Application of The OPERA Information System in Hotel Reservations to Increase The Productivity of The Front Office Department (Case Study at the Grand Hyatt Hotel Bali)

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Abstract
Application of Information Systems OPERA at Reservations Section, Front Office Department, in Hotel Grand Hyatt Bali. The information system is a system within an hotel that reconciles the needs of daily transaction processing, support the operation, managerial in character and strategic activities of an hotel as well as provide certain outside parties with the necessary reports. In general, the reservation section in front office department is reserving facilities including accommodation, food and beverage, seat pad in the show, airplanes, trains, bus, entertainment, night club, discotegue including booking hotel rooms. Population and sample in this research were employees on duty in the reservation section, front office department who really understands the OPERA information system being researched at this time, the respondents are 11 people. The calculation is done by using the simple empirical formula, as well as the determination of the value-oriented to simple statistics with data collected through a questionnaire. Motivation of development of information systems at Grand Hyatt Bali Hotel is a profit motive, thus the profit and loss aspects are taken into consideration in the development of the system. Based on respondents’ ratings of the three operational criteria of reservation section in front office department in Grand Hyatt Bali Hotel. In general the condition of reservation section based on the views of respondents is 87.37% agree 12:12% fairly agree and 0.50% disegree, and there are some advantages of using the OPERA information system are speed, convenience and other benefits.

Keywords: Application, Information System, Reservation, Front Office
INTRODUCTION

The growing development of the tourism industry throughout the world has encouraged investors and hotels to work in the tourism accommodation sector, from travel agents, restaurants, to hotel construction. During a tourist trip, tourists really want the right place to stay. Hotel, Grand Hyatt Bali Hotel is a five-star hotel located in the Nusa Dua star area. Built to combine Balinese traditions and culture, this hotel promises a luxurious beach atmosphere. The five-star Grand Hyatt Bali hotel is only about twenty minutes from Bali’s Ngurah Rai International Airport. The hotel is built in Balinese style and has views of the water palace with lakes, gardens, five rivers and lagoon pools surrounding it. This hotel is located on the beach and has direct access to Nusa Dua beach. Among the many departments at the Grand Hyatt Bali Hotel, the Front Office Department functions as the center and core of all services. In the Front Office, there is a section called Reservations which has the main task of receiving and handling hotel room reservations.

An information system is a system within a hotel that brings together daily transaction processing needs, supports OPERA, is managerial, and strategic activities of a hotel and provides certain external parties with the necessary reports. Information technology and information systems certainly cannot be separated from the goals of hotels that are currently developing. Information technology and information systems are basic knowledge that is developed more professionally in a hotel. The existence of computerized processing of data into information is very important. This is because computerized data processing can make a big contribution to a hotel’s performance. Without a computerized system, hotels will face obstacles in getting actual and accurate information. This can be caused by the process of collecting and processing data still being done manually. With the help of a computerized system, information can be managed well, thereby creating time and cost efficiencies. To provide this information, a tool or media is needed to process a variety of data so that it can be presented into useful information with attractive packaging and guided by quality information criteria. The necessary tools include computer equipment that supports hotel facilities, and systems that provide accurate information in presenting information. Every hotel, government and education industry definitely needs an information system in carrying out its work activities so that it is more organized and directed with more efficient time. Hotels or industry certainly really need a running information system to improve business activities so that they can develop in a better
direction, while the community itself needs accurate information so that it can understand previous needs. Competition in the hotel business is currently very tight because more and more new hotels are emerging. An information system is a system within a hotel that meets the hotel's daily needs and supports the function of using the information system. The use of information systems is currently very rapid among the public, especially in the use of the internet. The use of information systems can facilitate the process of collecting and processing hotel data from reservations to guest check out. This can anticipate guest needs and guarantee the availability of quality hotel services so that they can satisfy their customers. The front office is one of the most important parts of a hotel that makes reservations using a reservation information system. The problem that usually occurs is how to use it and the benefits that can be taken from using this information system. The front office is responsible for the OPERA Information System in the hotel front office area related to room reservations and guest check out services. The system used at the Grand Hyatt Bali Hotel is suitable for use because it makes it easier for guests to process the reservation or booking of rooms available at the hotel. The feasibility of this system has worked very well and satisfied the guests. The OPERA information system is very influential in the reservation process at hotels because guests really like the system used at the Grand Hyatt Bali hotel.

According to the Oracle Hospitality OPERA Cloud Property Management page, OPERA is a property management system designed to meet various hotel OPERA needs. OPERA provides application programs to help OPERA hotels, and these application programs can be configured according to hotel needs, making it easy to use and allowing employees to get fast, accurate and up-to-date information. OPERA functionality can help employees complete multiple tasks faster. Below, researchers write down several capabilities that have an impact on the work of the OPERA information system application. First, reservation capabilities allow employees to find rooms quickly. OPERA controls future bookings on specific dates, and employees can quickly check room availability to see if they still exist. Second, the ability to check-in quickly and easily. OPERA has features that can increase guest satisfaction and shorten check-in time. It has features like Automatic Room Blocking, One Key Stroke Check-In, Rapid Walk-In Check-In, and the ability to make simple payments. Third, the room management function can be accessed via OPERA, which can display the latest room status information, including which rooms are clean, dirty, checked, taken, out of order, and out of service. The ability to manage rooms also helps Front Office employees identify which rooms need daily cleaning, special projects, and service delays. Fourth, the ability to access guest profiles to obtain complete and accurate guest data. OPERA may collect historical data,
statistics and data on individuals, hotels, travel agents and groups. Employees can easily get this data when needed. Apart from that, during the observation, interviews and documentation, the researcher experienced several interesting experiences when using the OPERA information system application program, such as a disruption in the OPERA information system program at the Grand Hyatt Bali hotel, which caused all front office staff to be unable to access most of the features. OPERA. As a result, all Front office staff have to carry out OPERA activities manually, with the help of some data. When done manually with additional data from OPERA, sometimes errors and limitations in information and communication occur, which will definitely disturb guest comfort. Errors such as double check-in, tapping the wrong guest room, limited guest data, delays in the room application process, delays in communicating with other departments, and long check-out processes are some of the errors that occurred in the researcher’s experience. Based on previous experience, researchers feel very helped by the presence of the OPERA information system application program because they can get all the data and information they need at the Front Office. Ultimately, researchers and other employees found it helpful to concentrate on the quality of effective guest service. Based on the things above, the researcher wants to conduct research with the title "Application of the OPERA Information System in Hotel Reservations to Increase the Productivity of the Front Office Department (Case Study at the Grand Hyatt Hotel Bali)".

