

ABSTRAK

ANALISIS EFEKTIVITAS PENERAPAN *HOTEL INFORMATION SYSTEM* DAN DAMPAKNYA TERHADAP BIAYA OPERASIONAL HOTEL

Studi Kasus Pada Hotel Phoenix Yogyakarta

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Penelitian ini bertujuan untuk mengetahui efektivitas penerapan sebuah sistem informasi, yang diberi nama *Hotel Information System Smart (HIS Smart)*. Kebijakan manajemen Hotel Phoenix Yogyakarta untuk mengganti sistem prosedur manual digantikan sistem informasi terpadu memberikan dampak yang besar terhadap kinerja manajemen, kinerja karyawan hotel dan biaya operasional hotel khususnya *Printing and Stationary Expenses*.

Teknik pengumpulan data dilakukan dengan cara wawancara, observasi dan dokumentasi. Sedangkan teknik analisis data yang digunakan adalah teknik analisis deskriptif dan teknik analisis komparatif. Teknik analisis deskriptif digunakan untuk mendeskripsikan bagaimana sebuah sistem informasi beroperasi dan bagaimana aplikasinya di dalam mengakomodasi aktivitas operasional sebuah organisasi hotel. Teknik analisis komparatif digunakan untuk menguji sebuah sistem informasi apakah penerapannya bisa dikatakan efektif atau tidak efektif. Dalam hal ini dilakukan perbandingan antara teori tentang pengukuran efektivitas sebuah sistem informasi dengan cara mengujinya menggunakan metode pengujian kepatuhan (*compliance test*), dengan kuesioner dan *attribute sampling*.

Hasil penelitian menunjukkan bahwa penerapan *hotel information system* yang diterapkan pada Hotel Phoenix Yogyakarta adalah efektif. Hal ini dapat dibuktikan bahwa dari melihat hasil analisis data dan pengujian terhadap objek penelitian yaitu *Hotel Information System Smart* mengindikasikan bahwa:

1. *Hotel Information System Smart* mempunyai menu-menu aplikasi yang sangat lengkap dan mampu untuk memenuhi tuntutan organisasi hotel di dalam mencapai tujuannya yaitu pengelolaan sebuah organisasi hotel yang efektif.
2. Hasil uji kepatuhan (*compliance test*) dengan kuesioner mengindikasikan bahwa unsur pengendalian *intern* sistem informasi adalah efektif.
3. Hasil uji kepatuhan (*compliance test*) dengan *attribute sampling* juga mengindikasikan bahwa unsur pengendalian *intern* sistem informasi adalah efektif. Hal ini dibuktikan bahwa *achieved upper precision limit (AUPL)* selalu lebih rendah daripada *desired upper precision limit (DUPL)*.
4. Hasil uji perbandingan komponen biaya *printing and stationary* saat sistem dan prosedur masih memakai sistem manual dibandingkan dengan komponen biaya yang sama pada saat *hotel information system* diterapkan, menunjukkan kecenderungan penghematan atas biaya tersebut.

ABSTRACT

EFFECTIVENESS ANALYSIS OF THE IMPLEMENTATION OF HOTEL INFORMATION SYSTEM AND ITS IMPACT ON HOTEL'S OPERATIONAL EXPENSE

CASE STUDY AT PHOENIX HOTEL YOGYAKARTA

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This research was aimed to know the effectiveness of the implementation of an information system called Hotel Information System Smart. The policy of the management of Phoenix Hotel Yogyakarta for changing the manual procedure system by integrated information system give a big impact on the management's performance, hotel employee's performance and hotel operational expense especially on the Printing and Stationary Expenses.

The techniques on compiling the data were conducted by interview, observations, and documentations. While the technical descriptive and comparative techniques analysis were the techniques of data analysis. The descriptive analysis technique was used to describe on how the information system will be operated and how its application to accommodate the operational activities in a hotel organization. The comparative analysis technique was used to test an information system whether its implementation or application can be said as effective or not. In this case, it had been conducted by comparing the theory on the measurement of effectiveness of the information system by testing it using compliance test methods, with questionnaires and attribute sampling.

The research showed that the implementation of the hotel information system which was conducted at Phoenix Hotel Yogyakarta was effective. This matter can be proven by seeing the results of data analysis and testing thorough the object research namely Hotel Information System Smart which indicated that:

1. The Hotel Information System Smart has complete application menu and capable to fulfill the needs of hotel organization in reaching their goals which was the management developing of a hotel organization in effective ways.
2. The compliance test result by questionnaires indicated that the control on the internal system information method was effective.
3. The compliance test result by attribute sampling was also indicated that the control on the internal methods information system was effective. This matter was proven that the achieved upper precision limit (AUPL) was lower always than the desired upper precision limit (DUPL).
4. The test result on the comparison of the components of expenses for printing and stationary when the system and procedure were still using manual system and the one at the time of the implementation of hotel information system showed the tendency to cost retrenchment.