



## AN ANALYSIS OF HOTEL GRIYA SINTESA MUARA ENIM EMPLOYEES' ABILITY TO COMPREHEND ENGLISH-BASED HOTEL INFORMATION SYSTEMS

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### ABSTRACT

In the hospitality industry, hotel information systems are predominantly operated in English, presenting linguistic challenges for staff with limited proficiency in English. This study aims to analyze the English comprehension ability of employees at Hotel Griya Sintesa Muara Enim, with a particular focus on their understanding of English-based hotel information systems. Using a quantitative descriptive approach, data were collected through a written vocabulary test (comprising 20 multiple-choice and matching items), semi-structured interviews, and documentation from 30 front-office and operational staff members. Descriptive statistical analysis revealed an average correct-response rate of 69.2% (mean score = 70.5), placing overall comprehension in the “Paham” (Understand) category. While most employees could operate the system functionally, difficulties persisted with technical terms such as PMS, interface, database error, and backup file. Key contributing factors include limited prior English training, infrequent exposure to technical vocabulary, and reliance on peer assistance. The findings suggest that staff's functional English proficiency is sufficient for daily operations but requires targeted support to enhance accuracy and confidence. Recommendations include implementing English for Hospitality Systems training, developing an in-house English terminology glossary, and establishing an internal mentoring program. This study underscores the importance of integrating language support into hospitality technology adoption to ensure operational efficiency and service quality.

*Keywords:* English language skills, English for hospitality, front office, hotel information systems, vocabulary comprehension

### A. INTRODUCTION

In the era of globalization and rapid development of information technology, the existence of an effective and efficient information system has become a fundamental necessity for various industrial sectors, including the hospitality industry. Hotels, as accommodation service providers, are required to provide fast, precise, and high-quality services to their guests. To



achieve this, the existence of a sound and integrated hotel management information system is a factor that cannot be ignored.

According to Eren & Rakıçioğlu-Söylemez (2023), an information system is a combination of people, hardware, software, communication networks, and data resources that collect, transform, and disseminate information within an organization. This definition emphasizes that information systems are not just technological devices, but are a unit that supports work processes and decision-making (Hadisi & Muna, 2015; Tamba, 2024). In the context of hotels, the information system serves to manage all operational data, from reservations to financial statements, ensuring that the service process for guests runs more optimally.

If the hotel still relies on manual methods, the risk of administrative errors, service delays, and data loss is likely to be very high. Simangunsong (2018) States that a sound information system helps organizations reduce uncertainty, increase efficiency, and support decision-making. This statement shows that hotels that implement modern information systems will be better able to cope with competitive market dynamics.

The hotel management information system covers various important aspects, including room reservations, check-in and check-out processes, housekeeping management, restaurant services, inventory control, and financial administration. This integration between these sections allows hotels to provide faster, more precise, and more satisfactory service. Management information systems play a crucial role in integrating various organizational activities, leading to enhanced operational efficiency and a competitive advantage. (Hadinata & Supratman, 2017; Oktavianus et al., n.d.; Yusuf Rehan, 2022). Thus, the application of information systems in hotels not only functions as a tool, but also as a means to create competitiveness.

In addition to operational efficiency, information systems also play a role in maintaining the security of customer data. Hotels store sensitive information, including guest identities, contact details, and payment information. A sound information system must be equipped with adequate control and security mechanisms to protect information assets from internal and external threats. (Ghufron, 2018; Raya, 2023; Wiramarta, 2021). The protection of guests' personal data serves not only to maintain customer trust but also to comply with applicable regulations.



In the increasingly competitive hospitality industry, particularly with the emergence of online booking platforms, management information systems have become a strategic necessity. Pramungkas (2021) Argues that information systems are a crucial component that provides information for all levels of management in an organization, supporting decision-making, coordination, analysis, and control processes. This demonstrates that hotel management requires an information system as the foundation for developing a long-term business strategy. Based on this description, it can be concluded that implementing a sound information system in hotels is essential. This system not only enhances operational efficiency but also enhances the hotel's image, fosters guest trust, and creates a competitive advantage. (Marisa, 2019; Oktavianus et al., n.d.; Yusuf Rehan, 2022).

In the modern hospitality industry, the use of technology-based information systems has become an essential requirement. However, most hotel information system software or applications generally use English as the primary language. This is often a challenge for hotel staff, especially for those who are not used to using English in their daily work.