FORMULATION OF THE PROBLEMS

The problem formulation in this research is:

1. Analyze how feasible it is to apply the OPERA information system to hotel reservations to increase the productivity of the front office department? (case study at the Grand Hyatt Bali hotel).

2. What benefits can be gained from implementing the OPERA information system in hotel reservations to increase the productivity of the front office department? (case study at the Grand Hyatt Bali hotel).

THEORETICAL BASE

1. Definition of Hotel

A hotel is a place to stay that provides food and drinks to its guests and consists of several or many rooms that are rented to the general public for a certain period of time (Hurdawaty and Parantika, 2018:7). According to Sulastiyono in Maluto (2014: 1), a hotel is a business that is able to pay a reasonable amount according to the services
received. According to the Decree of the Minister of Tourism, Post and Telecommunications Number KM 37/PW. 340/MPPT-86, "a hotel is a type of accommodation that uses part or all of a building to provide accommodation, food and beverage services, as well as other supporting services for the public which is managed on a commercial basis" (in Sulastiyono in Maluto 2014:1). Based on the definition above, experts agree that a hotel is a business managed by its owner which provides food, drinks and bedrooms to people who travel on tour without any special agreement.

2. Definition of Front Office is the center of hotel activities, which comes from two words, namely: "Front" and "Office" and according to Bagyono (2012:21), "Front" means front, and "Office" means office. According to Cahyani Kris (Journal of the Role of Receptionists in Improving the Quality of Guest Service at the Hyatt Regency Yogyakarta Hotel), the Front Office is the hotel department which is located at the front, the place is not far from the lobby or front door of the hotel, the Front Office is the busiest area in the hotel and who must be able to understand and understand all the information that guests need. Therefore, the Front Office Department is the easiest for guests to find and see. In hotel operations, the Front Office is a department that is considered to have an important role because almost all work in the Front Office is related to guests, both directly and indirectly. Based on the expert’s Definition above, researchers can conclude that the Front Office is the department responsible for all room sales processes, starting from booking rooms, welcoming guests, registering guests who will stay overnight, providing room keys, and payment. In addition, the Front Office department is the busiest because of the many responsibilities, functions and roles related to serving guests.

The following is a hotel Front Office job description:

1. Handle hotel room reservations by guests.
2. Check-in, check-out, and guests move rooms (front office).
3. Provide information to guests (information).
4. Handle guest luggage when checking in, checking out and changing rooms (bellboy).
5. Handle telephone calls from inside or outside the hotel (telephone operator).
6. Handle guest payments or bills (front cashier).

In the era of globalization and technological progress, there are more and more large businesses, and increasingly specialization in activities and improvements in information systems, almost all activities already use systems, both manual and computerized. Therefore, it is not surprising that the system received a lot of research and analysis. A system is usually described as a collection of parts that are
interconnected so that they become an integrated whole to achieve certain goals. As an important part of the development of science, many experts focus on learning about systems.

3. Definition System
   "A system is an order (integration) consisting of a number of functional components (with special function units and tasks) which are interconnected and together aim to fulfill a certain process," according to Fatansyah (2015: 11).

According to Mulyani (2016:5), the characteristics of the system are as follows:
   a. The system consists of components.
   b. Components must be integrated (interconnected).
   c. The system has limitations.
   d. The system has clear goals.
   e. The system has an environment.
   f. The system has input, process and output.

According to McLeod and Schell in Mulyani (2016:13), there are five types of systems:
   b. Management Information System (MIS).
   c. Virtual Office System (VOS).
   d. Decision Support System (DSS).
   e. Enterprice Resource Planning System (ERP).

4. Definition Information
   Information is very important for the decision making process so that errors do not occur. Data that has been converted into a form that is more useful and significant for the person who receives it is also called information. In Trimahardhika and Sutinah (2017:250), Sutabri says that "information is data that has been processed, classified and interpreted and used for the decision making process", while Anggraeni and Irviani (2017:13) say that "information is a collection of data or facts that are processed in such a way as to have meaning for the recipient."

Types of Information, there are three types of information consisting of:
   a. Strategic Information: This information is used in the long-term decision-making process, which includes information from external sources, plans to expand planning, and others.
   b. Tactical Information: This is information necessary to make medium-term decisions, such as information about sales trends that can be used to create sales plans.
c. Technical Information: This is the information needed for day-to-day OPERA, such as daily cash reports, sales returns, and stock.

Information Characteristics:

a. Relevant: Information must be significant so that people who use it have no doubts and can be precise in the decision-making process.
b. Reliable: The information used for decision making must be highly reliable.
c. Complete: Information must explain every aspect of the event being measured in detail and clearly.
d. Timely: Any information must remain current and not outdated, making it important for decision making.
e. Understandable: If information is presented in a clear form, people will understand it more easily.

