



## PROBLEMATICS OF LABOR ABSORPTION OF HOSPITALITY STUDENT TRAINING GRADUATES TELUK BINTUNI DISTRICT IN THE JOB MARKET

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### ABSTRACT

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The Teluk Bintuni Regency Government is committed and serious in its efforts to deal with female workers who have not yet found work by carrying out Hospitality training activities, in order to get workers who are trained and educated and have a good attitude. In this writing, the method used is descriptive qualitative, where the author was involved in the training process, interviewing female students and business actors to get a direct picture of the obstacles faced so far. The absorption of trained workers is very important, because it can be used as an indicator of the success of the training results so far. The success of labor absorption is influenced by factors from the individual himself, the environment, family, culture, job opportunities, positive values of the Company and the

government as a policy maker, especially in providing job opportunities and protection for native workers. Synergy cooperation between training institutions that produce skilled workers, individuals who have good Attitude, Skills and knowledge will be beneficial if the roles of individuals, families, culture, Companies and the government run well and are mutually beneficial.

**Keywords:** Problems; culture; individuals; business actors; local government

### INTRODUCTION

In increasing the competitiveness of regional youth in Teluk Bintuni Regency, West Papua, the regional government is conducting vocational training to educate and create work-ready graduates from regional youth in the global job market and to meet the workforce needs for large companies in Teluk Bintuni Regency, West Papua in particular and Papua Province in general.

The majors in training are very varied and adjusted to the job market needs in the field, which will later be chosen as an interest of the students participating in the training. The training majors available are Welder, Rigger, Pipe Fitter, Scaffolder, Electrician, and hospitality.

At the beginning of the training from batch 1 to batch 9, it was focused on Engineering, where the majority of participants were men, starting from batch 10 to



batch 17, one major was added, namely Hospitality, where this major was temporarily reserved for female students. These female students are prioritized for 7 (seven tribes), OAP (indigenous Papuans), then if the female students still do not meet the requirements, they can be filled by Indonesian female students.

The importance of training for female students or women in the Teluk Bintuni Regency area is that women aged 18-30 years and at least junior high school graduates receive training related to hospitality so that after graduating they can work in the formal sector as employees and it is possible to have a business such as culinary or laundry, even the knowledge from hospitality training can also be applied in other fields such as hospitals and government offices, because female students study the hospitality sector such as Food Products, Food & Beverages Service, Front Office, Housekeeping and Barista.

The writing of this scientific work is entitled "PROBLEMATICS OF LABOR ABSORPTION OF HOSPITALITY STUDENT TRAINING GRADUATES, BINTUNI BAY DISTRICT IN THE JOB MARKET". The discussion will not touch on the regional regulations that regulate the training program and will not discuss the source of funds or the amount of funds used, but will focus on the problems faced by female students after they graduate from the training center to compete for work.

## **LITERATURE REVIEW**

### **Hospitality**

Hospitality is currently one of the sciences that is starting to be widely studied and in demand, because it can be applied in many fields, especially in the field of services and services, such as hotels, restaurants, hospitals, travel agents and the world of aviation, the definition of hospitality according to Mill (1990): "The hospitality of an area is the general feeling of welcome that tourists receive while visiting the area. People don't want to go where they don't feel welcome." If interpreted freely, hospitality is a place where tourists can feel welcome when visiting that place. People will not come if they feel unwelcome (Hermawan et al., 2018).

Humans really feel hospitality because it comes into direct contact with the human senses, both the senses and the feelings themselves. The hospitality industry is a business or business about how to make inanimate products come alive, so that they can directly touch the feelings of customers as humans who also have souls (Hermawan et al., 2018).

### **Problematic**

Every life must have problems, it is impossible for humans to be without problems, but these problems have a solution or solution, the word problematic comes from the English word "problematic" which means problem. Meanwhile, in English, a problem is considered a problem, which means "question to be solved or decided" (Fathimah, 2017, p. 17).