An understanding of English-language information systems is essential, as they encompass a range of operational features critical to hospitality management. These include reservation or booking functions to manage room allocations, check-in and check-out processes to efficiently handle guest arrivals and departures, housekeeping management to track room cleanliness and availability, and billing and payment systems to accurately record and process financial transactions (Purwanto, Marsinah, et al., 2025). Together, these components ensure smooth, integrated operations within hotels and other accommodation services (Komerendo et al., 2025). Hotel staff need to understand basic English terms in order to use the system correctly and avoid mistakes (Purwanto et al., 2024). For example, the words "vacant" and "occupied" describe a room as empty or filled, respectively, while "pending payment" indicates that payment is still pending. An incorrect understanding of the term can lead to service errors, such as incorrect guest placement or transaction recording errors.

Hotel management should provide specialized English language training for information system operations, focusing on technical terms commonly used in the hospitality industry. (Zainuri et al., 2019). In addition to the technical aspects, understanding English-language information systems also supports the improvement of hotel staff's professional competence.



(Kristiutami, 2021; Rahmawati, 2019). By being accustomed to using English in information systems, staff will be more confident when serving foreign guests, understanding reports in international formats, and adapting to global standards in the hospitality industry.

Thus, understanding information systems that use English is not only a technical need, but also part of efforts to improve the quality of human resources. Hotels that successfully equip their staff with this capability will have a competitive advantage in providing fast, accurate, and international-standard service.

Hotel Griya Sintesa Muara Enim is one of the national star chain hotels in Muara Enim Regency, South Sumatra. Hotel Griya Sintesa Muara Enim is situated in a strategic location, allowing guests to stay or transit at the hotel. According to initial observations, the occupancy rate at Hotel Griya Sintesa Muara Enim is relatively high. It has a Property Management System to manage guest/visitor data. The researcher also found that some employees experienced misunderstandings at the beginning of using the English-language information system, which led the author to conduct a study titled "Analysis of the ability of employees of Hotel Griya Sintesa Muara Enim in understanding Hotel Information Systems that use English."

## B. LITERATURE REVIEW

### *Hotel Information System*

Information systems are essentially a structured mechanism used to obtain, manage, store, and present data to support organizational activities. According to Simangunsong (2018), Information systems are a combination of human resources, hardware, software, communication networks, and data used to produce information that supports the organization's operations.

According to Himawan et al. (2017), The information system in hotel operational management is an integrated system that supports daily transaction processing and strategic reporting. Meanwhile, Hadisi & Muna (2015) Emphasized the importance of security and data structuring in hotel information systems in the form of databases. Wijayanti et al. (2022) Demonstrate how information systems effectively streamline front-office processes, including check-ins and financial reporting. Thus, **a hotel information system** can be understood as a technology-



based system that integrates various hotel operational functions, provides accurate and real-time information, and supports the improvement of efficiency, effectiveness, and service quality. The system serves not only as an administrative tool but also as a strategic instrument to create a competitive advantage in an increasingly competitive hospitality industry.

### **Understanding English Terms in Hotel Information Systems**

Understanding vocabulary is a person's ability to recognize, comprehend, and utilize words accurately in terms of their meaning and context. Yuliana et al. (2024). In other words, vocabulary comprehension includes the following aspects:

1. Form (word form) is spelling and pronunciation.
2. Meaning (meaning of words) is the basic meaning and contextual meaning.
3. Use is how words are used in a particular sentence or situation.

According to Purwanto & Despita (2022), vocabulary comprehension is divided into two categories:

1. Receptive Vocabulary is vocabulary that is understood when reading or listening.
2. Productive Vocabulary is a vocabulary that can be used in speaking or writing.

In the context of understanding written texts, receptive vocabulary skills are crucial because they determine the extent to which a person can comprehend English reading. In the hospitality industry, understanding English vocabulary is crucial because it enables hotel employees to operate the hotel information system effectively, read reports and work instructions in English accurately, and deliver professional service to guests.

### **RESEARCH METHODS**

The research uses Quantitative Descriptive. This research is descriptive in nature, as it aims to describe employees' ability to comprehend English-language information systems. There is no treatment or experiment, as this study describes the actual state of affairs at the research site. (Syahza, 2021).

An understanding of English-language information systems is essential, as they encompass a range of operational features critical to hospitality management. These include reservation or booking functions to manage room allocations, check-in and check-out processes to efficiently handle guest arrivals and departures, housekeeping management to track room cleanliness and

availability, and billing and payment systems to record and process financial transactions accurately. Together, these components ensure smooth, integrated operations within hotels and other accommodation services. The level of understanding is designed based on descriptive quantitative research explanations. Table 1 categorizes the level of employee understanding of the hotel's English-language information system into four levels, equipped with measurement indicators and range scores/scores that can be used for statistical analysis.