Information Quality:

a. Accurate: Information must be accurate, meaning not wrong, and not misleading. Accurate also means that the information must clearly indicate the purpose of the information. Because information can be subject to a lot of interference, or noise, from its source to its recipient, the information must be accurate.
b. Timeliness: Information must be received without delay. Information that is out of date will no longer be useful because the information that has been sent is the basis for the decision making process. Businesses can be destroyed if decisions are delayed.
c. Relevance: This information is useful for users. Information is not always relevant to everyone. The hotel’s Accounting Department does not seem to need information about the source of production machine damage. However, if it is addressed to hotel engineering experts, it will be more relevant.

5. Definition Information Systems:

According to Marimin, et al. (2006:18) An Information System is a system consisting of several subsystems or components of hardware, software and brainware, data and procedures for carrying out input, processes, output, storage and control that convert data sources into information. Or it can also be defined as a system within a hotel that meets transaction processing needs and supports OPERA and the necessary reports.

6. Definition Computer Based Information Systems:

Computer-based means that the management information system designer must understand computers and be able to use them for information processing because the
designer will design a management information system that will be used using a computer program. Apart from that, according to Laudon & Laudon (2007) quoted by Hartono (2013: 48) computer-based management information systems can improve business processes, namely in two ways, namely:

a. Increasing the efficiency of business processes, due to increased coordination, duplication can be avoided and processes can be accelerated thereby saving time.

b. Changing business processes, in the form of changing product forms (for example the creation of digital products and changing procedures (for example the introduction of online ordering).

7. Computer Hardware (Hardware)

Computers cannot think, computer machines are called hardware which is defined as all the equipment in a data processing activity that is used to carry out or carry out the functions of data preparation, data entry, calculation, monitoring, storage and output of results. Computer hardware is also known as some of the physical equipment of the computer itself that can be seen, held or moved (Micro Computer). Apart from that, there are also input devices, which are hardware used to enter data or commands (programs) into a computer. In general, there is a difference between the codes recognized by data storage media and the codes recognized by computers. Therefore, to translate codes known by data storage (for example letters) into several codes known to computers, including binary digits or bits, is the task of this input device. Apart from translating codes, the input device is tasked with sending codes in bit form to the storage media in the computer (internal storage). Below are the types of input devices that can be used as input devices, namely:

a. Keyboard (Keyboard): The keyboard is the most widely used input device on computers. There are two basic forms of keyboard, namely alphanumeric keyboard, and special function keyboard. Alphanumeric keyboard is a keyboard that contains keys in the form of buttons for letters and numbers as well as symbols.

b. Mouse: The mouse category is a pointing device whose function is to point to everything on the display screen. The shape of this mouse is small, light and fits in the palm of the hand. At the top of this mouse there are 2 or even 3 buttons and right below it there is a small ball which functions to move the pointer (cursor) on the display screen. By moving the mouse, the small ball will rotate and thus the cursor moves or moves. Usually the mouse is connected via cable to the computer, but there are also mice that are controlled without cables (wireless).
c. Trackpad / trackball / trackpoint: Is a pointing device that functions to move or move the cursor. Some are installed (built-in) in the computer (on the keyboard) and some are separate from the computer. By moving your finger on the pad or rotating the ball or moving the small circle (point), the cursor will move to point to the data to be entered.

d. Touchscreen: A pointing device that functions to move or move the cursor. A touchscreen allows us to enter data or commands just by touching one part of the display screen using a finger or other non-transparent object (for example: a pencil or member card at certain hotels). Behind the display screen, beams of infrared light are actually projected which fall on the surface of the screen in a checkerboard pattern. The finger that we touch on a certain part will determine infrared, which means it is a command to the computer to enter data according to what we point or touch. With the development of technology today, touch screens have been used on cellular phones.

e. Scanner: Is an optical reading device that works by shining light on a document, then capturing the reflected text and sending it to a computer. There are ones specifically for marking slides (middle image) and there are also ones that are small so they can be easily carried anywhere. This is usually used by the police to record the item code (bar code) and price of the item.

8. Software (Software)
According to Maryono and Istiana (2007:8) Software is in the form of a program that runs computer hardware and is the lifeblood of a computer. Without software, a computer is just a piece of useless hardware. Computer software is divided into 2 types, namely OPERA System Software (Operating System Software) and Application Software. Meanwhile, according to Presman quoted by Hariyanto (2008: 44) software is divided into:

a. System software, a collection of property management that is fully integrated program to serve sales using the SI OPERA program or other programs. The software is linked with high interaction to the hardware. Examples: OPERA system, compiler, text editor, file management utility, device driver, telecommunication processor.
b. Real-time software, software that monitors or analyzes or controls real-world events.
c. Engineering and science software, software for completing reservations. Reservation is a loan word for scientific engineering problems, for example from the English "Reservation" which means reservation.

d. Embedded reservation software is software that discusses or relates to something in the ROM (Read only memory) for a place. Meanwhile, in the world of tourism, it is the controller of consumer products and industrial systems.

e. Web-based software is software that collaborates with executable instructions, for example: CGI, HTML, Perl, Java and data, such as: hypertext and various visual and audio formats, artificial intelligence software and AI software. intelligence) which uses non-numerical algorithms to solve complex problems that are difficult to do using simple analysis.

