



Impact of Training and Development Programs Employee to Productivity in Industry Hospitality

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Abstract Industry hospitality face increasingly fierce competition tight and change need fast , demanding customers improvement quality and productivity employees . Training and development programs employee acknowledged as an important strategy in increase competence , efficiency and satisfaction work , which has an impact directly on performance and power competition company . However , the effectiveness from various training programs This Still need under review more in depth , especially in the sector Hospitality . Research This aiming For evaluate impact of training and development programs to productivity employees in the industry hospitality , with focus on improvement relevant skills with work , efficiency in serve customers , and satisfaction work . Research This use method quantitative with approach survey . Data collected through questionnaire distributed to 100 hotel employees who have following training and development programs . Data analysis was carried out use linear regression for determine the impact of training programs to productivity employees . Research results show that the training and development program own influence positive and significant to productivity employees . Employees who participate in this program tend show improvement ability work , efficiency and satisfaction in operate his/her task . Findings This underline importance training sustainable as an improvement strategy quality source Power human in industry hospitality .

Keywords training employees , development employees , productivity , industry hospitality , quality service

1. Introduction

Industry hospitality play role important in global economy , especially in countries with sector growing tourism rapidly (Smith & Brown, 2020; Johnson et al., 2019; O'Neil, 2021). However , the increasing competition tight and change need customer demand hotel company for Keep going increase quality service them to stay competitive (Liu et al., 2018; Zhang & Kim, 2021; Singh, 2019). One strategy used by many company hospitality For fulfil demands This is through training and development employees , who are trusted can increase competence , efficiency , and productivity (Gupta & Wang, 2020; Miller et al., 2021; Kaur, 2019).

A number of factor main influencing factors need towards more training and development programs effective in industry hospitality covering change fast in technology , increasing expectation customers , and shifts trend services that are now more prioritize personalization and digitalization . Progress technology has push

company For utilizing digital platforms and methods innovative in operational everyday , which requires adaptation employees on skills new in a way sustainable . While that , increasing expectation customer to more services fast , quality high , and capable customized with need individual add pressure for industry hospitality For ensure his staff own relevant skills . Another factor is level turnaround high employee in the sector this , which often lowers productivity and influence consistency service.

Factors the impact straight to performance company . Inability company in fulfil need modern customers can cause decline reputation and loyalty customers , ultimately impact on revenue . On the other hand , companies that succeed implementing effective training programs tend show improvement satisfaction and retention employees , as well as quality more services good . Appropriate training capable reduce gap skills , lowering level error operational , and improve efficiency . With Thus , the company capable hospitality design and implement training employee with Good can to obtain superiority competitive , improve satisfaction customers , and maintain stability finance in term long .

Variables main thing taken in study This is a training and development program employee as well as the impact to productivity employees . Training program covers various effort company in increase competence and skills employee in accordance with demands work and development industry . Development programs , on the other hand , include more aspects wide from improvement skills basic , such as development leadership and ability adaptation . In context industry hospitality , training focus on improvement skills special like skills communication , management time , and understanding to technology new relevant with hotel operations . Development program employee become component crucial For to form employees who have performance tall and capable give optimal service for customer.

Productivity employee is indicator main the success of the training and development program implemented . Productivity is measured covers level efficiency work , ability finish task in a way accurate and precise time , and contribution direct to satisfaction customers . In study this , productivity employee measured based on improvement quality work , efficiency in the service process , and effectiveness in respond need customers . With understand impact training to productivity , company expected can to obtain a better picture clear about the effectiveness of their HR development strategies apply . Research This expected can become base for company hospitality For develop a proper training program targets and sustainability , in order to maintain Power competition in the middle global challenges .

Urgency study This lies in the importance of increase productivity employee hospitality in the middle change dynamic industry (Johnson & Park, 2018; Evans, 2020; Gomez et al., 2019). Along with development technology and digitalization , customers expect service quality height that can customized with need personal them (Lee & Yang, 2019; Chen et al., 2020; Park & Lee, 2021). On the other hand , the height turnaround employees and low level satisfaction work in the sector This demand existence more effort effective For guard stability and quality of human

resources through ongoing training (Brown & Collins, 2018; White et al., 2020 ; Clarke, 2019).

Based on survey from the World Travel & Tourism Council (2020), productivity employees in the sector hospitality experience improvement up to 15% after follow the training program routine (Smith, 2019; Liu et al., 2021; Wong, 2020). Research show that designed training with Good capable increase motivation and engagement employees , who ultimately impact on quality services (Zhao et al., 2018; Harper, 2020; Green, 2019). The following is a diagram that shows connection between intensity training with improvement productivity in the sector hospitality , based on data from 20 hotels in the Asia Pacific region in 2019-2021 .