**Table 1. Scoring Rubric – Level of Employee Understanding of English-Language Information Systems**

Level of Understanding	Score Range	Indicators / Criteria
Very High Understanding	86–100%	<ol style="list-style-type: none"> <li>1. Be able to understand and use all system features (reservations, check-in/out, housekeeping, billing) without assistance.</li> <li>2. The English comprehension test score is <math>\geq 86\%</math>.</li> <li>3. Answered "Very Understanding" on <math>\geq 80\%</math> of Likert questionnaire items.</li> <li>4. Able to accurately explain the system's functions in an open interview.</li> </ol>
High Understanding	71–85%	<ol style="list-style-type: none"> <li>1. Understand most of the features of the system; only minor difficulties in technical terms.</li> <li>2. Test score: 71–85%.</li> <li>3. Answered "Understand" or higher on <math>\geq 70\%</math> of questionnaire items.</li> <li>4. Able to complete operational tasks with little guidance.</li> </ol>
Moderate Understanding	56–70%	<ol style="list-style-type: none"> <li>1. Understand basic features (e.g., check-in), but have difficulty with complex features (e.g., billing or report generation).</li> <li>2. Test score: 56–70%.</li> <li>3. Questionnaire answers tend to be "Enough Understanding".</li> <li>4. Often requires co-worker help or written guidance.</li> </ol>
Low Understanding	$\leq 55\%$	<ol style="list-style-type: none"> <li>1. Difficulty understanding the English instructions in the system.</li> <li>2. The test score is <math>\leq 55\%</math>.</li> <li>3. Often choose "Lack of Understanding" or "Not Understanding" on the questionnaire.</li> <li>- Unable to operate the system without intensive assistance.</li> </ol>

The total employee comprehension score can be calculated by equalizing the comprehension test score and the average score of the Likert questionnaire with a conversion of the scale: *Very Comprehensible* = 5, *Comprehensible* = 4, *Sufficient* = 3, *Less* = 2, and *Comprehensible* = 1 resulting in a final score that comprehensively reflects the level of comprehension. The percentage of employees at each level of understanding (Very High, High, Medium, Low) can then be calculated to display the frequency distribution, which supports quantitative descriptive analysis such as mean, mode, percentage, as well as data visualization through bar charts or pie charts; When needed, this rubric can also be adapted into a direct observation instrument or associated with specific functional competencies in hotel operations.



The research was conducted at the Griya Sintesa Muara Enim Hotel located on Jalan Karet, Air Lintang, Muara Enim District, Muara Enim Regency, South Sumatra 31315, Indonesia. The research will be conducted in the second semester of 2025, taking place at the Griya Sintesa Muara Enim Hotel. The research process was carried out 2 times, namely pre-research and research. The research process consists of several stages, ranging from preparation and data collection to data analysis and the final stage of the research report.

According to Arikunto (2010), Purposive sampling is a method of sampling based on goals and reviews established by researchers. This means that research subjects are selected not randomly, but because they possess certain characteristics or meet specific criteria that are considered the most suitable for the research objectives. (Kesumawati & Aridanu, 2017). Based on the explanation and the purposive sampling principle, the criteria for selecting participants in this study include three main aspects: first, participants must be Front Office staff at Hotel Griya Sintesa Muara Enim; second, they must actively use English-language information systems—such as for reservations, check-in/check-out, billing, or housekeeping management—in their daily tasks; and third, they must be willing to voluntarily participate in this study by providing informed consent. These three criteria ensure that the selected respondents possess specific characteristics relevant to the research objectives, specifically assessing the level of employees' understanding of English-language information systems in the context of real hotel operations.

The number of research subjects was adjusted to the data needs and limitations of the researcher.

**Table 2. Research Subject**

No	Département	Number of employees
1	Front Office	6
2	Housekeeping	8
3	F&B Service	6
4	F&B Product	8
5	Accounting	2
	TOTAL	30



To obtain appropriate and comprehensive data, the researcher uses several data collection methods, namely:

1. **Written Test:** A vocabulary test is given to employees of Hotel Griya Sintesa Muara Enim to measure their comprehension of vocabulary mastery. This test can include several forms of questions, such as multiple-choice, matching, completing sentences, and synonyms-antonyms.
2. **Interviews:** The researcher conducted semi-structured interviews with selected employees to find out their experiences in understanding vocabulary, as well as the difficulties that often arise.
3. **Documentation:** The researcher collects documents in the form of employee test results, researcher notes, and other documents that can support the research data.