9. OPERA System

The OPERA Enterprise Solution system is an OPERA Property Management System (PMS) designed to meet the diverse requirements of any size hotel or hotel chain, OPERA PMS provides tools to help hotels run OPERA at a higher level of productivity and profitability than before. This application can be configured to specific hotel needs so it is easy to use and allows users to obtain fast and accurate information. OPERA's Multi-Property Function can help hotels reduce hardware, software and labor costs by running several hotels from one database. The design allows hotels to use centralized data based for several PMS (Property Management System) installations. Centralized software and hardware make system support and upgrades easier by loading them into one central location. Hotels can also realize workforce efficiency by sharing existing functions in the hotel including Reservations, Accounting, Sales and PBX.

The advantages of the OPERA information system for the reservation department are as follows:

a. Able to provide full control over future room bookings. Such as: in a matter of seconds reservation officers can search and see room availability in the system for the largest properties, getting fast and precise information on full occupancy levels during high season periods. 

b. Provides a variety of tools for inventory, group booking control and contract administration.

c. Providing a good level of communication throughout the OPERA hotel, especially in the front office (telephone operator, front office, reservations, bell desk and information).
d. Can quickly find guest data in your own hotel or in other hotels.
e. Provides reliable price information that allows hotels to increase revenue by adjusting price levels and price inventory availability.
f. Enables hotels to create flexible, detailed packages to meet OPERA hotel specific needs.
g. Gives hotels and reservations the ability to design new reports to fit a hotel's specific OPERA needs.
h. Capable of recording demographic, statistical and historical data for individual guests, hotels, travel agents, groups and others.
i. Able to cut check-in time and provide higher levels of satisfaction for guests and reservation staff, Front Office features include:
   • Automatic Room Blocking
   • One-Press Check-In
   • Fast Check-In

Figure 1
Operating System

Source: https://www.google.com/search

10. Definition Reservations
Reservation is a loan word from the English "Reservation" which means reservation, where the meaning of this word is closely related to the word "place". Therefore, we often hear the word reservation in a sentence or paragraph that discusses or is related to a place. Meanwhile, in the world of tourism or hospitality, reservations can easily be
interpreted by the term "Booking". So in general, a reservation is a reservation for facilities including; accommodation, food and drink, performance seating, airplanes, trains, buses, entertainment, night clubs, discoutes and including hotel residential room reservations. Every hotel definitely has a department or reservation section whose job is to process requests for room reservations and other facilities desired by prospective guests for a certain period. For the survival of the hotel, this section has a very vital function, because the ability of the reservation department to handle room reservations at the hotel will determine the level of occupancy of the hotel. The reservation department must also consider the availability of rooms for all requests to book rooms at the hotel. Therefore, a hotel reservation officer must have the basic skills of reservations, the products and services being sold, how to sell them or selling techniques, and of course also with the use of communication technology.

Reservation section function:
1. Handle room reservation reception.
2. Handle reservation changes.
3. Handle reservation cancellations.
5. Archive reservation data.
6. Establish good communication with guests, especially before guests arrive at the hotel.
7. Selling rooms and other facilities at the hotel.
8. Create a reservation report.
9. Collaborate with other sections or departments within the hotel.

Benefits of reservations, having a reservation will bring benefits to both parties, both profits for the guest and profits for the hotel itself.

Benefits of reservations for guests:
1. Guests will be assured that the room will be available when the time comes.
2. Guests can estimate the budget that will be spent on accommodation costs during the trip.
3. Guests are protected from possible dangers and risks that may occur when looking for a room to stay.
4. Guests can enjoy maximum service because preparations have been made long beforehand.

Benefits of reservations for hotels:
1. Hotels can predict room occupancy rates in certain periods.
2. Hotels can predict room revenue in a certain period, so they can develop programs that will use a certain budget.
3. Useful for preparing schedules for employees who will be hired in a certain period.
4. Hotels can provide maximum service to guests, so that guests will feel satisfied because they receive maximum service.

Nowadays, almost 80% of guests who come and stay at a hotel go through a previous reservation process. It’s rare for guests to come to a hotel and look for a room to stay at that very moment, especially during the high season or when the room occupancy rate is high.

Reservation sources:
The source of the reservation is the person or party who is the source of the reservation. Most of these sources already have cooperation relationships which are outlined in cooperation contracts. Reservation sources for hotels include:

1. Individual
   Every person who makes a reservation is a source of reservations, both individual and group reservations.

2. Flight hotels
   Airline hotels often make room reservations for their passengers if there is a delay in the plane’s departure so that the passengers have to stay overnight. In this case the flight hotel will cover all accommodation costs for the passengers. The flight crew who stopped in a city consisted of the captain, pilot, co-pilot, flight attendant, technician, and others. Usually for crew members, orders are already scheduled so that hotels can prepare in advance.

3. Travel agency
   Travel agencies are a very potential source of room bookings for hotels. In its activities, travel agents sell tour packages which include accommodation. Room reservations are made by travel agents if:
   a. Guests buy a tour package which includes accommodation, in this case the travel agent will benefit from special room prices.
   b. Guests ask the travel agent to just book a room without buying a tour package. In this case, if the travel agency does not have a rate contract with the hotel, the travel agency will get a commission for the service. The commission depends on the agreement, there is 10% to 15%. However, if the travel agency already has a
rate contract, the travel agency will make a profit equal to the difference between the price sold to guests and the price stated in the rate contract.

4. Company or Corporate
   Usually hotels assign their employees out of town or abroad for the hotel's own interests. For accommodation purposes, hotels will book hotel rooms at the destination and besides that, hotels also sometimes book rooms for their guests.

5. Government (Government)
   The government reserves rooms for officials and state guests who come from abroad who are visiting or traveling. If it is deemed necessary to stay overnight, the payment is borne by the government.

6. Hotel Representatives at the Airport (Airport Representatives)
   Hotels often assign someone to pick up guests who will come to the hotel. Apart from picking up guests who already have reservations, they also offer guests who don't have room reservations to stay at a hotel.