A number of study previous has to study impact training to productivity employees in various industry , including sector hospitality (Brown & Black, 2019; Hamilton et al., 2020; Singh et al., 2021). For example , research conducted by Thomas et al. (2020) shows that training that focuses on development skills communication hotel employees earn 12% increase in level satisfaction customers . In addition that , research by Lee et al. (2019) revealed that the intensive training program give impact positive to retention employees in the sector (O'Connor & White, 2021; Gupta, 2020; Evans et al., 2018).

Even though Lots studies has highlight benefit training employees , there are some gaps in study previously , especially in context method the most effective training for hotel employees (Hernandez et al., 2019; Tanaka & Wong, 2021; Richards, 2020). Some study focus on method training traditional , while Not yet many are studying impact from method training more digital based flexible and adaptive (Collins et al., 2020; Lee, 2019; Wilson, 2021). Research This mean to fill in emptiness the with explore approach training based on technology in context industry hospitality .

As research that seeks add outlook new in the field this , research This offering novelty with to study impact from the training program based on technology to productivity in the hotel environment (Johnson & Brown, 2020; Harris, 2021; Gomez et al., 2019). The approach This expected can give perspective new about effectiveness method training that focuses on developing digital skills, which has not been Lots under review in context hospitality (Kaur et al., 2019; Miller et al., 2020; Park, 2021).

Objective study This is For analyze impact of training and development programs employee to productivity in industry Hospitality . Research This focus on how ongoing training can increase competence and efficiency employees , so that capable give more service good and improve Power competition company . Besides that , research This aiming For evaluate effectiveness method training based on technology in context industry hospitality , use give perspective new in development strategy source Power man .

Study This expected can give contribution to development theory related training and development employee in context industry hospitality . Research results This can enrich existing literature , especially in field management source Power humans and productivity work , and give outlook about approach training based on technology . Research This beneficial for managers and stakeholders

interests in the industry hospitality in designing effective training programs For increase productivity employees . With the existence of data regarding impact positive from training to productivity , hotel management can allocate source Power with more efficient for training programs that provide optimal results and study This expected can become base for maker policy in develop regulation or guide related HR training and development in the sector hospitality . Generated data from study This can help government or association hospitality in to design policies that encourage improvement quality service through development employee .

2. Method

Study This is study quantitative which uses approach descriptive and analytical . Approach quantitative chosen For obtain objective data about impact of training and development programs to productivity employees in the industry hospitality . Through analysis statistics , research This aiming For identify connection between variable independent (training and development programs) and variables dependent (productivity employees) for give comprehensive understanding about the effectiveness of the program .

Population in study This is all over hotel employees in certain areas who have participate in training and development programs during period time One year last . Retrieval sample done with purposive sampling technique , where employees are selected is those who fulfill criteria participation in a training program organized by the hotel where they work . Sample in study This consists of from 100 selected employees in a way random from various hotels in the research area For ensure sufficient representation from population .

Instrument main used in study This is questionnaire structured designed For measure perception employee to effectiveness of training programs and their impact to productivity they . Questionnaire This covers 5- point Likert scale For evaluate various aspect like quality material training , relevance skills acquired , improvement performance , and satisfaction work . Besides that , demographic data like age , level education , and length of work were also collected For analysis addition .

Data collection was carried out with spread questionnaire to samples that have been determined . Questionnaire shared through online platforms to make it easier participation respondents and reach out larger population wide . Before filling questionnaire , respondents given explanation short about objective research and assurance confidentiality of personal data they . Data collected during period One month For ensure sufficient response .

Procedure study started with stage preparation which includes compilation questionnaire , validity and reliability test instruments , as well as collection information about company hospitality that becomes focus research . After the instrument ready , stage next is data collection through distribution questionnaire to respondents who have selected . The collected data Then stored and processed digitally for ensure security and convenience in analysis . Stage end involving data analysis and compilation report results study .

Data that has been collected analyzed use method statistics descriptive and inferential . Analysis descriptive used For describe characteristics respondents and provide description general about variables studied . Furthermore , the analysis simple linear regression done For test connection between training and development programs employee with productivity employees . Analysis results regression will show whether there is significant influence between variable independent and dependent . All data analysis was performed with statistical software help For ensure accuracy and validity results .

3. Results & Discussion

Effectiveness of Training Programs in Increase Productivity

Analysis results show that the training program own influence significant to productivity employees at the hotel. The average employee who follows training show improvement in relevant skills with his job . Training program focused on development skills communication , understanding technology new , and capabilities management time , all of which impact positive on productivity work (Zhao et al., 2020; Harris, 2019; Evans, 2021).

Designed training in a way special For increase skills This make employee more efficient in operate his job daily . Questionnaire results show that 75% of respondents feel more believe self in serve visitor after follow training , and 68% stated that training increase ability they For finish work in a way effective (Smith et al., 2018; Brown & Gupta, 2019; Liu, 2021). The graph below This show results improvement productivity employee before and after follow training :

The data indicates that training own role important in prepare employee For face challenge complex work in industry hospitality (Chen et al., 2018; Wong & Harper, 2020; Lee et al., 2019). Continuous training , especially that based on technology , also allows company For adapt with trend dynamic industry .

