A Model of Developing Human Resource at Argoguruh Tourism Dam At Tegineneng Pesawaran District

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Abstract:*This studying aims to produce the form of Human Resource Development model based on Inductive training, to improve Human Resource society around the tour of Dam Argoguruh in Tegineneng Pesawaran District. This research uses Research and Developmen (R & D) research design. The first objective is referred to as a development function while the second objective is called validation and thus the concept of development research is more properly defined as a development effort and accompanied by validation efforts. In this research the model is divided into 7 phases, namely: 1) needs analysis, 2) product planning, 3) initial product development, 4) initial field test, 5) revision of test product, 6) main product field test, 7) Product Revision. The samples of this research are Risma agung villagers consisting of 15 people, 6 of them are men and 9 are women. The data was collected by documentation, observation and tests. The resuts of pretest and posttest are analyzed using effectiveness test and attractiveness test. The product of this research is a module of human resource development model based on inductive training. The results showed that the average N-Gain was normalized to 0.73 (high), attractiveness 81% (interesting) and there was a significant posttest and pretest value of 493> 147 indicating thit> table ie 22,44> 2, 36 with significant level of t0,05 indicates that there is influence between human resource development model of inductive training with the development of muli meghanai human resource.*

Key words *: development, human resource, guide*

I. Introduction

Tourism has recently become a potential field to contribute to a country's economic growth. In many countries, the process of planning and developing the tourism sector does not often become the priority scale of government work. The discussion of the Human Resources needed in the service of proper and effective tourism activities often receives low attention, in some cases, even completely ignored. This has resulted in serious problems in the tourism industry, and enables the obstruction of local people's participation in economic activities developed from the development of tourism.

The existence of human resources plays an important role in the development of tourism. Tourism human resources include tourists / tourist actors (tourist) or as workers (employment). Human resources acting as entrepreneurs who play a role in determining the satisfaction and quality of workers, experts and professionals who play a role in observing, controlling and improving the quality of tourism.

Referring to Undang-undang Number 10 Year 2009 on Tourism, the definition of Human Resources can be related to Tourism is "a wide range of tourism activities and supported by various facilities and services provided by the community, businessmen, government and local government. While the meaning of Tourism is all activities related to tourism and is multi-dimensional and multi-discipline that emerged as a manifestation of the needs of every person and country and the interaction between tourists and local communities, fellow tourists, the Government, local government, and entrepreneurs. While the Tourism Industry is "a collection of tourism businesses are inter-related in order to produce goods and / or services for the needs of tourists in the implementation of tourism".

One solution that needs to be taken is to improve the competence of Human Resources owned by a State including Indonesia through improving the quality of education and proper training. Improvement of human resources quality becomes one of the keys to win the increasingly competitive global competition. The development of tourism human resources is generally divided into physical development and non-physical development. Physical development is carried out from the preparation of plans, design, and implementation of construction, the scope of accessibility development activities, basic facilities of tourism, and supporting facilities of tourism activities. While the development of non-physical human resources related to several things namely tourism services, tour guide services, Prerequisites for the process are supportive tourism education and

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training system (Priowirjanto, 2001), the preparation and application of tourism workforce competence standards (Parwoto, 2001).

The importance of human resources (HR) is really able to see opportunities and work to develop the tourism sector so as to improve the economy and progress of the local area. There has been no coordination between local government agencies and tourism stakeholders. For example, the relationship in cooperation between local governments with entrepreneurs managing attractions, hotels, restaurants, transportation, telecommunications and others. Effective marketing and tourism promotion programs are not well-planned, using a professional approach, partnerships between private, government, and community and strengthening institutional networks, to increase tourist arrivals for both foreign and domestic tourists. Institutions at local and private levels were not maximized to create interaction in working on tourism industry at Argo Guruh Tegineneng Dam so it has no attraction for visitors.

The development of tourist visits contributed greatly in the development of tourism. Here are presented the number of local tourists who visited the Argo Guruh Tegineneng Dam Pesawaran District in the last four years.

