

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Job interviews are a critical stage in the recruitment process, designed to identify candidates who meet the company's needs. However, despite the numerous job openings available, many candidates fail to meet the company's criteria due to inadequate preparation before entering the workforce. A lack of knowledge or limited understanding frequently fails in this crucial stage. According to Taherdoost (2022), the importance of interviews is that they allow us to obtain detailed information about the applicant's experiences and how he or she describes them.

Recruiters utilize interviews to assess candidates' communication skills, ability to handle guest requests, and consistency in maintaining work standards. Selecting candidates with these competencies is vital to ensuring that the company's reputation is upheld amidst industry competition. Additionally, Human Resource Development (HRD) plays a critical role in enhancing employees' skills and competencies, which is highly relevant in the context of job interview procedures. Effective HRD practices ensure that the recruitment process, including interviews, is structured and aligned with organizational goals, thereby facilitating the selection of candidates who meet the qualifications and fit the company culture (Kwortnik and Thompson, 2009).

Previous research has shown that job interviews follow certain patterns, such as the types of questions frequently asked and the responses provided by candidates. Ardiantari (2019) conducted a research on the interview questions asked by Human Resources Managers and possible answers to the job seekers in Anantara Seminyak Bali Resort and Indigo Seminyak Bali. The results of her research show that there are 19 questions and possible answers during job interviews. Her research can help job applicants to be able to prepare themselves before conducting a job interview. Furthermore, (Brosy et al., 2016) highlight the significance of verbal and non-verbal self-presentation during interviews, emphasizing that the fluency and timing of responses can greatly influence interview outcomes.

In the context of Fairfield by Marriott Bali Kuta Sunset Road, the Human Resources (HR) department plays a pivotal role in conducting job interviews to attract talent capable of supporting the hotel's operations. As a student who has completed a six-month internship in the HR Department at Fairfield by Marriott Bali Kuta Sunset Road, the author has gained firsthand insights into the dynamics of job interviews in the hotel industry. The author observed that many job applicants fail during the interview process, even though it is a crucial stage for assessing their credibility. Based on the data that the author obtained during the internship period, there were 15 job vacancies at Fairfield by Marriott Bali Kuta Sunset Road with an average number of applicants of 31 people and 22 people made it to the interview stage. However, after conducting interviews with Human Resources Department employees, only 9 people made it through the interview process.

Given this phenomenon, the author intends to conduct a research focusing on The Most Frequently Asked Questions and Answers During Job Interviews at Fairfield by Marriott Bali Kuta Sunset Road. This research aims to identify the questions interviewers frequently ask and answer during job interviews.. As such, this research aims to help applicants better prepare for the questions asked so as to increase their chances of success.

1.2 Scope of the Study

This research focuses on identifying the most frequently asked questions and their answers during job interviews at Fairfield by Marriott Bali Kuta Sunset Road. According to Campion et al (1997), there are eight most frequently asked job interview questions and their question categories such as situational, past behavioral, background, and job knowledge questions. In addition, there are eleven most frequently asked questions and their answers based on the question categories, namely situation, task, action and result according to Rowe (2000) on the book entitled Business Etiquette: for Business Success. In addition, according to Jayaratne and Jayatilleke (2021), there are five frequently asked questions that are widely used in structured job interviews to reveal the character and motivation of prospective employees.

1.3 Research Questions

Based on the research background, several problems need to be addressed by the author. These problems can be stated as follows:

1. What are the most frequently asked questions during job interviews at Fairfield by Marriott Bali Kuta Sunset Road?
2. What are the possible answers to questions asked during job interviews at Fairfield by Marriott Bali Kuta Sunset Road?

1.4 Purpose of the Study

Based on the problem statements above, the purposes of the study are as follows:

1. To find out the most frequently asked questions during job interview at Fairfield by Marriott Bali Kuta Sunset Road.
2. To find out the possible answers to the questions during job interview at Fairfield by Marriott Bali Kuta Sunset Road.

1.5 Significance of the Study

1. Theoretically

This research will provide new knowledge that does not exist in previous studies

2. Practically

This research can provide new insights into the knowledge of preparing for job interviews for both fresh graduates and those who are still in college.