Some of the problems faced by humans are deliberately hidden, some are understandable to many people, so they need their own way of solving them.

Problems are problems that have not been exposed until proper scientific and technical investigation has been carried out. (Wijayanti, 2017, p. 21)

A problem is a problem at this time that cannot be resolved or solved and hinders the implementation of goals and requires change and improvement. (Maulana, 2020, p. 8)

### **Absorption of labor**

The highly awaited result of the training, which is even used as an assessment of success, is employment. Labor absorption in Kuncoro is defined as the size/number of workers absorbed in the labor market, this is reflected in how many jobs have been filled and is seen from the working population. The working population itself can be absorbed because of demand, demand in this case is the demand for labor in the labor market, this is what causes the demand for labor to be said to be labor absorption. (Kuncoro, 2014).

### **Training**

In work or interactions with other humans, including the environment, there are usually problems that arise, in fact each individual has different work problems or relationships with the environment, including different ways of dealing with them, but from these differences, one of the efforts that companies or government agencies often make is by conducting training. Mulyani (2019), stated that training is "a program that aims to cover the gap between employee skills and job requirements, as well as increasing employee efficiency and effectiveness in achieving work targets.

The training method is generally carried out by a company or agency according to the needs and level of ability of its people, with the hope that the final results of the training can be maximized as expected. According to Susanti (2018), training is a way to develop skills and knowledge of employees in carrying out their roles, duties and obligations. Organizations and managers use training to implement corrective actions and achieve goals.

The training process requires time and energy, requires direct application in the field, then ongoing monitoring is carried out and finally an evaluation is carried out, whether the results of the training are as expected or whether there are still differences or even problems that arise. If everything is as expected, the training will continue with different problems or increased knowledge. If the results of the evaluation have problems, they will be recorded to find out which positions need to be improved and corrected. According to Gilang (2019), training is the process of increasing employee knowledge and skills. Training may also involve changing attitudes so that employees can do their jobs more effectively.

### **Culture**

Human life cannot be separated from culture, there are regions that adapt quickly to existing cultural developments, there are also regions that are slow to accept cultural changes, and even maintain their culture very closely, so that it seems as if it has not changed. Culture is a concept that arouses interest and is related to the way humans live, learn to think, feel, believe, and strive for what is appropriate according to their culture. In the sense of the word, it is behavior and

social phenomena that describe the identity and image of a society (Sagala, 2013). Pg 111.

Culture itself cannot be separated from the habits of local residents in daily life. According to Montago and Dawson in Daryanto (2015:1) "Culture is a way of life, namely a certain way of life that exudes a certain identity of a nation." According to Koentjaraningrat in Daryanto (2015: 1) "Culture is a whole system of ideas, actions and results of human work in the context of social life which is made into human ownership by learning"

### **Trust**

Trust is one of the most important things in life, according to Singh & Sirdeshmukh (2000) stating that "trust is fundamental in building and maintaining relationships in the long term".

Meanwhile, the definition of trust according to Rofiq (2007) in Suprpto & Azizi (2020:21) is "trust where a certain party has towards another party in carrying out a transactional relationship based on the belief that every person who is trusted has all his obligations properly in accordance with what is expected."

Then according to Gassenheimer and Manolis (2001) in Suprpto & Azizi (2020:21) stated that "trust is the desire to achieve a goal that lasts in the long term"

## **METHOD**

In carrying out this writing the author carried out data collection using descriptive qualitative methods, where the author carried out observation, recording, noting and documenting activities during training carried out at the Petrotekno Training Center in Teluk Bintuni Regency. As well as interviews with business actors, both hotels and restaurants, both in Teluk Bintuni Regency and in the Manokwari area.

Good research must adhere to ways or methods in research, according to Sugiyono (2020:9) qualitative research methods are research methods used to research natural object conditions, where the researcher is the key instrument, data collection techniques are carried out by triangulation (combination), data analysis is inductive, and qualitative research results emphasize meaning rather than generalization.