Table 1.1 Result of a study at Argo Guruh Tegineneng DamPesawaran District

Year	Visitors
2013	327
2014	414
2015	389
2016	433
2017	427

Source: Tourism of Pesawaran District

The data shows that tourists who visit the Argo Guruh Tegineneng Dam in the last four years are increased. It indicates the tourism potential owned by Argo Guruh Tegineneng Dam Pesawaran District and, of course, this will provide a great opportunity for increased income of the people and the region and can reduce unemployment in the local area as well.

The local government has developed strategies for tourism development in the Argo Guruh Tegineneng Dam, Pesawaran District, but these strategies have not been able to give a significant effect.Local communities are not involved, and government has not done the development of people's human resources about the benefits of tourism. It is needed a strategy to optimize and answer the needs of tourists and can increase the income of local communities, while maintaining sustainability in tourism development.

Tourism development can not be separated from physical and non physical (social, cultural, and economic) elements, therefore it is important to note the role of the element. Geographical factor is an important factor for the consideration of tourism development. Climate difference is one of the factors that can grow and cause variation of natural environment and culture, so that in developing tourism physical and non physical characteristics of a region need to be known (Sujali, 1989: 28). Tourism development that has been done by both government and private has increased the number of tourist arrivals from one area to another. Tourist visits will stimulate social interaction with residents around the tourist attractions and stimulate the response of the surrounding community according to their ability to adapt both in their economic, community and culture.

Natural resources and cultural treasures that can support the success of tourism management can be used as material to sustain Pendapatan Asli Daerah (PAD) by involving reliable human resources to the growth of people's economy and community welfare. Government can not stand alone but cooperate with the private sector as to set the goal. Human resources is one of the necessary resources in tourism management. Therefore, the existing human resources in Pesawaran District can be utilized and recruited to conduct tourism management in the area, this should be supported by education and skills in the field of tourism.

It is understood that Pesawaran District is one of the areas in Lampung Province that has fertility and natural beauty, rich cultural arts and cool air. Pesawaran District has 79 (seventy nine) tourism objects. Each object is divided into four attractions from different locations in Pesawaran District. The four objects are: Object Tourism Tirta which consists of 19 (nineteen) and then Tourism Object Marina which consists of 25 (twenty five) Natural Tourism Object consisting of 29 (twenty-nine) attractions among others; Argo Guruh Tegineneng Dam and the last of the five Historical Tourism Objects.

According to the World Tourism Organization or the United Nations World Tourism Organization, sustainable tourism is defined as a balanced development of tourism between environmental, economic, socio-cultural aspects of tourism development, so as to ensure long-term benefits to society (UNWTO, 2007). The competitiveness and sustainability of a tourism area has a reciprocal relationship that supports the business climate and environmental sustainability (WEF, 2014, Alina and Catalina, 2009; Kline, 2007) and contributes to

the welfare of society (Ritchie and Crouch, 2000; Dwyer and Kim , 2003; Gomezelj and Mihalic, 2008; Hassan, 2000; Yoon, 2002; Goffi, 2013).

Pesawaran District is divided district of South Lampung Regency in 2007. The existence of potential tourism is necessary to investigate to explore and develop tourism potential in Pesawaran District. It is necessary to improve the quality of community life and to raise the welfare of the community. And one initial step in implementing it is by way of research and planning (UN, 2003).

In an organization, the most important thing to note is the human resources that become the main support achieved organizational goals. Human resources occupy strategic positions within an organization, therefore the human resources must be mobilized effectively and efficiently so as to have a high level of results. Human Resource Management is a set of strategic, process and activities designed to support the company's goals by integrating the needs of the company and individual (Rivai, 2009: 1).

Based on some opinions above, it can be concluded that human resource management is a science and art in which contained managerial and operational functions aimed at human resources can be utilized as effectively and as efficiently as possible to achieve the target set. Human resource planning can determine the need for labor based on forecasting, developing, implementing, and controlling those needs that integrate with the organization's plan to create the right number of employees, appointment of employees and economically beneficial.

Human Resource Management function of the Company or organization in the field of human resources would want to have quality human resources at any time in the sense of meeting the requirements of competence to be utilized in the effort to realize the vision and achieve short- and medium-term goals. In order to achieve the objectives of human resource management that have been proposed, the human resources must be developed and maintained so that all the functions of the organization can run in balance. Human resources activities are part of the most central human resource management management process and are a series in achieving organizational goals. These activities will run smoothly when utilizing management functions.

