

Competence Influence, Empowerment, Facilities Work Effectiveness against Human Resources Tourism in South Sulawesi

Roslina Alam¹

¹Lecture, Faculty of Economic, University Of Moslem Indonesia

ABSTRACT: *Tourism is one of the leading sectors Indonesian government to generate foreign exchange, therefore development and management of tourist areas should receive serious attention from the government by involving the relevant stakeholders and participation of the whole society. This study aims to determine the effect of Competence, Empowerment, Effectiveness Against Facility Work Human Resources Tourism in South Sulawesi. The analytical method used is explanatory research with multiple regression analysis sample was 150 taken incidentally, among others: staff at the Department of Tourism of South Sulawesi province 40 people, employees of the hospitality 40 persons, local travelers (national) 30, witawan foreigners (foreign) 40 people. The results showed that, either simultaneously or partially three independent variables significant positive effect on the effectiveness of HR Tourism. Thus competence, empowerment and work facilities needs serious attention.*

Keywords : *Tourism human resources, competence, empowerment, and effectiveness of work.*

I. Introduction

The research objective was to analyze the extent to the which the influence of the products on the customer's decision to choose a house purchase credit at PT BNI Griya> BNI (Persero) Tbk Branch 46 Makassar, the study population of customers who take out credit purchases (KPR) in PT.BNI (Persero) Tbk Makassar branch numbering as many as 1,575 people customer, using the formula slovin sample so that the determination of the sample is determined as much as 94 respondent., Data analysis method used is multiple regression analysis. Research shows that the marketing mix (product, promotion, location, staff, physical facilities and process services) in regression positive and significant impact on the customer's decision, while the variable price of a significant negative effect on the customer's decision, while seen from the test results either partially and simultaneously the marketing mix and significant effect simultaneously on the customer's decision in Choosing a mortgage BNI Griya, dominant variable affecting customers in Choosing the mortgage BNI Griya is a product, the reason being that the product has a regression coefficient greatest Compared regression coefficient of the other variables in the marketing mix,

The development of the tourism sector aimed at improving the quality of life and prosperity and can provide benefits to meet the needs of today from societies. Tourism is a source of income in addition to other sources such as the export of certain products of a region, tourism now seemed to be excellent for the countries in the world to abundant bring in foreign exchange. Including in Indonesia where in 2012 the Central Statistics Agency (BPS) recorded the foreign exchange earnings from the tourism sector reached 8.554 billion US dollars during 2012 or the fifth of the commodities that the largest contribution to the revenue of the country. Value it puts a huge contribution in the tourism ranked fifth under the oil and gas, coal, palm oil, and rubber processing (Muhammad Hendrico, 2014).

According Suwantoro (1997: 1) Tourism is a process of temporary departure of one or more people toward another place outside his residence, urge his departure was due to a variety of interests, either because of economic interests, social, cultural, political, religious, health and other interests such as simply want to know, adding to the experience or to learn.

According Wardiyanto (2011: 21), the successful development of the tourism sector in addition to depending on the availability of tourist attraction, is also strongly influenced by the ability to manage human resources. Human resources can act as tourism players as well as managers of tourism businesses, such as tourists, as well as a developer and manager of the tourism industry and the government as a resident and supervisory policy. In South Sulawesi, there are many tourist destinations that have not been managed well, including beaches, nature reserves such as waterfalls, lakes, forests and cultural heritage and historical heritage. The magnitude of the responsibility of the Department of Culture and Tourism of South Sulawesi demanding quality human resources quality.

The success of tourism development is determined by three factors, as suggested by Yoeti (1996), as follows:

1. objek and attractions.
2. accessibility facilities ie facilities and infrastructure, thus allowing tourists visiting a region or tourist area.

3. The occurrence of amenities that target the tourism facilities which can provide comfort to the community. According Wirawan (2009: 6-8), there are three factors that affect the performance of employees, the first is the internal factors of employees, namely the factors of the employee himself which is inborn and acquired when he was growing. It can be assumed higher internal factors are the higher the performance of employees and vice-versa, the second is the environmental factors internal to the organization, in performing their duties, employees need the support of the organization where he works, the support is greatly affect the level of employee performance. Agency or management must create an environment conducive internal organization so as to support and improve employee performance. The third factor is the organization's external environment is a condition that occurs in the external environment (outside) the organization, for example, economic crisis, social and cultural as well as political.