According to Bogdan and Biklen in Sugiyono (2020:7), the qualitative research method is a descriptive qualitative research method, namely collecting data in the form of words or pictures, so it does not emphasize numbers. The data collected after analysis is then described so that it is easy for other people to understand.

Writing using the descriptive qualitative method means that the author conveys the results of his thoughts based on observations, being directly involved in the training process, interviews with parties related to the world of hotels and restaurants and catering, as well as interviews with alumni.

This writing is intended to reveal facts in the field, circumstances, variable phenomena and conditions witnessed as they are. The author interprets and conveys data according to the situation that occurs.

## Career Change in the Hospitality Industry

This study is in line with the results of research conducted by McGinley et al. (2014), McGinley, S., O'Neill, J., Damaske, S., & Mattila, A. S. (2014). A grounded theory approach to developing a career change model in hospitality. *International Journal of Hospitality Management*, 38, 89-98., where McGinley uses a grounded theory approach to develop a career change model for young hotel managers. This study identified that dissatisfaction with career development and conflict between work and personal life are the main factors driving career change, not merely job satisfaction or professional identity. These findings can provide insight into the factors that influence retention and absorption of workers in the hospitality industry.

## RESULTS AND DISCUSSION

Teluk Bintuni Regency is a rich district in Indonesia, where Gross Regional Income (GRDP) in 2023 reached 39,537.30 billion rupiahs, which has increased from 2022 which was worth 34,934.99 billion rupiahs. The economic growth of Bintuni Bay in 2023 will grow by 6.05 percent, which is considered to be a fairly good figure.

Business Field	ADHB	ADHK
Agriculture, Forestry, and Fishery	982,43	607,19
Mining and Quarrying	13.644,73	9.134,92
Processing industry	21.657,48	15.417,24
Procurement of Electricity and Gas	1,02	0,54
Water Supply, Management Garbage, Waste and Recycling	0,77	0,62
Construction	1.884,07	1.114,61
Wholesale Trade and Retail; Car and Motorbike Repair	203,83	129,87
Transportation and Warehousing	48,44	28,26
Provision of Accommodation and Eating and drinking	11,54	6,96
Information and Communication	17,17	13,5
Financial Services and Insurance	69,32	45,54
Real Estate	62,15	40,29
Company Services	1,51	1,01
Government Administration, Defense and Security	822,73	485,19
Mandatory Social		
Education Services	93,42	69,3
Health Services and Social Activities	34,65	24,3
Other Services	2,03	1,31
<b>PDRB</b>	<b>39.537,30</b>	<b>27.120,65</b>

Figure 1. GRDP According to Bintuni Bay Business Field Report, 2023 (Billion Rupiah)

This large regional income still leaves homework, namely providing trained or educated workers according to their field, even though the percentage of unemployment is relatively low, special attention is still needed in solving it.

The population of Teluk Bintuni Regency who works is 45,937 people or 96.48 percent of the total workforce. The population classified as open unemployed is 1,678 people or 3.52 percent. The unemployment rate is quite good because it is below the figure for West Papua Province, namely 5.38 percent. Even though it is quite good, the Bintuni Bay government still needs to pay attention to policies related to job creation in Bintuni Bay itself. This aims to prevent the open unemployment rate from rising again considering that post-pandemic economic conditions are still not completely stable.



Figure 2. Teluk Bintuni Employment Statistics, 2023

#### OPEN UNEMPLOYMENT RATE

3.52%

#### LABOR FORCE PARTICIPATION RATES

76.23%

One of the efforts to prepare a skilled workforce in Teluk Bintuni Regency is by holding training, according to research conducted by the author, this research focuses on training for women of working age aged between 18 years and 28 years, from at least junior high school graduates to tertiary institutions, with training specifications in the hospitality sector, namely about being friendly with other people. Hospitality can be applied in various industries such as hotels, tourism, restaurants, entertainment, and even event planning. In fact, hospitality is now widely applied in government, hospitals and other public services, where you can work as a public relations officer, telephone operator, or in the front office as a receptionist (Front Office).