7. Car Rental Hotel (Car Rental)
   Usually guests rent a car for their trip, it is not uncommon for them to rent a car and immediately ask for help to book a room, then the car rental makes an order to the hotel they are a customer of. Usually car rentals also have a cooperation agreement with the hotel.

Reservation Media:
Reservation media is a tool, method, or method used to process reservations. The reservation media include:

1. Telephone
   The telephone is an effective, fast and practical communication medium.

2. Letter
   In the past, this reservation source was often used, but nowadays it seems that the use of letters for reservations is very rarely used, because letters would take a very long time. Just getting to the hotel can take days, let alone waiting for an answer (confirmation) from the hotel whether the reservation can be accepted or not.

3. Facsimile
   This reservation source is a little more advanced than the telephone. When making a reservation by facsimile, we have written proof of the reservation, especially the most important thing is confirmation from the hotel. This confirmation can be used
as proof that the room order has been received, and must be brought when checking in at the hotel.

4. E-mail (Electronic mail via the internet network)
This reservation media is a media source that is currently popular, because the costs are cheaper compared to others, and it is very fast.

5. Personal
Guests come directly to the hotel to make a reservation, this may happen because they live in a hotel close to our hotel and another time they want to stay at our hotel or they want to make a reservation for another friend or family member. So the guest meets face to face with the officer. These guests can even directly see the facilities we have and even the room they will choose can be seen when making a reservation. For reservations made directly, we must keep the room only for that guest, we cannot possibly exchange it for another room, even if it is the same type.

This research follows a framework of thinking that can be explained that the advantages of an OPERA information system certainly have additional points that can influence the work of the reservation section. This results in a maximum service process, as well as minimizing losses and errors in service in accordance with the hotel's objectives.

**Picture 2**

**Conceptual Framework**

Framework of thinking (Researcher, 2023)
METHOD

Research sites

The subject of this research was conducted at the Grand Hyatt Bali Hotel which is located in the ITDC (Indonesia Tourism Development Corporation) Nusa Dua area, South Kuta District, Badung Regency, Bali 80361. The Grand Hyatt Bali Hotel offers 5 star facilities, a strategic location close to the convention center and Bali Collection shopping center. Located only 15 minutes from Bali Airport, the Grand Hyatt Bali hotel is a business and leisure destination, complete with a touch of culture, tropical atmosphere and modern comfort. And the object of research is the front office (FO) department of the Grand Hyatt Bali Hotel.

![Location of Grand Hyatt Hotel Bali](source)

Respondent

In this study, the respondents were employees of the Front Office department in the Reservations section, a total of 11 people consisting of 7 women and 4 men, and these 11 respondents use the OPERA information system every day to carry out their duties and are considered to know and understand the most about The OPERA information system studied this time.
Research type and data collection method

The type of research is qualitative and quantitative research or a combination of both, in the sense that apart from the research results in word descriptions, it also uses numbers to determine the results. The research location is at the Grand Hyatt Hotel Bali. The type and source of data used is primary data, namely in this research the results of calculations for filling out questionnaires for questionnaire respondents. Secondary research data obtained data from thesis quotes from websites, books and references and the researcher’s data source only had the main data source which were customers who stayed overnight. The population and sample in this research are employees who work in the reservation section. Meanwhile, research without using sampling techniques uses nonprobability sampling, which includes incidental sampling. Incidental sampling is a technique used to determine samples by chance, namely anyone who coincidentally or incidentally meets researchers who are certainly suitable to be used as data sources (Sugiyono, 2014: 85).

Data analysis techniques

In this research, data research methods or data collection techniques are used, including surveys to collect primary (main) data, observation, interviews and document review of the research object that will be studied by researchers, namely the front office department of the Grand Hyatt Bali Hotel, in addition to These are books and journals as references to obtain information about theories and concepts that are closely related to the problem being studied. This research uses data analysis techniques, namely simple statistical analysis data, using simple calculation methods and empirical formulas and determining values oriented towards a comparative assessment system with data collected through questionnaires. Presentation of data in qualitative and quantitative research or a combination of the two can be done in the form of tables, graphs and data presentation can be done in the form of short descriptions, charts, relationships between categories, flowcharts and the like.

FINDING AND DISCUSSION

Based on the results of research conducted at the Grand Hyatt Bali Hotel, before describing the influence of the OPERA information system on the reservation section at the Grand Hyatt Bali Hotel, it is necessary to know whether or not it is appropriate to use the OPERA information system in the reservation section.
Respondent Characteristics

From the results of distributing questionnaires to 11 Grand Hyatt Bali Hotel reservation officers, it shows data on the characteristics of officers or employees which are the results of a primary survey broken down by gender, the ratio of the number of officers or employees is more women, 63.63% (7 people) and men 36.37% (4 people). This is normal, considering that activities in the reservation section are carried out in 3 shifts (morning, middle and afternoon). All respondents had an education level at tertiary level and there was no dominance of groups based on age among respondents, but there were no respondents who were of non-productive age, 30 years and above. The youngest respondents found were aged 30 years to 50 years. Judging from the length of work or work experience, respondents have worked for more than 5 years. Respondents’ assessment of the use of the OPERA information system. The respondent’s assessment is a response or view of the criteria tested to assess the use of the OPERA information system which consists of assessments of Accuracy, Economics and Control. However, sometimes respondents’ assessments do not always match the conditions in the field. This can happen because a person's assessment of something can vary and be influenced by various things, therefore the assessment responses discussed are as follows:

a. Accuracy

The old system in the marketing and ordering process was considered very slow and the information provided was sometimes not as expected or inaccurate. For example, the number of beds and supporting facilities in the hotel. When the order arrives, sometimes the order data that has been recorded by the hotel staff cannot be found or it takes a relatively long time so the orderer is not satisfied. Processes related to searching for order data and processing data about hotel conditions cannot be quickly accessed by the orderer. To overcome the above, by using the OPERA information system (in the table abbreviated as SI OPERA) the respondents' responses are as follows:

<table>
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<tr>
<th>Table 1</th>
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<tbody>
<tr>
<td><strong>Respondents' Assessment of The Accuracy of sing SI OPERA</strong></td>
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<tr>
<td>Accuracy</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>SI OPERA can provide accurate information</td>
</tr>
</tbody>
</table>
b. Economical

From an economic perspective, hotel staff sometimes experience errors in processing customer data, this will result in costs incurred increasing due to expenses for purchasing stationery because the data is wrong, profits will decrease because they have to pay additional costs for purchasing stationery. new, so hotel management needs to take precautions by choosing an alternative use of computer technology as a tool using the OPERA information system program package. Respondents’ responses regarding the economics of using the OPERA information system are outlined as follows:

Table 2

<table>
<thead>
<tr>
<th>Economical</th>
<th>Agree Amt</th>
<th>Simply Agree Amt</th>
<th>Disagree Amt</th>
<th>Amt Res.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI OPERA can reduce OPERA costs</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>SI OPERA does not require a lot of labor</td>
<td>9</td>
<td>81,81 %</td>
<td>2</td>
<td>18,19 %</td>
</tr>
<tr>
<td>SI OPERA can minimize the use of stationery</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>SI OPERA does not use much electrical power</td>
<td>8</td>
<td>72,72 %</td>
<td>3</td>
<td>27,27 %</td>
</tr>
<tr>
<td>SI OPERA is easy to maintain</td>
<td>9</td>
<td>81,81 %</td>
<td>2</td>
<td>18,19 %</td>
</tr>
<tr>
<td>average amount</td>
<td>83,63 %</td>
<td>16,37 %</td>
<td>0,00 %</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: processed data, 2023

From table 2 above, the Grand Hyatt Bali Hotel, when using the OPERA information system, was able to reduce the costs of the OPERA information system, such as the use...
of stationery, reducing the need for labor used to conform as needed so that respondents gave an approval rating for using the OPERA information system at 83.63 %, while 16.37% agree, and the remaining 0.00% who disagree are new employees or field work practitioners from educational institutions, who don/don't understand efficiency.

c. Control

When using a manual system, officers find it difficult to check data relating to transfer fees or down payments given by customers, which can result in calculation errors. Apart from that, security in the old system at the Grand Hyatt Bali Hotel was still manual so recording errors could occur and even document files could be damaged resulting in data being lost. It often happens that hotel staff often experience errors in processing customer or user data so that a lot of energy is wasted, which is felt to result in inefficient time. The respondents’ responses regarding the control system after using the OPERA information system are as follows:

<table>
<thead>
<tr>
<th>Control</th>
<th>Agree</th>
<th>Simply Agree</th>
<th>Disagree</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI OPERA can control all reservation activities</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>SI OPERA makes it easier for officers to check data</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>SI OPERA makes it easier for officers to transfer data</td>
<td>9</td>
<td>81,81 %</td>
<td>2</td>
<td>18,19 %</td>
</tr>
<tr>
<td>SI OPERA can secure manual OPERA</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>SI OPERA can check transactions repeatedly</td>
<td>10</td>
<td>90,91 %</td>
<td>1</td>
<td>9,09 %</td>
</tr>
<tr>
<td>average amount</td>
<td>89,10 %</td>
<td>10,90 %</td>
<td>0</td>
<td>0,00 %</td>
</tr>
</tbody>
</table>

Source: processed data 2023

From table 3 above, the Grand Hyatt Bali Hotel when using the OPERA control information system, the OPERA information system in the reservation section can be detected, such as checking data related to the transfer of fees or down payments, recording errors and even document files can be damaged as a result of data being lost, errors in processing booking data, so that respondents rated 89.10% as agreeing with
the use of the OPERA information system, while 10.90% quite agree, and the remaining 0.00% disagree.

Recapitulation of the use of the OPERA information system in the reservation section, based on respondents’ assessment of the 3 OPERA information system criteria for the 3 OPERA criteria in the reservation section at the Grand Hyatt Bali Hotel. In general, the condition of the reservation section based on the respondents’ views was 87.37% agree, 12.12% quite agree and disagree 0.50% The overall results are as follows:

**Table 4**

**Recapitulation of The Use of SI OPERA in The Front Office Department**

<table>
<thead>
<tr>
<th>Assessment criteria</th>
<th>Agree</th>
<th>Simply Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy</td>
<td>89.39</td>
<td>%</td>
<td>9.10</td>
</tr>
<tr>
<td>Economical</td>
<td>83.63</td>
<td>%</td>
<td>16.37</td>
</tr>
<tr>
<td>Control</td>
<td>89.10</td>
<td>%</td>
<td>10.90</td>
</tr>
<tr>
<td>Average Amount</td>
<td>87.37</td>
<td>%</td>
<td>12.12</td>
</tr>
</tbody>
</table>

Source: Processed data, 2023

Furthermore, in the picture below it is very clear that the use of the OPERA information system in the front office reservation department at the Grand Hyatt Bali Hotel can be declared feasible and efficient.

