGRAMS FOR ROOM DIVISION ON EMPLOYEE PRODUCTIVITY IN HOTEL-X IN JAKARTA

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The development of skill and knowledge on hospitality industry is continuously growing. Employees as part of the hotel, undoubtedly need to fulfill the expectation and the standard of the hotel. In order to achieve the standard, it is essential for the hotel to conduct the suitable training program. The purpose of this study is to analyze the impact of training programs for room division on employee productivity in the hotel. One Hotel – X in Jakarta is involved in this study. The samples were taken from Room Department, consisting of 100 participants. Questionnaires which based on Likert scale were gathered as the data for this study. Based on SEM and SPSS analysis, there is a significant impact of training program on employee productivity in Hotel – X in Jakarta.

Keywords: Training, Productivity, Employee, Hotel



DEDICATION

I dedicate this thesis for my closest people and the future of hospitality
industry.



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