II. Research Methods

The design of this research is Research and Development (R & D). Borg & Gall (in Sugiyono 2011: 296) states that the development research procedure basically consists of two main objectives, namely developing the product and testing the effectiveness of the product in achieving the goal. The first objective is called the carrier function while the second goal is called validation. The concept of development research is more precisely interpreted as a development effort which is also accompanied by validation efforts.

According to Borg and Gall (1989) R & D has 10 steps: Needs analysis, Product planning, Initial product development, Initial field test, Revised product trial, Field test of main product, Product revision, Large-scale field trial, Revised final product, and Desimilation. Steps eight, nine and ten cost a lot for that researchers only use steps one to seven. This research will be carried out by the Model of Developing Human resources tourism at Argoguruh DamTegineneng district by using seven steps R & D. This activity requires a lot of cost and time, so the researcher, especially in this thesis writing,limits in step seven. Adelina hasyim (2017: 89) states tfollowing steps are requirement analysis, product planning, initial product development, preliminary field test, product trial revisions, primary product field tests, and product revisions

Population is the whole subject of research, Arikunto (2010: 173). The population in this research is Risma member of Bumi Agung Tegineneng village. The sample is the partial or representative of the population to be studied (Arikunto, 2010: 174). Samples taken in this research are athletes of PPLP Panahan Lampung consisting of 15 people consist of 6 sons and 9 daughters.

The sampling technique used in this study is saturated sampling is a technique of collecting samples when all populations are used as samples, this is often done when the population is relatively small, less than 30 people or research that wants to make generalizations with a very small error. Another term saturated sample is also often also defined as a sample that has been maxed out plus no change will represent the accidental encountered it is suitable as a data source. Sugiyono (2015: 143).

The experimental design used in the field test is the One-Group Pretest-Posttest Design, which consists of an experimental group without any control group (Sugiyono, 2011: 74). This design compares the pretest score (test before using the Individual guide development model based on inductive training) with posttest score (after test using inductive inductively based driver development model).

Data collection techniques in research include several forms of data collection. These techniques are documentation, observation, questionnaire (questionnaire) and tests. Documentation and observation is used to find out how the development of human resources guides people around the tourist area.

The research instrument is a tool or facility used in data collection to make the work easier and the result is better, in a more thorough, complete, and systematic meaning easier to process (Arikunto, 2010: 203). Data collection in this research is by using questionnaire (questionnaire) and test instrument.

According to Arikunto (2012: 42) questionnaire (questionnaire) is a list of questions that must be filled by people who will be measured (respondents). With the questionnaire (questionnaire) aims to know the state / data self, experience, knowledge attitude and opinions. Questionnaires are given to educators and learners to obtain needs analysis data at the introduction stage. Then a questionnaire was given to a team of experts and field tests to evaluate the developed model.
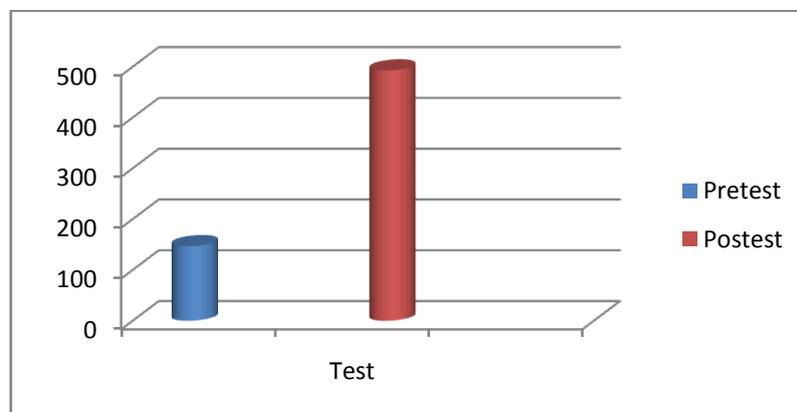
The test is a series of questions used to measure participants' HR, knowledge of intelligence, abilities or talents possessed by individuals or groups (Arikunto, 2010: 193). This test is used to measure the ability or human resources of the community or trainees. The test was used in this study for pretest and posttest data retrieval. Pretest before participating in Human Resource Development training guide by using Human Resource Development model based on Posttest Inductive Training after training using Indigenous Indicator based human resource guidance development model

III. Results And Discussion

Products developed are tested expertly by filling the questionnaire. Expert tests conducted include the test of material experts, design experts and media experts. At this stage a person who becomes the validation of the test experts should be educated at least graduate S2 in the field of education and have special skills. The percentage of expert validation assessment is 93% from material experts, 93% from design experts 91% from media experts so that the average overall assessment by experts 92%.

