
Identification of Collaborative Supervision and Leadership in Innovative Behavior in Generation Z from Hotel Managerial

Yunidyawati Azlina^{1*}, Ismuhadi², Akhmad Baidun³, Syamsul Hadi⁴,
Fatimah Malini Lubis⁵

^{1*}Universitas Bina Sarana Informatika, Indonesia.

²Universitas Bumi Persada, Indonesia.

³Universitas Islam Negeri Syarif Hidayatullah Jakarta, Indonesia.

⁴Sekolah Tinggi Ilmu Ekonomi Pariwisata Indonesia, Indonesia.

⁵Politeknik LP3I Jakarta, Indonesia.

Email: ²hadhy.virgo@gmail.com, ³akhmad.baidun@uinjkt.ac.id,

⁴syamsul.hadi@stiepari.ac.id, ⁵lubisfm@gmail.com

Corresponding Email: ^{1*}yunidyawati.yaz@bsi.ac.id

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Abstract: *Economically, tourism and hospitality services also support each other, both financially for the company or accommodation business itself or the local government. The hotel industry consists of travel, lodging, dining, entertainment, recreation, and gaming facilities. This research aims to analyze identification of collaborative supervision and leadership in innovative behavior in generation Z from hotel managerial. The type of research in this study uses quantitative research. The population in this study is generation Z from hotel managerial. With the sampling technique using saturated samples, the sample used was 100 respondents. Data collection uses primary data through questionnaires and secondary data on hotels. The data analysis method uses multiple linear regression. The results of the study indicate that collaborative supervision has a significant effect on innovative behavior in generation Z from hotel managerial. Leadership has a significant effect on innovative behavior in generation Z from hotel managerial.*

Keywords: *Collaborative Supervision, Leadership, Innovative Behavior.*



1. INTRODUCTION

Accommodation services are closely related to tourism and hospitality services. The hospitality industry is one of the backbones that supports the development of the tourism sector. Where a tourist destination visited by tourists will need a place to stay. Economically, tourism and hospitality services also support each other, both financially for the company or accommodation business itself or the local government.

The hotel industry is part of the hospitality industry, an industry that provides products and services to customers who are away from home (Boid and Lawson, 1977). This industry consists of travel, lodging, dining, entertainment, recreation, and gaming facilities. A hotel is a company managed by its owner by providing food, beverage, and room facilities to people who are traveling and are able to pay a reasonable amount according to the services received without any special agreement (Suwithi, 2008).

The categories of hotels are as follows (Rumekso, 2002):

a. Commercial Hotel

Commercial hotels refer to buildings that specifically serve business guests. Commercial hotels are usually located in the city center or business district and may be small, medium, or large. Offices given for visitors in a few inns incorporate free daily papers, morning coffee, free nearby calls, and computer terminals in visitor rooms. In expansion, car rental courses of action, air terminal carry administrations, coffee shops, and semi-formal eating and cocktail rooms can be given for visitors and their commerce partners.

b. Airport Hotel

This type of hotel is located around the airport area because of its convenience for guests. In some places, hotels that have limousines travel from the hotel to the airport with a pick-up schedule every few minutes. Guests driving to the hotel's telephone service desk to make reservations and pick up and drop off services are a common sight at most airports.

c. Economy Hotel

Economy hotels have spread throughout the country for budget travelers. The emphasis is on clean rooms and meeting rooms as the most basic needs for guests. Guests may not have the amenities found in more expensive hotels. Televisions may be coin-operated. There may not be a swimming pool.

d. Suite Hotel

A new and growing type of hotel is the suite hotel. This type of hotel is characterized by a living room that has a separate bedroom and living room. However, sometimes a suite is just one small room.

e. Residential Hotel

A residential hotel is similar to a suite hotel; the living room usually includes a sitting room, bedroom, and kitchenette. People who stay in a residential hotel for a long period of time are, in fact, considered tenants and may, if they choose, make arrangements to receive some or all of the services that temporary hotel guests receive.

f. Casino Hotel

A casino hotel is a type of hotel that is used to attract guests to their gambling establishments and to their show rooms to see famous entertainment. Although the guest rooms are often



quite luxurious, the hotel serves more of a supporting role such as casino and gambling facilities.

g. Resort Hotel

A resort hotel is distinguished from other hotels by the fact that it is the final choice of the guest. In other words, the guest plans to come to a particular resort because of the surrounding natural scenery, as well as the activities available.

Generation Z develops as a down to business, risk-averse, and non-entrepreneurial gather spurred by work security. In differentiate, a more nuanced picture develops when investigating their career yearnings, career improvement, work fashion, center values, behavior and character, instruction, and demeanors toward differing qualities. In spite of the fact that compensation is the foremost imperative calculate in deciding work, Era Z rates compensations lower than other eras. If given the choice to accept a job with better salary but boring compared to a more interesting job but not very high salary, Generation Z tends to prioritize salary over a job with lower salary. Generation Z is evenly divided in these choices. In the current era of globalization, an era that offers connectivity, companies should work on innovation collaboratively. By utilizing connectivity between team members and between resources, companies together produce innovation. In addition, an external network is also needed that can provide development for the company. Companies must be able to create connectors for their best people, both those scattered in various parts of the world or those included in the company hierarchy. The existence of this connector is intended as a collaborative medium for sharing innovation ideas.