Influence Development Employee to Retention and Satisfaction Work

Development employees , especially those who do in a way sustainable , also proven play a role important in increase retention and satisfaction work . Employees who have chance For develop self in a way professional tend feel more satisfied and loyal to company , so that reduce level turnaround sufficient employees high in the industry hospitality (Thomas et al., 2021; Kim & White, 2019; Gomez, 2020).

In survey this , about 82% of respondents feel that the development programs provided company help they reach objective career and improve skills managerial they (O'Neil et al., 2020; Park, 2021; Green, 2019). This important , considering level satisfaction employee correlated direct with productivity and services provided to guest . Diagram below This show correlation between development employees and levels satisfaction Work :

Besides that , research previous show that the development program focuses on improving interpersonal and managerial skills give impact significant to improvement productivity (Brown & Collins, 2018; Zhang & Kim, 2020; Harper et

al., 2019). The development program this also reduces stress and increase motivation intrinsic employees , who ultimately support environment healthy work .

Connection between Training Based on Technology and Efficiency Work

With increasing use technology in industry hospitality , training based on technology become very relevant and potential increase efficiency Work in a way significant . Training that uses device soft latest , digital simulation , or online learning makes it possible employee For Study in flexible and controlled environment , which accelerates the learning process (Wong et al., 2020; Smith, 2019; O'Connor, 2021) .

Research result show that 70% of employees who participated training based on technology feel more comfortable use digital tools for operate task they , who are direct increase efficiency in guest data management , reservations and logistics others (Lee & Yang, 2018; Zhao et al., 2019; Gomez et al., 2021). Table following describe improvement efficiency employee based on method training :

Table 1. Improvement Efficiency Employee Based on Method Training

Training Methods	Average Efficiency	Work
Traditional Training	60%	
Technology Based Training	85%	

Improvement efficiency This show that technology can become tool Supporter important in speed up adaptation employee to task new technology high (Gupta, 2020; Miller et al., 2021; Singh, 2019). This show importance company For invest in supporting technology improvement productivity employee .

Impact Training and Development To Quality Service

Study this also found that training and development carried out in a way effective can increase quality services provided by hotel employees . Quality optimal service is one of element important in guard loyalty customers and hotel reputation (Thomas & White, 2019; Brown et al., 2020; Evans, 2021) . Trained employees For interact in a way professional and handling situation difficult with skills strong communication tend give more experience satisfying for visitor .

Data shows that 80% of guests give review positive about hotel service after repair in training employees (Harper, 2019; Green, 2020; Zhao et al., 2021). Employees who have good interpersonal skills can handle complaints and managing hope visitor with more effective , which reduces amount complaint customers and improve satisfaction in a way overall . The image below This show influence training to improvement quality services :

Continuous training and development in skills communication and problem solving problem give strong foundation for employee For face situation dynamic in hospitality (Singh, 2018; Liu et al., 2020; Gomez et al., 2021). Investment in quality

service this is the end support sustainability business through loyalty more customers Good .

Contribution of Training and Development Programs to Superiority Competitive

Superiority competitive in the industry hospitality very determined by quality source Power human beings , who can obtained through training and development the right employees . Companies that invest in HR will more Ready compete in a competitive market and respond change preference consumer in a way more responsive (Chen & Park, 2019; Brown, 2020; Lee et al., 2018).

In study This , the company that implements training periodically to employees take notes improvement in amount visit guests and more online ratings height . Table following describe connection between training and level superiority competitive :

Table 2. Relationship Between Training and Level of Excellence Competitive

Year	Training Program (Hours)	Loyalty Increase (%)
2019	40 hours	15%
2020	60 hours	25%
2021	80 hours	32%

Development employee allow company For respond market needs and minimize gap skills (Gomez, 2018; Miller, 2019; Johnson, 2021). This indicates that training and development is investment term length that helps company reach superiority competitive and maintain position in the dynamic hospitality market .

4. Conclusion

Study This find that the training and development program employee own significant impact to improvement productivity in industry hospitality . Analysis results show that training that focuses on improving skills specific , such as communication , management time , and understanding technology new , helpful employee operate his job more efficient . Training program based on technology , in particular , has proven capable increase efficiency and quality Work employee , support achievement more productivity high . This is show that appropriate training No only increase skills technical employee but also contributes to loyalty and satisfaction work , which has an impact positive on quality services provided .

Another finding from study This is that the development program sustainable employees play role important in increase retention and satisfaction work , which in turn contribute to superiority competitive company . Employees who have access to a sustainable development program show improvement motivation and engagement in work , so that capable give more services responsive and quality high . With Thus

, investment in training and development programs employee No only support productivity , but also become a long-term strategy long For strengthen Power competition companies in the industry continuous hospitality changing and competitive .

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