From the average assessment of experts, it is explained that there is an increase from the first assessment to the second assessment. So it can be concluded that the resulting product is feasible to be used. Field trials were conducted on the number of participants to obtain and find out the results of human resource development model based on inductive training. Field trials were conducted with research subjects members of risma or muli meghanai village Bumi agung Pesawaran District with the number of 15 people. The result of the training is seen from the score of pretest and posttest score that is the value before and after using the model of human resource development based on inductive training in addition, this group is done to see the suitability and convenience of Human Resource development model based on inductive training to improve and develop Human Resources guides after following the training.

The results of pretest and posttest exercises in field test obtained pretest average value of 147 and the average value of posttest 493. The value is presented in the form of bar charts in the bar chart picture as follows:

Picturechart of average test score

Product effectiveness test is done by using normalized N-Gain that is comparing the result of guides training before and after using inductive training based human resource development model. Training is said to be effective if (N-Gain) ≥ 0.70. N-Gain is obtained from the pretest and posttest value of field test. It is known that N-Gain in the field test is effective because $0.73 \geq 0.70$. Thus it can be concluded based on the results of normalized N-Gain calculations with high qualifications so that the use of human resource development model guides based on inductive training.

The attractiveness of the use of human resource development model based on inductive training argoguruh tegineneng dam trial guard Pesawaran district by filling in questionnaires. The data was taken from 15 members of risma agung village at Tegineneng Pesawarandistrict who became participants of Human Resource Development training guide.

Table 2 Interesting Use of Inductive Based Human Resource Development Model

No	Sample	Percentage	Attractiveness	Level of classification
	Test	91%	Very attractive	Very simple
	Average	91%	Very attractive	Very simple

Based on the table above,it can be concluded that the use of human resource development model based on Training Guided Indication on tourism guides proved to have an interest because the acquisition of 91% results with very interesting classification.

Researchers used Pretest and Posttest One Group Design by comparing pretest results with significant posttest. The results of the trial is one of the factors that build human resources. Human resources guides are members of Risma village Bumi agung Tegineneng Pesawaran District.

IV. Conclusion

The result of data analysis and development of Human Resource Development Model Based on Inductive Trainingcan be concluded as follows:

- The result Human resources trained in the Human Resource Development Model Guides enables to improve the community and the quality of the tourist guides. This is also evident from the value of the participants' pretest and posttest training. Otherwise, the model of developing human resource in inductive based is worthed to be implemented in developing human resource in tourism at Pesawaran District.
- Human Resource Development and Training-Based Training Models on Tour Guides in Pesawaran District of Lampung Province is effective to increase the knowledge and human resource of the trainees. This can be seen on the accuracy of human resource average before using the human resource development effective model and after using the human resource inductive effective model.

V. Suggestion

Based on the conclusions and implications that have been described, the suggestions may be given as follows:

- It is important to develop a model that can improve participants' ability in tourism services and management, so that the participants are motivated to develop the tourism area creatively and innovatively.
- The organizers of human resource training should be able to choose the appropriate training forms that local people use during training and tour guide training materials as an alternative in human resource development to make effective non-formal training and education. It can grow the participants in participating human resources training so that participants are more enthusiastic, and can improve the competitor's ability to manage tourism.
- Local governments should be more concerned in fostering local communities for the improvement of human resources and community revenues around tourist areas and providing good training facilities to all organizers to be more creative in training programs.
- It is recommended for other researchers to conduct a more in-depth and wide-ranging assessment of other variables related to the implementation of human resource development of Guides in order to improve the outcomes of community human resources through formal and non-formal education and training.

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