

## INTISARI

Penulisan tugas akhir ini dilatar belakangi oleh pembahasan mengenai strategi HRD agar para karyawan dapat berhasil melaksanakan pekerjaan dengan maksimal. Strategi yang dilakukan yaitu dengan diadakannya program *training* bagi seluruh karyawan untuk membantu didalam pencapaian keahlian dan kemampuan agar menjadi lebih baik.

Tujuan penulisan tugas akhir ini bertujuan untuk mengetahui pengelolaan program *training* di Hotel Horison Ultima Riss Yogyakarta dan kendala didalam melaksanakan program *training*. Hotel Horison Ultima Riss Yogyakarta memiliki 4 metode didalam pelaksanaan *training*. Metode tersebut yaitu, *training general/opening/new hiring, rank & file training, department head training*, dan *others* atau *external training*.

Hasil yang didapat dari penelitian ini yaitu alur pelaksanaan *training* dimulai dari pengumpulan *training schedule*, kemudian pelaksanaan *training*, pengumpulan *training record*, pembuatan *monthly training report*, dan diinput kedalam sistem HRIS. Keberhasilan suatu *training* dapat dilihat dari pengisian *guest comment*. Apabila *guest comment* tersebut baik, maka *training* dinyatakan berhasil. Namun, apabila *guest comment* tersebut buruk atau adanya *complaint* tamu maka harus diadakan *re-training* atau pengulangan *training*.

**Kata Kunci:** *Human Resources Department, HRD, Training, Sumber Daya Manusia, Hotel, Hotel Horison Ultima Riss Yogyakarta.*

## ABSTRACTS

*The writing of this final project is based on the discussion about HRD strategy, so that the employees can do the best. Strategy is done by holding training program for all employees to assist in the achievement of skill and ability to be better.*

*The purpose of this thesis aims to know the management of training programs at Horison Ultima Riss Hotel Yogyakarta and constraints in implementing training programs. Hotel Horison Ultima Riss Yogyakarta has 4 methods in training implementation. The methods are general training / opening / new hiring, rank & training file, Department Head training, and others or external training.*

*The results from this research is the flow of training implementation starting from training schedule collection, then training implementation, training record collection, monthly training report, and input into HRIS system. The success of a training can be seen from filling the "guest comment". If "guest comment" is good, then the training is declared successful. However, if the guest comment is bad or there is a guest complaint then re-training or re-training should be held.*

***Keywords : Human Resources Department, HRD, Training, Human Resources, Hotel, Hotel Horison Ultima Riss Yogyakarta.***