Effectiveness can be understood as the degree of success of an organization (enterprise) in its efforts to achieve what the objectives of the organization (company) does (Johny Setiawan, 1998). To obtain an effective human resources, improving the quality of human resources through capacity-building was also intensified in order to promote competitiveness and professionalism of businesses in the tourism travel agencies to attract tourists visiting Sulawesi Selatan. Pada 2015, the Department of Culture and Tourism (Disbudpar) South Sulawesi targeting tourist numbers overall 5.5 million visits, where until October 2015 had reached 4.6 million visits. Even for the foreign tourist visits in 2015 as many as 10 363 visits a decrease of about 20.14% compared with the same period in 2014 which reached 12 977 visits.

II. Literature Review

1. Competence

a. Definition of Competence

Competence comes from the word "competence" is a noun which, according to Powell (1997: 142) is defined as 1) the skills, ability, competence 2) authority. The adjective of competence is competent which means competent, capable, and tangkas. Pengertian competence is in principle the same as the notion of competence according to Stephen Robbins (2007: 38) that competence is the "ability (ability) or a person's capacity to perform various tasks in a job , which is determined by the ability of two (2) factors which intellectual ability and physical ability.

Understanding his competence as a skill or ability is also expressed by Robert A. Roe (2001) that competence can be described as the ability to carry out the tasks, roles or tasks, the ability to integrate knowledge, skills, attitudes and personal values, and abilities to build knowledge and skills based on experience and lessons.

Competency according to Spencer & Spencer in Palan (2007) is as basic characteristics possessed by an individual who is related causally to meet the criteria necessary to occupy a position. Competence consists of five types of characteristics, namely the motive (consistent willingness as well as a cause of action), heredity (character and a consistent response), the concept of self (self-image), knowledge (information in a particular field) and skills (the ability to carry out tasks).

In contrast to Fogg (2004: 90) that divides the competency into two (2) categories: basic competencies and differentiate basic competencies (Threshold) and distinctive competencies (differentiating) according to criteria that are used to predict the performance of a job. Basic competence (Threshold competencies) are the main characteristics, which is usually in the form of knowledge or basic skills such as the ability to read, while differentiating competencies are competencies that make a person different from another.

In more detail, Spencer and Spencer in Palan (2007: 84) argues that competency shows the characteristics of the underlying behaviors that describe motives, personal characteristics (typical), self-concept, values, knowledge or expertise that brought a person who performs a superior (superior performer) in the workplace. There are five (5) characteristics that make up the competence that is 1). Factors include the knowledge of technical problems, administrative, human processes, and systems. 2). skills; refers to a person's ability to perform an activity. 3). The concept of self and values; refers to the attitudes, values and self-image, such as a person's belief that he could succeed in a situation. 4). Personal characteristics; refers to the physical characteristics and consistency of responses to situations or information, such as self-control and ability to remain calm under pressure. 5). motif; the emotions, desires, needs psychological or impulses that triggered the action.

The above statement implies that the competence is characteristic of the person associated with the effective performance and or excel in a job situation tertentu. Kompetensi be regarded as basic characteristics (underlying characteristic) for the individual characteristics are part of deep and attached to a person's personality that can be used to predict a variety of tertentu. Kemudian employment situation said the association between behavior and performance for competency cause or can predict behavior and performance.

b. Characteristics Of Competence

According to Spencer and Spencer in Prihadi (2004: 38-39) there are five (5) characteristics of competence, namely:

1. The motive (motive) are things that someone thought or desire consistently lead to action.
2. Nature (traits) are the physical characteristics and consistent responses to situations or information.
3. The concept of self (Self - Concept) is the attitudes and values of a person.
4. Knowledge (Knowledge), is information held by a person for a particular field. Knowledge (knowledge) is a complex competence.
5. Skill (Skill). is the ability to perform a particular task, both physically and mentally.

