

CHAPTER I

INTRODUCTION

This chapter provides the research background, research problems, research purposes, scope and limitation, significance of study, and definition of key terms.

Each section is given in the following order:

1.1 Research Background

The *Merdeka Belajar Kampus Merdeka* (MBKM) program is a flagship initiative of the Ministry of Education and Culture aimed at helping students master various fields of knowledge useful for entering the workforce. One form of learning activity offered is internships or practical training, providing hands-on experience and professional skills development. Additionally, this program encourages interdisciplinary learning and collaboration, enabling students to engage in real-world projects and research, fostering innovation, creativity, and critical thinking skills essential for their future careers (Aswita, 2021). After launching its internship program, University of Muhammadiyah Malang started some initiatives. One of these is the CoE program. Its goal is to enhance the skill sets of internship sites.

CoE of English for Hospitality UMM held hands-on learning practice. The event is a form of direct application of knowledge and skills. This activity aims to train students' abilities when directly involved in the world of work. This activity involved several seven semester students from the English Education Study Program, which was held in Onsen Hot Spring Resort.

An intensive program called CoE English for Hospitality, UMM English Education Study Program, is created to help students improve their capacity for original and creative thought. The capacity to recognize issues with business development, planning, organizing, and distribution through strategic planning will be given to students. The curriculum is anticipated to give students the chance to immediately use various knowledge and abilities learned in the working world in addition to ensuring on-time graduation (Luo, 2017). The goal of the UMM Hospitality CoE is to help students develop their entrepreneurial spirit, recognize issues that arise when starting a firm, and plan, organize, and distribute their operations strategically. Business analysis skills will be taught to students so they may prepare for both the internal and external environment (Asif & Mandviwalla, 2005).

UMM Hospitality CoE also aims to make students graduate quickly. As well as helping students to gain work experience earlier than other students. By participating in this program, CoE students can add to a wider range of relationships to get jobs first compared to others. Participating in this program can also train students' maturity in how to respond to the cruel world of work.

The Department of English Education, Faculty of Teacher Training and Education, University of Muhammadiyah Malang has the CoE English for Hospitality course. The English Language Education Study Program created a CoE class program in the hospitality sector to be able to open employment opportunities for students who graduated from the English Language Education Study Program to have professional skills to work in the hospitality sector. This program is also

beneficial for students who want to feel and have experience of the world of work earlier. The General Manager directly supervises CoE English for Hospitality classes from The Onsen Resort Hotel Batu.

1.2 Research Questions

1. What are the students' experiences in internship program in onsen hot spring hotel and resort in Front Office Department?
2. What are the students' experiences in internship program in onsen hot spring hotel and resort in Housekeeping Department?

1.3 Research Objective

1. To know the students' experiences in internship program in onsen hot spring hotel and resort in front office department.
2. To identify the students' experiences in internship program in onsen hot spring hotel and resort in housekeeping department.

1.4 Research Significance

This study focuses on analyzing the students' experiences during internship in The Onsen Hot Spring Batu. This study is limited on the students experiences during internship in The Onsen Hot Spring on front office and housekeeping department. The research involves the CoE students at the English Language and Education Department of UMM as participants.

1. Students

Students can be more prepared and inspired to participate in the internship program if they are aware of the advantages and favorable effects that past CoE participants have experienced. The results of this study will help students understand how crucial internships are to preparing them for jobs in the hospitality sector.

2. Lecturers

Instructors acquire a more profound comprehension of the advantages, difficulties, and encounters that students will have during their internships in the hospitality sector. With this information, instructors can better prepare students and offer guidance both before and during the program. Furthermore, by having a thorough awareness of the demands and expectations of the hospitality industry for graduates of CoE programs, instructors can also encourage deeper connections or collaborations with this business.

1.5 Scope and Limitation

The scope of this study is the student's experiences during the internship program at the Onsen Hot Spring Resort Batu. However, the limitation of this study focuses on Front Office and House Keeping Department.

1.6 Definition of Key Terms

In order to avoid misunderstanding of the main concept used in this study, the following key terms are defined.

1. Student's Experiences

"Student experience" refers to all experiences experienced by a student during his or her studies at an educational institution, such as a school or university. This experience includes various aspects, both academic and non-academic, that influence students' personal, social and intellectual development (Raaper, 2021).

2. Front Office Department

The Front Office Department is a department in a hotel which meets a lot of guests, because this department is situated at the front and in indeed in a place where the guest can find easily. So, Personnel of the Front Office Department can help the guests to take care of their needs, from running meetings, doing administrative, and finding information (English & Iii, 2021)

3. House Keeping Department

The housekeeping department of a hotel is its backbone. It not only maintains the cleanliness and aesthetic appearance of the entire property, but also significantly contributes to various other activities within the hotel. Keeping track of and maintaining all the hotel's amenities and public areas is a challenging task, making it one of the most crucial departments in the hotel (Kumar et al., 2023).