

ABSTRACT

ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) is a set of competency standards that is arranged upon Mutual Recognition Arrangement on Tourism Professionals (MRA-TP). ACCSTP is designed to facilitate the uniformity of competency-based education and training practices for professionals in ASEAN tourism. ACCSTP has been applied by Front Office Department of Satoria Hotel Yogyakarta as an employee competency standard. This research aims to analyze the self-assessment of Front Office employees towards ACCSTP in Satoria Hotel. This research is a survey research using descriptive method that aims to analyze the self-assessment of Front Office Department employees on the implementation of ACCSTP in Satoria Hotel. The primary data collection methods used in this study employ questionnaire and interview. The samples, which involved 17 respondents, were taken by means of Saturated Sampling Method. The result of this study indicates that in general the self-assessment of Front Office Department employees on the implementation of ACCSTP in Satoria Hotel belongs to the very high category. Meanwhile, the analysis of self-assessment based on employee characteristics shows that employees with older age possess higher level of self-assessment than that of the employees in younger age groups. In terms of employment duration, a higher self-assessment value is also found among the groups of employee with longer employment duration than that of the shorter groups.

Keywords: ACCSTP, self-assessment, hotel employees, hospitality, Satoria Hotel Yogyakarta

ABSTRAK

ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) adalah serangkaian standar kompetensi yang disusun berdasarkan perjanjian internasional antara negara ASEAN yaitu *Mutual Recognition Arrangement on Tourism Professionals* (MRA-TP). ACCSTP dirancang untuk memfasilitasi penyeragaman tentang praktik pendidikan dan pelatihan berbasis kompetensi untuk para profesional di bidang pariwisata ASEAN. ACCSTP telah mulai diaplikasikan pada Departemen *Front Office* di Satoria Hotel Yogyakarta sebagai standar kompetensi karyawan. Penelitian ini bertujuan untuk menganalisa *self-assessment* karyawan Departemen *Front Office* terhadap ACCSTP sebagai standar kompetensi di Satoria Hotel. Penelitian ini merupakan penelitian survei dengan menggunakan metode deskriptif yang bertujuan untuk menganalisa *self-assessment* karyawan Departemen *Front Office* terhadap implementasi ACCSTP di Satoria Hotel. Metode pengumpulan data primer pada penelitian ini adalah kuesioner dan wawancara. Pengambilan sampel menggunakan metode *Saturated Sampling* dengan sampel sebanyak 17 responden. Hasil penelitian ini menunjukkan bahwa secara umum tingkatan *self-assessment* karyawan Departemen *Front Office* terhadap ACCSTP di Departemen *Front Office* Satoria Hotel termasuk dalam kategori sangat tinggi. Adapun analisa *self-assessment* berdasarkan karakteristik karyawan menunjukkan bahwa karyawan dengan usia lebih tinggi menghasilkan nilai yang lebih tinggi daripada karyawan di kelompok usia yang lebih muda. Dari segi masa kerja, nilai tertinggi diperoleh dari para karyawan dengan masa kerja paling lama.

Kata Kunci: ACCSTP, *self-assessment*, karyawan hotel, perhotelan, Satoria Hotel Yogyakarta