This training is very useful in providing an overview to women in Teluk Bintuni Regency about developments in the world of work, knowledge and regulations that



exist in the real world of work, so that they can be used as provisions for later when they graduate from the training and can quickly adapt to the work environment in the future.

Hospitality training uses third parties outside the government, and in the educational system, female students are boarded and educated in a semi-military manner to increase female students' discipline and self-confidence. The applicable regulations are also quite strict, such as what is usually called the Golden Rule. One of the regulations is that eating areca nut and drinking alcohol is prohibited, both of which are inherent in social habits and need to be abandoned in order to be able to compete with modern human life.

The duration of the training is approximately three to four months, with a theoretical percentage of 20% and practice of 80%. This does not mean that theory is not important, but of the 20% of theory there is theory attached to every practical activity or theory carried out simultaneously with practice. Even female students are also given internship opportunities in direct industries such as hotels and large restaurants in Teluk Bintuni Regency for one month.

After completing the training and before graduating, female students will carry out examination activities in accordance with the designated majors such as Front Office, Housekeeping, Food & Beverages Product, Food & Beverages Service and Barista. This examination will receive a certificate from BNSP (National Board for Professional Certification) as a sign that the female students have truly passed and are competent in their field and ready to work in industry.

During the short training period, the students have the attitude, skills and knowledge according to what is given very well, this is proven by their success in carrying out Table Manner activities, industrial internships without any significant complaints from parties, entrepreneurial activities such as cafes, where students are able to plan, shop, process, serve and sell well, in other words, students have the output as expected, the problem faced is the lack of job opportunities, although it has been proven that several alumni students have worked in international hotels such as Swiss Belhotel, Hotel Vega Prime and Hotel Darefan, as well as other places such as RM Nusantara and others, but it is still not comparable to the number of graduates.

The problems faced by hospitality training alumni in absorbing the workforce resulting from Hospitality training in Teluk Bintuni Regency are very diverse, such as the needs or job vacancies available, the culture prevailing in the local community, the Company's willingness to use local workers, the will and mindset of individuals, the involvement and support of regional labor regulations in accommodating hospitality training graduates.

#### Needs or job vacancies

The number of job vacancy formations if only specifically in the hospitality sector is very minimal to be able to accommodate training graduates, where each batch will graduate 20 people, where currently the 7th batch is underway for hospitality, this needs to receive great attention and awareness for graduates so that they want to develop themselves by leaving the area to work and gain experience.



Figure 3, Teluk Bintuni Hotel Statistics 2023

### Community Culture

The culture that still prevails in society and is still held firmly includes eating areca nuts, perhaps in terms of health this is good, but in terms of aesthetics and politeness in interacting in advanced times, this habit is considered not good, not clean enough and makes an unattractive appearance with red teeth seem dirty, not to mention the habit of spitting everywhere, which results in the place being dirty and unhealthy.

The assumption that women do not need to work and do not need to leave the area to look for work, it is better to be with their families, and they assume that women will also return to the kitchen and serve their husbands, also makes training graduates reluctant to go abroad in search of work.

Many residents are trapped in a statement issued by them consciously, where the statement is that this is our land and you are immigrants, so anything that smells like immigrants, whether it is a success should be able to be learned from to progress in the future, is considered something wrong. So these beliefs and statements actually backfire in determining the survival of their children. They will assume that if their children leave their area, they will definitely receive bad and bad treatment, which ultimately prohibits their children from migrating to look for a new life because they are already thinking about where they will be or live in someone else's land.

A less productive attitude, lack of discipline and a love of drinking are problems that many industries complain about, meaning that at work many female students work as they please, do not obey the rules, and even fight back when reprimanded or reminded. If the mistake is serious and then expelled, they will come to the company with their family or tribe because they don't accept it. Not to mention that when they receive their salary, the next day they may not go to work for a week or even two weeks, going out with their friends, partner or boyfriend to have fun and get drunk. This fact makes industry players reluctant to recruit local people.