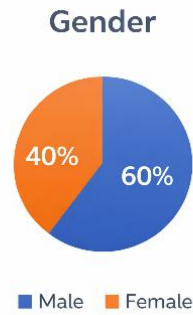
In this study, data collection was conducted from start to finish. The researcher employs an analysis model comprising three main stages: data reduction, data presentation, and conclusion drawing. To ensure the validity of the data obtained, the researcher employs several techniques, including Source Triangulation, Technical Triangulation, and Member Check.

## C. RESULTS AND DISCUSSION

### *Findings*

The research was conducted from September to November 2025. This research was conducted at the Griya Sintesa Muara Enim Hotel, situated on Jalan Karet, Air Lintang, Kec. The selection of this location was based on the consideration that it is one of the best hotels in the Muara Enim district, and the English-language Information System is relevant to the research topic. Additionally, the research location is easily accessible to researchers, facilitating the data collection process. The research will be conducted in the second semester of 2025, taking place at the Griya Sintesa Muara Enim Hotel. The research process was carried out 2 times, namely pre-research and research. The research process includes the preparation stage, data collection, data analysis, and the preparation of research reports.

This research involved 30 respondents, comprising 18 men and 12 women, who were from the Food Production department *and the back office*. Respondent data is described as follows:



**Figure 1. Respondent Gender**

It is used to provide an overview of the research data that has been obtained. Through this analysis, researchers can determine the characteristics of the data, such as the average value, the highest and lowest values, and the level of distribution of the informant data on the variables being studied.

**Table 3. Descriptive Statistical Analysis**

No. Items	Right	Wrong	Percentage
1	12	18	40.0
2	19	11	63.3
3	30	0	100.0
4	19	11	63.3
5	22	8	73.3
6	26	4	86.7
7	23	7	76.7
8	26	4	86.7
9	10	20	33.3
10	24	6	80.0
11	24	6	80.0
12	20	10	66.7
13	18	12	60.0
14	21	9	70.0

**Table 4. Descriptive Statistics Summary**

Statistics	Scoring
Number of Questions	20
Number of Respondents	30
Minimum Value (Lowest True Percentage)	33.3
Maximum Value (Highest True Percentage)	100
Average Correct Percentage	69.2
Standard Deviation (approximate)	16.8

Based on the table of questions answered by 30 respondents, with a total of 20 questions, the average percentage of correct answers is 69.2%, with a maximum score of 100%. English language skills of Hotel Griya Sintesa Muara Enim employees in understanding English-language information systems. The level of English proficiency of employees of Hotel Griya Sintesa Muara Enim in understanding English information systems is measured according to the following categories:

**Table 5. English Comprehension Scale**

Score Range	Category
81–100%	Very Well Understood
61–80%	Well Understood
41–60%	Moderately Understood
21–40%	Poorly Understood
0–20%	Not Understood

To measure the English language ability of Hotel Griya Sintesa Muara Enim employees in understanding information systems, written tests and interviews were conducted with 30 employees. The written test consisted of 20 questions, divided into 10 multiple-choice questions and 10 matching questions. For the correct answer, the number 5 is assigned, and the incorrect one is assigned the number 0. one respondent each got a score of 100, 90, 75, 65, and 20, 11 respondents got a score of 85, 5 respondents got a score of 80, 2 respondents each got a score of 70, 50, and 35, and 3 respondents got a score of 40. To calculate the average, the sum of the total employee scores divided by the number of respondents yields an average employee understanding score of 70.5. If viewed based on the comprehension scale, then with an average score of 70.5, it can be concluded that the employees of Hotel Griya Sintesa Muara Enim are proficient in using the hotel information system in English.

### **Discussion**

The results of this study show three main findings. First, quantitatively, the ability of Griya Sintesa Muara Enim Hotel employees to understand English-based hotel information systems falls into the "Well Understood" category, with an average score of 70.5 and a correct answer



percentage of 69.2%. This indicates that the majority of employees can operate the system functionally despite not fully mastering all technical terms. Second, item analysis reveals a high variation in difficulty, where some terms, such as PMS, database error, and file backup, have a high error rate. In contrast, basic terms like check-in and reservation are relatively mastered. Third, the results of the interviews confirmed that employees' understanding is more practical and operational than linguistic and academic, because they rely more on work experience and the help of colleagues than on systematic vocabulary understanding.