Meanwhile, according to Spencer and Spencer cited by Surya Dharma (2003: 17), the concept of self (self-concept), character / nature (traits) and the motif of competence more hidden (hidden), in a (deeper) and different at the central point of personality someone, Competence knowledge (Knowledge Competencies) and skills (Skill Competencies) tend to be more real (visible) and relatively different on the surface as one of the characteristics of human beings.

Furthermore, according to Spencer and Spencer in Surya Dharma (2003: 41), personal characteristics include temperament, concepts and knowledge to predict the actions of behavioral skills, which in turn would predict job performance.

Basically, the performance of a person is individualized for each of the employees have the skill level berbeda. Kinerja person depends on a combination of ability, effort, and opportunities that are Carrillo, P., Robinson, (2004: 47).

c. Type Competency

According to Spencer and Spencer in Surya Dharma (2003: 47), competence can be divided into two categories: 1) .Kompetensi basis (Threshold Competency), and 2) .Kompetensi differentiating (differentiating Competency) .Threshold competencies are the main characteristics (usually knowledge or expertise basic as the ability to read) that must be owned by a person in order to carry out pekerjaannya. Sedangkan differentiating competencies are the factors that distinguish individual high and low performers.

Charles E. Johnson in Vienna Sanjaya (2005: 34) divides competences into three parts, namely: 1). Personal competencies, namely competency related to personality development (personal competency), 2). Professional competence, the competence or skills related to the completion of certain tasks, and 3) social .Kompetensi, namely competence relating to social interests.

The process of acquiring competence (competency acquisition process) according to Surya Dharma (2003: 38) has been developed to increase the level of competence include:

1. Recognition (Recognition). a simulation or case study which gives participants an opportunity to recognize one or more competencies that predict individual high performance in their work so that one can walk from the simulation experience.
2. Comprehension (Understanding). Instruction cases include modeling the behavior of what competencies are and how the application of these competencies.
3. Assessment (Assessment). feedback from participants about how much the competences of the participants (comparing the scores of participants). This can motivate participants to learn competencies so that they are aware of the relationship between the performance of the actual and ideal performance.
4. Feedback (Feedback). an exercise where participants can practice competencies and get feedback of how participants can carry out a particular job than someone with high performance.
5. Type of work (Job Application) in order to use the competencies in real life.

2. Empowerment

The theories put forward as a reference of this study because of its proximity to the facts and realities in the environment kepariwisataan. Robbins (2007) suggested that empowerment (empowerment) employee means making the employees to master what they do. The same thing also expressed by Clutterbuck (2005) that empowerment means to encourage and allow HR to take personal responsibility for improving the way work and increase their contribution to the organization. Definitions illustrates that powered is not an organization of human resources. Empowerment is understood as the act of giving authority, skill and freedom to employees in performing their duties Spreitzer (1996). Spreitzer (1996) has described empowerment as the way people see themselves in the work environment and the degree to which people feel able to form a working role. Empowerment can enable staff to improve the feeling that he was able to overcome the problem, both the problems in relation to the organization and a society of around.

Empowerment is also understood as a multi-dimensional construct consisting of four-cognition cognition cognition which reflects how the orientation of an individual to his work. All four of cognition that is the meaning / mean (the value of a work purpose for individuals), competence / competence (beliefs an individual about the ability to meet the demands of work), self-determination / self-determination (autonomy or control over the processes of behavior in work) and impact / impact (the degree to which an individual can influence the

outcome of which is formed from work) (Spreitzer, 1996). In summary, empowerment is the degree to which an individual can actively influence the role of work and its context (Daniels and Guppy 1994).

3. Work Facilities

a. Understanding Work Facilities

In an effort to improve the performance of employees needs to be approached with due regard to the psychological factors that generally inherent to such employee motivation, serenity, personality, emotional, and others. Basically, employees will feel comfortable and at home working when available working facilities that enable the fulfillment of their needs as human beings, not as a mere means of production.

Facilities, from Dutch, *faciliteit*, is infrastructure or vehicle for doing / making things easy. Amenities usually also considered as a tool, the facility is typically connected to the fulfillment of a general *perasarana* contained in a company-specific company or organization. When linked with the job, then the facility may mean as a tool to help complete a job.