### Individual will and mindset

Most training graduates do not have a strong will to try to find work, they apply for a job once and are considered finished, and make statements or thoughts that it is difficult to work and do not want to try again, including carrying out entrepreneurial activities. What's worse is that after they are hired, they return to their old arrogant thinking, don't want to follow company regulations, and are stubborn. They think that companies must be willing to follow their styles and habits, this also makes companies not want to use their energy again.

### Local government involvement

The involvement of local governments in accommodating and distributing training graduates is very much needed because training graduates are human resources who are trained and have skills and are ready for the world of work compared to other graduates who experience no training. The involvement of regional governments will be more effective if regional labor regulations are promulgated or issued, where these regulations are to provide opportunities for people, especially those who have skills, one of which is training to get work.

The form of this regulation is the composition of the workforce in a company or company that will recruit employees such as 30% and 70%, where 30% of company or company employees may recruit people from outside Teluk Bintuni Regency, usually for the leadership group from supervisors to managers and some ordinary staff who can later be used as examples or leaders for other staff. And 70% are employees who are native or domiciled, but have expertise and skills. So that in the future all companies established and operating in Teluk Bintuni Regency will employ residents including indigenous people with the above requirements.

### Factors That Influence in the Hospitality Industry

A study in Makassar in the culinary industry, which the author uses as a reference in the hospitality field, uses a grounded theory approach to analyze how wage levels, working capital, and sales turnover affect labor absorption in the culinary creative economy sector (hospitality). This study emphasizes the importance of economic and managerial factors in increasing the capacity of labor absorption in the hospitality industry.

### Hospitality and Tourism Education Curriculum Development in Indonesia

In a study conducted by Oktadiana (2015) in developing a curriculum framework for higher education in the field of hospitality and tourism in Indonesia. This study highlights the importance of alignment between academic curriculum and industry needs to improve graduate work readiness, which in turn can affect workforce absorption in this sector.

### Research Recommendations

Based on the references above, here are some grounded theory approaches that are considered:

**Straussian Grounded Theory:** This approach allows for the development of theory based on empirical data collected through in-depth interviews with hospitality industry players, such as HR managers, operational staff, and new graduates.

In accordance with the research method used, which uses a descriptive qualitative method, where data is taken directly in the field with the target being business actors in the hospitality sector such as hotels, restaurants and cafes as well as from training alumni.

#### Interview results in the hospitality sector

##### Hotel Resource Person 1

Hotel Resource Person 1 located in Bintuni is a starred hotel, received direct input from the hotel owner and General Manager, where the information provided includes, for now the hotel does not feel the need for workers from local sons, for the reasons, 1. Native people have bad attitudes and behavior, are self-willed and cannot be controlled, 2. Native people have low discipline, 3. Poor personal appearance, cleanliness and personal health, 4. Like to get drunk and skip work, 5. What is very important is, if there is a work problem with the worker, to the point of termination of employment, then the company (hotel) will face the anger of one tribe directly.

##### Hotel 2 Source

Hotel 2 Source is located in Manokwari, where the data was provided by the Hotel Operational Manager. The information obtained was not much different from the Hotel 1 source, where the hotel was very hesitant and reluctant to use native workers with the following considerations: 1. Poor appearance, 2. Undisciplined and lazy, 3. Likes to get drunk and skip work, especially after getting paid, 4. Very bad attitude, temperamental and likes to get angry, 5. Cannot be reminded and cannot be invited to cooperate, 6. The hotel does not want to have problems in the future with local workers, especially problems with groups or tribes.

##### Hotel 3 Resource Person

The source of information from Hotel 3 was obtained directly from the hotel's HRD, this hotel is actually more moderate, but the end result is still the same, namely, 1, Appearance that is still inadequate, 2, Attitude is not good, 3, Public health factors that are concerning, in the sense of the many cases of HIV Aid, 4, Not wanting to have problems with the community (the term used for indigenous people).