The obstacles faced by Hotel Griya Sintesa Muara Enim employees in understanding the hotel information system in English. From the results of interviews and observations, it was found that specific terms in information systems often have unclear meanings and functions. (Bonar Siagian & M Bambang Purwanto, 2023; Purwanto et al., 2025; Ridayani & Purwanto, 2024). Some of the terms that most often cause difficulties include: PMS (Property Management System), Check-in, Check-out, Interface, Server Connection, Database Error, and File Backup. (Agustin et al., 2023). Difficulty understanding English terms in information systems is influenced by several factors, including limited English language skills among users, a lack of training focused on understanding terminology, and dependence on colleagues or supervisors.

These findings align with research by (Purwanto & Umar, 2024), which indicates that hotel employees generally possess sufficient functional English comprehension for operational purposes, but still encounter difficulties with the technical aspects of the system. This also supports the findings of (Vivin Afini, Fitri Nurdianingsih, Ridayani, 2025), who suggest that the use of English-based systems in the hospitality industry requires not only general language skills but also mastery of occupational vocabulary. Compared to the study by (Komerendo et al., 2025), which highlighted Indonesian interference in hotel staff communication, this study broadens the understanding by showing that such interference also arises in the context of interaction with digital systems, not just in verbal communication with guests.

Theoretically, these results show that understanding English in the context of hotel information systems is situated competence—that is, tied to the work context and practical experience. Employees can effectively carry out the system's functions because they have developed procedural knowledge, although their declarative knowledge of English terms remains limited (Yamin, 2021). This explains why the average score falls into the "Understand" category,



despite the presence of many errors in technical terms (Zahedpisheh et al., 2017). In other words, English in the hotel system is not learned as a language, but as a work tool that is practiced regularly.

The practical implication of this study is that English language training in the hospitality sector should not be general, but should be oriented towards English for Hospitality Systems. Hotels need to develop training based on technical terms such as interfaces, billing, and server errors so that employees can not only "click" but also understand the operational meaning of each command. Institutionally, developing an internal glossary and implementing a mentoring system between staff is an effective strategy to bridge the gap between language skills and technological demands (Burdova, 2007). One of the main challenges identified is the low exposure of employees to information system-specific English language training (Chatman & O'Reilly, 2016; Kardijan, 2017). Most language learning occurs informally through peers or through trial and error (Rachim & Salam, 2025). This condition poses a risk of causing fatal errors in guest data recording, payment transactions, and reporting. In addition, the hotel system, which is constantly updated with new terms, widens the linguistic gap if it is not accompanied by language training updates.

Further research is needed to develop an English for Digital Hospitality learning model, which integrates technical vocabulary, system simulation, and task-based system training. Experimental studies can also test whether system-based task-based training (e.g., PMS simulations) is more effective than conventional language training (Novia et al., 2024). This is crucial for addressing the needs of an industry that is rapidly becoming digitized and increasingly global in orientation (Aisyah et al., 2024). In the future, this study can also be expanded to analyze the relationship between language comprehension, digital literacy, and service quality (Harpiansi, Anggra Prima, 2025). Cross-hotel and cross-regional research will help map the language competency gap in Indonesia's hospitality industry nationally (Astirini Swarastuti et al., 2024; Indriansyah et al., 2025). Thus, English is no longer seen as just a guest communication skill, but as the linguistic infrastructure that underpins the work system, technology, and professionalism of modern hospitality.



## D. CONCLUSIONS

Based on the research and data analysis conducted on employees' English ability to understand information systems, the following conclusions can be drawn: The calculation results indicate that the average English comprehension score of employees is 70.5, which falls within the "Comprehension" category. Although employees generally understand the use of English-language information systems, there are still some linguistic constraints, especially in understanding technical terms. Factors that support the success of employees' English comprehension include work experience, regular use of the system, and assistance from colleagues. Overall, the results of this study indicate that the level of functional English proficiency among employees is adequate, making the use of English-language hotel information systems a minor obstacle. Based on these conclusions, the researcher provides several suggestions that are expected to help improve employees' ability to understand English-language hotel information systems and support hotel operational performance, namely: Technical English Training (*English for Hospitality System*), Glossary Preparation English terms, internal mentoring and mentoring, increasing the frequency of evaluation, using the system, and collaboration with the system developer.

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