**Picture 3**

**Respondent Assessment**

Respondent Assessment (Processed data, 2023)
Figure 3 above shows that the use of the OPERA information system in the reservation section at the Grand Hyatt Bali Hotel can be declared feasible and efficient because in the respondents' assessment it is proven that the use of this system is very popular with guests, because this system makes it easier for them to make reservations.

d.  **Speed**

In this section, the speed referred to is how quickly an employee completes his tasks using the OPERA information system application. The high speed of an employee will have an impact on the productivity of the Grand Hyatt Bali Hotel Front Office department. According to information obtained from eleven sources interviewed by researchers, the OPERA information system application program has a great influence on employee speed when working. Some of them said that carrying out certain tasks without using the OPERA information system application program would take longer. In addition, some of them have compared other hotel application programs and found that the OPERA information system application program is the most efficient, detailed, and has various options. Researchers saw through observations what front office employees did when they asked about guests or the condition of the hotel. Researchers tried to compare the effects of these two reactions: the first reaction usually involves spontaneously opening the OPERA information system program and searching for the required information. If the OPERA information system program cannot display the information sought, the second reaction usually involves asking a colleague, because it only takes less than a minute to obtain the required information, researchers believe that this reaction is the best. Therefore, employees can complete their tasks more quickly when they get information quickly. Researchers consider the second reaction to be inefficient if an employee needs information about the condition of the hotel or guests. This is due to the fact that the employee has to ask other employees in the front office one-on-one, which of course requires more time and effort, more than one minute. This reaction also causes other employees to feel annoyed when they ask fellow employees about their busy hours, which hinders other employees' work. Apart from that, there are times when researchers and all Front Office employees are forced to be unable to access the OPERA information system application program. This happens when there are technical problems or System Down, all Front Office employees find it difficult to find information about guests and the condition of the hotel. The impact is felt most in the workplace; most jobs seem to take more time and energy than usual.
Apart from the observation activities carried out, researchers found that the OPERA information system application has advantages compared to other hotel applications. Multi-property capabilities, which are sometimes owned by hotel managers who are members of one group, is one of the advantages of the OPERA information system application program. This capability can help hoteliers quickly run multiple properties from one centralized database. In addition, the application program can meet the tax requirements required by various countries, language differences, and transactions with various currencies. Researchers found that the advantages of the OPERA information system application program above are certainly very useful for hotel managers who have many properties or hotels in various countries because with just one application program, all properties can be connected to each other quickly and can adapt to language, currency and country's tax regulations. However, regarding the Hotelindo application program, researchers found that this program could not handle a variety of properties. The research results also show that one of the shortcomings of the OPERA information system application is that it is intended as a fee offered by this application program. The OPERA information system application program is too expensive for the complete features with various functionalities available for small-scale hotel businesses. For example, the OPERA information system application program package consisting of 55 features may be too much for a small hotel that will ultimately be wasted due to non-use. Small-scale hotel businesses usually choose the cheaper OPERA information system application program as an alternative. Programs such as Protel PMS, eZee, Hotelogix, and other local programs such as Hotelindo are certainly more cost-effective because hotels still get the various features they need at prices that are definitely cheaper.

e. **Convenience**

Here, the convenience referred to is the ease of use of the OPERA information system application program by employees. Because it is easier for employees to use the OPERA information system application program, the productivity of the Grand Hyatt Bali Hotel front office department will increase. To find out how easy it is for employees to use the OPERA information system application program while working, researchers conducted interviews, observations and documentation. As a result of interviews with the six informants, researchers found that most of them could easily use the OPERA information system application at work. Several sources said that employees were given
training and updates on the use of the OPERA information system application. Apart from that, several sources say that using the OPERA information system application is only a technical problem. From the observation activities carried out, the researcher witnessed for himself how the trainees who were taking part in On the Job Training used the OPERA information system application program for the first time. Researchers and trainees are given instructions on using the OPERA information system application program in the form of a task list that must be followed by each trainee during On the Job Training. Every worker and prospective employee also receives repeated training during on-the-job training. The focus of the training repetition in question is usually regarding work procedures and how to use the OPERA information system application for all employees and trainees. This training is provided periodically with different materials during free time, and each employee must sign the training register to show that they have been trained.