##### Coffee shop resource person

This Coffee shop resource person was directly given by the Coffee shop leader and information from the owner of the Coffee shop located in Bintuni, the information given was that the management still did not use local workers because, 1, Bad behavior, doing whatever they want, 2, Likes to get drunk and skip work, 3, Does not want to be regulated, and is stubborn, 4, Does not want to deal with other parties such as groups or tribes if there is a work dispute.

##### Alumni Resource Person

Training alumni, especially the natives, almost all of whom were asked for input on plans after completing the training, approximately 85% of native students from approximately 80 alumni or 68 students had almost the same or close to the same answers, namely, 1, They are reluctant to leave the area and be far from their families, 2, There is a strong prohibition from parents for their children if they have to migrate out of the area, 3, Strong family ties so that one tribe must look after each other are also a consideration. 4, Still want to enjoy freedom as teenagers, such as

playing and socializing, 5, When given the choice to become an entrepreneur such as a restaurant, they said that it was very difficult to develop, because of their strong family ties, so if someone becomes an entrepreneur by opening a food stall, the success rate is small, because their extended family will definitely take part in taking food but not paying.

#### Sources from Government Employees

This information was obtained during a visit from the Teluk Bintuni Manpower Office and Perindakop at the training center, during the discussion there was input that absorption for local residents native to the area is still very small compared to immigrants, this is because immigrants are more competitive and willing to compete in finding jobs or job opportunities.

There are work requirements that have not been met by job seekers, especially local workers from the region, namely the existence of a booster 2 for Covid-19, where until today these requirements are still requested from job seekers, there are mining companies that still require this.

The author had the opportunity to ask about the labor regulations in Teluk Bintuni Regency, whether the regulations include the percentage of workers that must be fulfilled by the Company, for example with a calculation of 30% and 70%, where 30% of the Company may take according to the wishes of the company from outside the region, for example for supervisor level and above, and 70% for the lowest level of field implementers filled by educated native people. It turns out that the regional regulations on labor do not include it as a form of employment opportunity facilities for native residents.

Constructivist Grounded Theory (Charmaz): This approach focuses on subjective interpretation and construction of meaning by participants, suitable for exploring individual perceptions and experiences related to factors that influence labor absorption. Factors that influence labor absorption are, 1, Economic growth, 2, Investment, 3, Industrial Sector, 4, Wages, 5, Education and skills, 6, Number of industries, 7, Human Development Index (HDI), 8, Unemployment rate.

## CONCLUSIONS

The uptake of Hospitality training graduates in Teluk Bintuni Regency can be overcome with a cultural, individual approach, the willingness of companies to accept alumni, and support from the local government in issuing regulations that can protect regional job seekers and protect companies in doing business and working.

From the discussion in this writing, it can be concluded that there are problems that must be overcome together, namely, needs or job vacancies, community culture, individual willingness and mindset, less productive attitudes, lack of discipline and alcohol-drinking, individual willingness and mindset, local government involvement and willingness of entrepreneurs to accept local residents.

Regional government support can be realized by creating and issuing regional regulations that can guarantee regional workers occupy the positions needed in

companies like others with trained and educated requirements, as well as providing convenience and security for entrepreneurs in carrying out their business activities.

The government must also actively reach out to indigenous communities and together with traditional leaders to provide understanding to the community, so that they can keep up with the times and think wisely and rationally, abandon activities that are not useful, and provide the understanding that they can also progress like other regions if they can be open and accept change and progress, including providing the understanding that girls can also progress, can earn money and can go anywhere for the sake of progress and prosperity.

The Company's concern about using native workers so far is very acceptable as a reason, but it cannot be allowed to continue not immediately accepting native workers with the development of the times, where native people have started to want to try and to develop themselves by equipping themselves with adequate knowledge and skills as well as a good attitude like people from other regions, as well as support from the government which guarantees safety and comfort in doing business.

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