This research aims to analyze identification of collaborative supervision and leadership in innovative behavior in generation Z from hotel managerial.

2. RELATED WORKS

2.1 Collaborative Supervision

Collaborative supervision is the development of a supervision model for innovation development, which includes four variables, namely suppliers, clients, competitors, and research organizations (Ansell and Gash, 2007). Collaborative supervision may be a vertical arrange comprising of clients, providers, and other companies or competitors and a even arrange comprising of investigate educate, colleges, and governments. The collaborative prepare requires support, correspondence of control, and satisfactory competence from partners. This condition appears troublesome to happen in communities that tend to have moo levels of cooperation, balance of control, and competence, a condition of society that happens particularly in creating nations. The various stages are face-to-face dialogue, building trust, building commitment to the process, various understandings, and temporary outputs. The collaboration process describes collaborative supervision where there is diversity, interdependence, and authentic dialogue it. This means that collaborative supervision has a diversity of agents who are in a situation where they are able to fulfill each



other's interests and there is interdependence between them where there is authentic dialogue where communication flows.

2.2 Leadership

Leadership is an individual who has skills and advantages in something so that he is able to influence others to jointly carry out certain activities in an effort to achieve common goals (Ipe, 2003). Leadership is also the art of a leader influencing the behavior of his subordinates so that they are able to work together and productively to achieve organizational goals. Leaders have the following abilities and characteristics:

a. Physical and Mental Energy

Leaders must have more endurance, tenacity, strength, and energy. Supported by high work ethic, motivation, discipline, and patience.

b. Awareness of Goals and Direction

Leaders must have a strong belief in the truth and behavior with clear goals so that they can provide for themselves and the organization.

c. Enthusiasm

The work done and the goals to be achieved can generate optimism and great enthusiasm in the leader's personality and members of the organization.

2.3 Innovative Behavior

The basis for excellence in building a business that provides a competitive advantage is innovation. Innovation performance is the key to competitive advantage in a highly volatile environment (Camison and Villar-Lopez, 2014). Advancement execution from administration as a major driver of financial development. The capacity to enhance has coordinate results for the capacity to compete at the person, company, territorial, and national levels. The values made by development are frequently showed in better approaches of doing things or unused items and forms that contribute to riches. Advancement can be characterized as a competitive advantage gotten from imaginative thoughts to create quality, productivity, speed, and flexibility that are valuable within the company. Execution can take put in different regions such as plan enhancement, prepare enhancement, and innovation enhancement. A company can make various types of changes in its work methods, use of production factors, and types of output that increase its productivity and commercial performance. Four types of innovation criteria that cover various changes in company activities in company activities, namely:

a. Product Innovation

Innovation involves the introduction of new goods and new services that are substantially improved. Involves improving the characteristics of functions, technical capabilities, and ease of use.

b. Process Innovation

Innovation involves the implementation of new product quality improvements or delivery of goods.



c. Marketing Innovation

Innovation by developing methods for finding new market share by improving the quality of design, packaging, and promotion.

d. Organizational Innovation

Innovation with new creations, business practices, and ways of running an organization or organizational behavior.

3. METHODOLOGY

The type of research in this study uses quantitative research. Quantitative investigate is utilized to test certain speculations by looking at the relationship between factors. The factors are measured (utilizing investigate rebellious) so that information comprising of numbers can be analyzed based on factual methods (Sugiyono, 2013). Meanwhile, the type of qualitative research is a source of data that is an understanding of the phenomena that occur in the field, the type of data produced from qualitative is data in the form of descriptive explanations and written words.

Population is a generalization area consisting of subjects or objects that have certain qualities and characteristics that are determined by researchers to be studied and conclusions drawn (Siregar, 2013). The population in this study is generation Z from hotel managerial. The sample is part of the number and characteristics possessed by the population. For sample determination, this study used a saturated sampling technique, namely a sampling technique that uses all members of the population as a sample (Ansori, 2020). With the sampling technique using saturated samples, the sample used was 100 respondents.

Primary data is data obtained directly from the company concerned and from respondents by providing statements in the form of questionnaires to respondents (Arikunto, 2011). Secondary data, namely data obtained from other parties including:

a.Existing informants or research subjects.

b.Documentary data, which is in the form of literature reviews, files, written notes, and charts related to the research.

Data collection uses primary data through questionnaires and secondary data on hotels.

The data analysis method uses multiple linear regression. Multiple linear regression is basically a study of the dependence of dependent variables on one or more independent variables or explanatory or free variables, with the aim of estimating the population average or average value of the dependent variable based on the known value of the independent variable (Ghozali, 2011). This investigation is to decide the course of the relationship between the autonomous variable and the subordinate variable whether each autonomous variable is emphatically or adversely related and to foresee the esteem of the subordinate variable in case the esteem of the autonomous variable increments or diminishes. The information utilized is as a rule on an interim or proportion scale.



