

# CHAPTER 1

## INTRODUCTION

This chapter provides the research background, research problems, research purposes, scope and limitation, significance of the study, and definition of key terms. Sections are presented in the following sequence:

### 1.1 Research Background of The Study

The Ministry of Education and Culture's flagship program, *Merdeka Belajar Kampus Merdeka* (MBKM) aims to help students master a variety of areas of knowledge that are useful for starting employment. One type of learning activity provided is work experience or actual training, which provides practical knowledge and professional abilities growth. Additionally, this program supports multidisciplinary collaboration and learning, allowing students to participate in actual work and research, encouraging creativity, innovation, and critical thinking abilities that are essential for their professional futures (Aswita, 2021). Following the launch of its internship program, University of Muhammadiyah Malang (UMM) launched a few initiatives, one of which is the Center of Excellence (CoE) program, which aims to improve the skill sets of between.

CoE English for Hospitality UMM provides practical instruction. The activity is an example of applying knowledge and abilities in a real-life situation at the workplace. The purpose of this activity is to prepare students for direct involvement in the workforce. According to Ramadhan (2024), CoE seeks to offer students a chance to implement the theoretical knowledge acquired throughout their academic journey in a practical, real-world workplace setting. Students from the English Language Education Department (ELED) participated in this program in two semesters, in which for the first semester students are taking an

orientation at the class and for the second semester students are conducting an internship at the Onsen Hot Spring Resort.

CoE English for Hospitality, as one of the special elective courses in the curriculum, is an intense subject designed to assist students in developing their ability for unique and creative ideas. Students will be taught how to identify challenges in business development, planning, organization, and delivery through planning for strategy. The curriculum is expected to provide students with the opportunity to quickly use varied information and skills obtained in the workplace, in addition to ensuring on-time graduation. The UMM CoE English for Hospitality's mission is to assist students in developing their entrepreneurial instincts, identifying challenges that emerge while beginning a business, and strategically planning, organizing, and distributing their operations. Students will be taught business analysis skills so that they may prepare for both internal and external environments.

Another goal of CoE English for Hospitality at UMM is to accelerate student graduation. In addition to assisting students in obtaining work experience ahead of their peers. CoE students who take part in this program can expand their network of contacts and, in comparison to others, be hired first. By taking part in this program, students can also develop their self-confidence in handling the harsh realities of the workplace.

The CoE English for Hospitality course is offered by ELED, Faculty of Teacher Training and Education, University of Muhammadiyah Malang. To provide students who completed the ELED course with the professional skills necessary to work in the hotel industry with career prospects, the program developed a CoE class program in the field. Students who wish to grow and have knowledge about the working world sooner can also benefit from this curriculum. CoE English for

Hospitality courses at The Onsen Resort Hotel Batu are directly overseen by the General Manager.

### **1.2 Research Questions**

1. What are the students' activities in the internship program at the Onsen Hot Spring Hotel?

### **1.3 Research Objective**

1. To know the students' activities in the internship program at The Onsen Hot Spring Hotel.

### **1.4 Research Significance**

The analysis of the students' internship experiences at The Onsen Hot Spring Batu is the main goal of this study. This study is restricted to the students' experiences in the front office and housekeeping departments during their internship at The Onsen Hot Spring. Participants in the study are the CoE students of UMM's ELED.

#### **1. Students**

If students are aware of the advantages and positive results that previous CoE volunteers have gained, they will be more motivated and equipped to participate in the internship program. The study's results will help students recognize the importance of internships in preparing for careers in the hospitality industry.

#### **2. Lecturers**

Teachers gain a deeper insight into the benefits, challenges, and experiences students will face during their internships in the tourism industry. They can use this knowledge to help prepare students for the program and offer support both before and during the internship. Additionally, by understanding the needs and expectations of the hospitality industry for CoE graduates, teachers can strengthen relationships and partnerships with the sector.

## **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, this study focuses on the Front Office and the Housekeeping Department.

## **1.6 Definition of Key Terms**

To prevent any confusion regarding the primary concept utilized in this study, the definitions provided for the following key terms;

### **1. Student's Activity**

"Student activity" encompasses all of the experiences a student has when enrolled in an institution of higher education or other educational setting. This activity involves a range of academic and non-academic elements that impact students' intellectual, social, and personal growth (Raaper, 2021).

### **2. Front Office Department**

The information part of the front office, which is often located in the lobby, the cashier, and the front desk are the places with the most connections with guests. Since customers register, reserve rooms, and check out from the front office desk, it is the hub of activity at the front office (Septariani et al., n.d.).

### **3. Housekeeping Department**

The department responsible for maintaining a hotel or other lodging establishment clean, comfortable, and well-organized is known as housekeeping. The objective is to give the hotel's guests the impression that it is orderly, pleasant, and cozy. Housekeeping not only keeps the rooms tidy but also arranges for the replacement of furniture like tables and chairs, as well as other appliances like pressing machines and vacuum cleaners (Tuwuh et al., n.d.).





