

# Benefits of Learning English for Hotel Employees in Indonesia

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Illustration of the English Course, Photo by Polina Tankilevitch (Russia)

**Abstract :** This study attempted to conduct online interviews with employees of 100 hotel employees in Indonesia who were studying English in 20 meetings or face-to-face English courses both online and face-to-face which they attended and the impact on their careers in hotels. Data collection in this study used interviews with 100 hotel employees in Indonesia using random sampling and interviews were conducted online. The interview aims to extract data in the form of progress in English proficiency assessed by score, impact on careers in the hotel industry, increased income from the impact of learning English. We use average data or all data obtained are averaged, which are then grouped based on the specified group of variables, then the regression is carried out using the ordinary least squares (OLS) method. Hotel employees, especially those who are often the place to stay for foreign guests from various countries, of course, very often face guests with English communication. Of course, in communicating English, Indonesians need to learn English properly and correctly. One way to improve English language skills is to take English courses. Based on the results of interviews with 100 hotel employees online and regression results using ordinary least squares, it is concluded that the improvement in English language skills tested at the end of each course meeting is positively related to career advancement and increased income of the employees concerned.

**Keywords:** English Learning, Hotel, Employee

**JEL Classification :** C23, I2,J3

## 1 INTRODUCTION

English is one of the most commonly used international languages in the international conversation (Crystal,2012). In the hospitality industry, it is not uncommon for guests from various countries to stay overnight, so communication is important in the hotel industry, including between guests and hotel employees.

Employees who learn English so that they are able to communicate well using English will find it easier to understand the conversations of foreign guests who use English from various countries in the world. Of course, English is an important thing in the hospitality industry.

There are many benefits for employees by learning English, starting with good communication skills so as to improve hotel services (Thirumaran,2020). There are also benefits that have an impact on yourself, such as getting more tips from foreign guests.

This study attempted to conduct online interviews with employees of 100 hotel employees in Indonesia who were studying English in 20 meetings or face-to-face English courses both online and face-to-face which they attended and the impact on their careers in hotels.

## 2 LITERATUR REVIEW

English is one of the most widely used international languages in international communication (Crystal,2012). English is also widely used in communication in the hotel industry in the world.

The hotel industry that offers hospitality services, of course, is very dependent on the quality of service and guest satisfaction in staying at a hotel. Communication is a form of service delivery and a tool for understanding guest needs and guest criticism and complaints (Wiggins,2020).

Communication skills are of course very important for hotel employees at various levels in the hotel industry (Pereira et al,2020). Communication is a tool to help provide the best service and respond to complaints or criticisms from guests.

A language is a tool used by humans in communicating (Sripada,2020). English is one of the most widely used international languages in the hotel industry (Boniface et al,2020). English is very important in understanding the messages that are conveyed by English-speaking international guests.

English is widely studied around the world (Montgomery,2013). Hotel employees who have the ability to speak English well can increase the comfort of guests (Wong & Dubey-Jhaveri,2015). Employees who have good communication skills and make guests in the hospitality industry generally get more tips and are easy to get a promotion or are very supportive of the employee's career.

## 3 RESEARCH OBJECTIVE AND METHODOLOGY

Data collection in this study used interviews with 100 hotel employees in Indonesia using random sampling and interviews were conducted online. The interview aims to extract data in the form of progress in English proficiency assessed by score, impact on careers in the hotel industry, increased income from the impact of learning English. We use average data or all data obtained are averaged, which are then grouped based on the specified group of variables, then the regression is carried out using the ordinary least squares (OLS) method with the following equation:

$$P_t = C_t + \beta_1 IC_{t1} + \beta_2 IR_{t2} + e_t$$

Where,

P = Proficiency in English

IC = Impact on career

IR = Increased revenue

e = Error Term

## 5 RESULTS AND DISCUSSION

The estimation results are as follows:

$$P = 150.577893421 + 0.697673684758*IC + 0.066816410631*IR$$

From the OLS estimation, Proficiency in English is positively related to Impact on Career and Increased Revenue. Where every 1% increase in Proficiency in English is followed by Impact on career 0.7% and Increased revenue 0.06%. So based on the results of interviews with 100 hotel employees who are taking English courses, learning English for hotel employees has the advantage of increasing income and career advancement which are briefly described in Table 1 illustrating the estimation results as follows:

Table 1. Estimation Results

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	150.5779	54.49032	2.763388	0.0133
IC	0.697674	0.037063	18.8239	0
IR	0.066816	0.069682	0.958877	0.3511
R-squared	0.998791	Mean dependent var		5783.05
Adjusted R-squared	0.998649	S.D. dependent var		2076.669
S.E. of regression	76.34033	Akaike info criterion		11.64576
Sum squared resid	99073.38	Schwarz criterion		11.79512
Log likelihood	-113.4576	Hannan-Quinn criter		11.67492
F-statistic	7021.417	Durbin-Watson stat		2.373619
Prob(F-statistic)			0	

Based on the estimation results described in Table 1. Hotel employees who study English or take English courses in Indonesia feel at least two benefits in their career, namely career advancement and increased income either from increased tips earned or bonuses or other permitted sources of income legal.

## 6 CONCLUSION

Hotel employees, especially those who are often the place to stay for foreign guests from various countries, of course, very often face guests with English communication. Of course, in communicating English, Indonesians need to learn English properly and correctly. One way to improve English language skills is to take English courses. Based on the results of interviews with 100 hotel employees online and regression results using ordinary least squares, it is concluded that the improvement in English language skills tested at the end of each course meeting is positively related to career advancement and increased income of the employees concerned.

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