f. Additional Utilization

In this research, the utilization referred to is the features (benefits) used by employees when using the OPERA information system application in their work. If employees can use the OPERA information system application optimally, it will certainly have an impact on the productivity of the Grand Hyatt Bali Hotel Front Office department. Researchers conducted interviews, observations and documentation to find out the features (benefits) that employees can take advantage of when using the OPERA information system application program in the workplace. From the results of interviews with six sources, researchers concluded that the OPERA information system application program has many features that are very useful when used by employees in the workplace. Due to the fact that existing features can be categorized according to employee position, the interviewees in this interview expressed different opinions. Because the more complex features of the OPERA information system application program can only be used and accessed by employees with high positions, every employee can still use the basic features. Researchers witnessed for themselves from observation activities how the reservation feature really helps employees when checking in. Employees also often use this reservation feature to view information about guests, such as guest personal data, type of room booked, time of stay, room number, and guest payment. Employees can also use this Reservations feature to access Traces and Alerts.
According to this figure, the reservation feature can display information such as Name, language spoken by the guest, nationality, VIP category, check-in date, and automatic check-out. After making observations, the researcher witnessed for himself the benefits of the Alerts feature. This feature is usually used to remind fellow employees about things related to guests, such as payments, borrowing tools, schedule reminders, and other important information. The Alert feature appears when an employee searches for a guest profile, and masks the guest profile. This feature indirectly functions as a reminder to employees about important information about the guest.
The alert feature in the OPERA information system application program can display information warnings regarding the registration card of a guest named Yan Bingyi. If an employee searches for the name in the OPERA information system application program, the Alert feature appears before the OPERA information system application program displays the guest. Apart from that, from the observation activities carried out, the researcher witnessed firsthand the benefits of the Traces feature which is usually used to remind employees to pay attention to guests’ preferences or special requests. Employees from various departments typically fill out Traces to inform guests of their preferences or special requests. The following image shows the Traces feature in the OPERA information system application program.
According to the picture above, a Reservation Team employee named Jaka said that guest Mutalib bin Ithnin Abdul’s wife had a birthday that day. Front Office employees can see this information through the Traces feature. In this research, what is meant is the influence of the OPERA information system application program on the productivity of the Front Office department at the Grand Hyatt Bali Hotel, namely how employees use their resources effectively to provide the best service. To find out employees’ opinions about the OPERA information system application program and its relationship with the productivity of the Grand Hyatt Bali Hotel Front Office department, researchers conducted interviews, observations, literature research and documentation. The results of interviews conducted by the author show that the efficiency of the OPERA information system application program has an impact on productivity in the Front Office department of the Grand Hyatt Hotel Bali. Most interviewees said that the OPERA information system application program was very easy to use, and that using it made work faster and more practical. Additionally, some people say they believe that guests, hotels, and employees themselves would benefit from increased front office department productivity. In observation activities, researchers witnessed for themselves how using or not using the OPERA information system application increased the productivity of Front Office employees. And from the
researcher's interviews with front office employees, information was obtained if there was a disruption in the OPERA information system application at the Grand Hyatt Bali Hotel, which caused all Front Office staff to be unable to access most of the OPERA information system features. As a result, all staff have to carry out OPERA information system activities manually using little data that can be accessed from the OPERA information system. From the researcher's own experience, errors such as double check-in, errors in knocking on guest room doors, limited amount of guest data, delays in the room assignment process, and delays in communication with other departments, as well as long check-out times. The results also show that when all employees can reuse the OPERA information system application program, work becomes easier and is done faster. Researchers witnessed for themselves how every worker depends on the OPERA information system application program, especially in environments with high hotel occupancy rates. Researchers believe that the presence of the OPERA information system application is very important for the productivity of the front office department.

CONCLUSION

The research results lead to the following conclusions:

1. The motivation for developing the information system at the Grand Hyatt Bali Hotel is the profit motive, thus the profit and loss aspect is taken into consideration in developing the system. With Payback Period, ROI and NPV system calculation methods. Based on respondents' assessment of the 3 OPERA criteria for the reservation section at the Grand Hyatt Bali Hotel, in general the condition of the reservation section based on respondents' views was 87.37% agree, 12.12% quite agree and 0.50% disagree. In this research it was concluded that the information system used at the Grand Hyatt Bali Hotel is a system that meets the needs of daily transaction processing, supports OPERA, is managerial and strategic activities of a hotel and provides certain external parties with the necessary reports. Information technology and information systems in hotels cannot be separated from the hotel's goals because the information system is a system consisting of several sub-systems or hardware, software and brainware components.

2. The influence of the OPERA information system application program on the productivity of the Front Office department at the Grand Hyatt Bali Hotel. Most of the interviewees said that the OPERA information system application program was very easy to use, and
that using it made work faster and more efficient. Additionally, some people say they believe that guests, hotels, and employees themselves would benefit from increased productivity of the Front Office department. This shows the efficiency of the OPERA information system application program through its speed and ease of use. Some interviewees also said that carrying out tasks without using the OPERA information system application program would take longer, but most interviewees said that they could use the OPERA information system application program easily when working. Interviewees expressed different opinions about the useful features of the OPERA information system application program, because of the various existing features, the features are classified based on employee position. More complex features can only be used by employees in high positions, but every employee can still use basic features.

SUGGESTIONS
The following are some of the author's suggestions regarding the application of the OPERA Information System to hotel reservations to increase the productivity of the front office department at the Grand Hyatt Bali Hotel

1. In using the OPERA information system, the use of the features in this system is maximized to make work easier and the Front Office department can provide maximum service to guests.

2. Providing information and training to employees, new employees and training staff consistently and continuously in using the OPERA information system as well as presenting training materials that are appropriate, clear and easy to understand.

3. It is necessary to write a work flow (flowchart) in implementing standard operating procedures (SOP) in terms of solving problems if there is a disruption in the OPERA information system in each section in the front office department so that every problem that arises can be created and a solution can be found. satisfy all parties.

4. There needs to be special training in implementing problem resolution procedures if there is a disruption to the OPERA information system in each section in the front office department so that it does not disrupt service to both staying and non-staying guests.

ACKNOWLEDGMENTS
The process starting from determining the research theme, searching and processing data, data analysis, and writing this research was assisted by many parties who contributed to the
success of this research. Thus, we as authors would like to thank all sources and academics at Triatma Mulya University, especially at the Faculty of Tourism and Business. All respondents from the reservation department and employees from the Front Office department of the Grand Htatt Bali Hotel, which I cannot mention one by one, were very open and provided the information the author needed for this research.

CITATION

The previous research used as a reference in this research is research conducted by Marlenda Pangkey, Bet El Silisna Lagarense and Rudy A.J. Wowiling (2016) entitled the application of the OPERA information system in the hotel reservation section, the results obtained from this research were that at the Novotel Manado Hotel the motivation for developing the information system was the profit motive, thus the profit and loss aspect was taken into consideration in developing the system. Information technology and information systems in hotels cannot be separated from organizational goals because the information system is a system consisting of several sub-systems or hardware, software and brainware components. The OPERA Information System has very complete features so that various data and information can be entered by front office employees, so that data and information from guests is very complete and service delivery is very easy, fast and precise so that service to guests is maximized and hotel service goals that is, guest satisfaction can be achieved.

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