

# **Skills Forecasts and Skills Anticipation of Tourism Workers after Pandemi Covid-19 in Indonesia and Australia**

**Oleh: Putu Sudira, Ferry Jie, Gunadi, Rahmatul Irfan**

## **ABSTRAK**

Indonesia and Australia have a close relationship in tourism development. The handling of the tourism industry after the Covid-19 pandemic is expected to undergo changes. In line with changes in work handling patterns after the Covid-19 pandemic, work skills will also undergo changes. Forecasting new skills in anticipation of the need for work skills after the Covid-19 pandemic is very important to research.

Research on forecasting work skills in anticipation of the need for work skills after the Covid-19 pandemic addressed to describe the demand for future skills as a result of the development of cloud computing technology, big data analysis, internet of things (IoT), encryption, cyber security, humanoid & non-humanoid robots, artificial intelligence (AI), augmented reality, virtual reality, 3D-4D printing and modeling in industry 4.0 and the impact of the Covid-19 pandemic. Descriptions of forecasting work skills can be used for: (1) developing international work skill standards; (2) development of vocational education policies; (3) development of vocational study programs; (4) planning for competency certification and workforce licenses; (4) curriculum planning and learning; (5) career development and guidance. This research is limited to forecasting job skills in the tourism sector. This research used a quantitative and qualitative tourism sectoral study method in Bali and Australia, then continued with FGDs and Delphi techniques related to the estimation of work skills in tourism after the Covid-19 pandemic.

It was found that there are four fields of work in the tourism industry, namely: Food and Beverage Service, Front Office, Food Production, Housekeeping. There are five Food and Beverage Service job positions: F&B Director, F&B Outlet Manager, Head Waiter, Bartender Waiter. There are four Front Office job positions: Front Office Manager, Receptionist, Telephone Operator, Bell Boy. There are seven Food Production positions: Executive Chef, Sous Chef/ assistant head chef, Demi Chef, Chef de Partie, Commis Pastry, Baker Butcher. There are six job positions for Housekeeping: Executive Housekeeper, Laundry Manager, Floor Supervisor, Laundry Attendant, Room Attendant, Public Area Cleaner. Front Office work in the future is very strong, replaced by automatic machines that work to receive guests, serve telephones, and become bell boys. Utilization of automated machines is supported by AI technology, embedded systems, internet networks, cloud computing, IoT. Even though housekeeping work can be replaced using intelligent robots, it is expected to be replaced only partially. Predicted Important skills for workers across tourism industries and geographies included: Active learning and innovation, Creativity, originality, and initiative, People management, Coordinating with others, Emotional intelligence, Technology use, monitoring and control. These important skills are related to skill needs: complex problem solving, critical thinking, analysis & active learning, creativity, originality and initiative, self management, coordinating with others, emotional intelligence, judgment and decision making, technology use & service orientation, negotiation, resilience, stress tolerance and exibility.

Kata Kunci: *Skills forecast, skills anticipation, Tourism worker skills*