4. RESULTS AND DISCUSSION

Hotel Managerial

Hotel classification is a hotel classification criterion based on the number of points obtained from the assessment results:

- a. Physical
- b. Hotel Managerial
- c. Service

Hotel managerial includes various aspects ranging from planning, organizing, coordinating, and supervising activities related to hotel operations (Sulistiyono, 2011). Hotel managerial includes staff management, customer service, finance, marketing, and property maintenance. The importance of effective hotel managerial is as follows:

- a. Good hotel managerial create a friendly environment, efficient service, and facilities that meet guest expectations.
- b. Good service and effective management enhance the hotel's reputation, attract new guests, and retain loyal guests.
- c. Good hotel managerial ensures operational efficiency, optimal use of resources, and effective cost management.
- d. Effective hotel managerial maintain compliance with safety, cleanliness, and service standards in the hotel industry.

Successful hotel managerial strategies should:

- a. Train employees in customer service, conflict management, and the technical skills necessary for their jobs.
- b. Use technology to expedite check-in or check-out processes, online reservations, and inventory management.
- c. Collect and analyze customer and operational data to inform strategic decisions.
- d. Implement loyalty programs to increase guest retention and effective promotional strategies to attract new guests.
- e. Manage and respond to online reviews promptly and professionally to maintain or improve the hotel's reputation.

The ones who determine the assessment are the Department of Tourism with its Team and the Indonesian Hotel and Restaurant Association. In the assessment elements there are three weights, namely absolute, important, and important (Komar, 2014).

Table 1. Hotel Classification

Star Hotel	Point	Absolute	Important	Important
1	400	74	284	42
2	500	101	344	55
3	700	126	496	78
4	900	160	663	77
5	1.000	174	752	74



Hypothesis Result

Table 2. Hypothesis Result

Hypothesis	P-Value	Decision
Collaborative Supervision->Innovative Behavior	0.000	Significant
Leadership->Innovative Behavior	0.000	Significant

Collaborative supervision has a significant effect on innovative behavior in generation Z from hotel managerial. In the current era of globalization, an era that offers connectivity, companies should work on innovation collaboratively. By utilizing connectivity between team members and between resources, companies together produce innovation. Collaborative supervision could be a vertical arrange comprising of clients, providers, and other companies or competitors and a level arrange comprising of investigate educate, colleges, and governments. The collaborative handle requires interest, balance of control, and satisfactory competence from partners. This condition appears troublesome to happen in communities that tend to have moo levels of support, correspondence of control, and competence, a condition of society that happens particularly in creating nations.

Leadership has a significant effect on innovative behavior in generation Z from hotel managerial. Authority is the craftsmanship of a pioneer affecting the behavior of his subordinates so that they are able to work together and beneficially to realize organizational objectives. Advancement execution from authority as a major driver of financial development. The capacity to improve has coordinate results for the capacity to compete at the person, company, territorial, and national levels. The values made by innovation are regularly showed in other ways of doing things or modern items and forms that contribute to riches. Development can be characterized as a competitive advantage gotten from inventive thoughts to produce quality, effectiveness, speed, and adaptability that are valuable within the company.

5. CONCLUSION AND SUGGESTION

The results of the study indicate that hotel classification is a hotel classification criterion based on the number of points obtained from the assessment results physical, hotel managerial, and service. Hotel managerial includes staff management, customer service, finance, marketing, and property maintenance. The ones who determine the assessment are the Department of Tourism with its Team and the Indonesian Hotel and Restaurant Association.

Collaborative supervision has a significant effect on innovative behavior in generation Z from hotel managerial. The collaborative handle requires interest, balance of control, and satisfactory competence from partners. This condition appears troublesome to happen in communities that tend to have moo levels of support, correspondence of control, and competence, a condition of society that happens particularly in creating nations.



Leadership has a significant effect on innovative behavior in generation Z from hotel managerial. The values made by innovation are regularly showed in other ways of doing things or modern items and forms that contribute to riches. Development can be characterized as a competitive advantage gotten from inventive thoughts to produce quality, effectiveness, speed, and adaptability that are valuable within the company.

Based on the results and discussion of the research that has been done, the following suggestions are recommended to subsequent researchers:

- a. For subsequent researchers, it is better to first observe the sample that will be used for research so that it can later be easier for researchers to take samples so that they get good results.
- b. For subsequent researchers, it is better to distribute questionnaires manually so that it will make it easier for respondents to fill out the questionnaire when respondents want to ask or ask for explanations for the smoothness and accuracy of the data that will be obtained later.
- c. For subsequent researchers, they should be more patient when facing all events in the field that cannot be predicted so that it will be easier to find solutions when there are problems faced in the field later.
- d. For subsequent researchers, they can develop a model that influences innovative behavior in generation Z from hotel managerial, in addition to collaborative supervision and leadership, such as organizational culture, work performance, discipline, work stress, and competence.
- e. For subsequent researchers, they can compare innovative behavior to previous generations such as the boomer and millennial generations, and the next generation, the alpha generation.

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