

**THE USE OF IT SKILLS TOWARDS FUTURE COMPETENCIES OF  
HOSPITALITY STUDENTS**

By

**Hanny**

**11403012**

BACHELOR'S DEGREE

In

BUSINESS ADMINISTRATION –

**HOTEL AND TOURISM MANAGEMENT CONCENTRATION**

FACULTY OF BUSINESS AND COMMUNICATION

**SWISS GERMAN UNIVERSITY**

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The Prominence Tower  
Jalan Jalur Sutera Barat kav. 15, Alam Sutera  
Tangerang, Banten 15143 - Indonesia

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Revision after Thesis Defense on ( 24 July 2018 )

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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 USE OF IT SKILLS TOWARDS FUTURE COMPETENCIES OF  
HOSPITALITY STUDENTS

By

Hanny

Munawaroh, MM, Advisor

SWISS GERMAN UNIVERSITY

According to previous studies that has been conducted regarding use of IT skills towards hospitality industry. This study was conduct to analyze the impact of digitalization towards future competencies of hospitality students which more specific discuss on digitalization based on learning, skills, participation, and effectiveness towards future competencies based on hard skills and soft skills of the hospitality students itself in order to develop appropriate human resources. To gather the data, this study is using questionnaires by giving to 250 respondents and using SPSS to calculate all of the data. Furthermore, multiple regression analysis was used to analyze and calculate the data which are classic assumption test, f – test, and t – test. The results show that both of hard skills and soft skills have impact on digitalization, but soft skills have bigger impact on digitalization towards future competencies. Following the recommendation, digitalization has to be improved on hard skills aspects such as communication and problem-solving skill.

*Keywords: Hospitality Industry, IT Skills, Competencies, Hard Skills, and Soft Skills*



## DEDICATION

I dedicate all of this effort to my family, Olivia, Caroline, and Hachiro, whose always stands behind my back through thick and thin and hearing all my suffers. Thank you for pushing me until I can finish this.



### ACKNOWLEDGMENT

My Mom once said to me “Life is about a process, just let it happen and follow it”. Firstly, I thank God for giving me his blessings and always protecting me during the process.

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Seventh, to my lovely dog Hachiro even you are sleeping while I’m typing this down.

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