Work facilities are all factors that cannot be separated from the world of work and is vital for employees to complete tasks. With the availability of infrastructure facilities such as a complete working employee will be forced to improve its productivity. Implications arising from these conditions that would be more optimal employee performance and goals of the organization can be achieved efficiently and effectively.

By YW. Sunindhia and Nini Widiyanti (1997), facilities and infrastructure work that may affect or improve the efficiency and effectiveness of the work include the following:

- 1) The condition of the building or office
- 2) Office equipment and supplies
- 3) Means of transportation
- 4) Communication tool

b. Types of Work Facilities

Facilities can be divided into two types namely:

1) Physical Facilities

The physical facilities are everything that can be objects or *dibendakan*, who have a role to facilitate and expedite a physical *usaha*. *Fasilitas* be referred to also as the *facilitas materiil*. Karena this facility can provide convenience and smoothness for a business and are usually required before an activity takes place it can also be called as a tool material.

2) Facilities Money

Facility money is anything that can provide ease an activity as a result of "value for money".

c. Facilities Management Principles

As for the facilities management principles are as follows:

- 1) Principles of Achievement. This principle is successful when working facilities are always ready to use each will be used.
- 2) The principle of efficiency. A facility with planning procurement activities, accompanied by technical *tetunjuk* use and maintenance.
- 3) Administrative Principles. These facilities with *mempertimbang-kan* Act (Act), regulations, instructions, and guidelines applicable.
- 4) Clarity Principle Responsibility. Require clarity of duties and responsibilities of personnel.
- 5) The principle of cohesiveness. Facility management should be realized in the form of work processes in a compact and well.

4. Definition of Work Effectiveness

The effectiveness of employee is the attitude or the general condition of a person who positively on the lives of its organizational, it is obvious that every leader needs to take various measures to encourage more (if possibly all) of his subordinates was satisfied and always eager to work, which in time will reach the level of effectiveness employee, the appropriate *diharapkan*. Untuk can quickly and precisely, *diperlukan* pemahaman techniques and ways that can be used to measure the level of effectiveness of these employees.

In this connection it should be noted that one employee will not do a good job in an atmosphere *kehampaan*. Artinya person in carrying out the duties entrusted to its not restrict *keberadaannya* in the organization only on completion of the task based on skills and job descriptions that are clear.

Besides the things that are technical, there are other factors that are not technical, but rather psychological, socio-cultural and intelektual. Artinya in organizational life, work cannot be viewed solely as a vehicle to formulate the needs that are a vehicle for satisfying the needs that are individualistic and economical, but also a

variety of other needs. Interaction with various parties such as co-workers, superiors and subordinates are absolutely necessary.

None of the organizations that work can be completed only by someone with no interaction at all with the lain. ketaatan to the various provisions in force in the organization, make adjustments to the traditions and culture of the organization are some other examples of factors that need attention in fostering achievement the level of effectiveness of employees working in the life organisasi. Mengenai important factors in promoting the effectiveness of work of employees in completing their duties in the opinion of experts that the author quotes, among others, as follows:

According to Stephen P. Robbins (2007) that the factors that encourage increased employee effectiveness, are:

1. Attitude (discipline)
2. Interests or interests
3. Motif
4. Past experience
5. Implementation (expectations)

Stephen still P. Robbins (1996: 225), the next page suggests there are four factors that can support or encourage the level of effectiveness of employee, namely:

1. control (supervisory control)
2. motivation
3. emotional disclosure
4. Information

According to Adam Ibrahim Indrawijaya (2000: 73) that the factors that can encourage employee effectiveness are:

1. Work in accordance with the talent and expertise.
2. Jobs that provide good tools.
3. Jobs that provide complete information
4. Supervision is not too tight.
5. Jobs that provide adequate income.
6. The work that gives a sense of security and calm.
7. Expectations were conceived employees themselves.

Then Sondra P. Siagian (1995: 101), states that the factors that determine the effectiveness of the employee (person) is:

1. Characteristics of individuals
2. Attitude
3. Motif
4. Interest
5. Interest
6. Experience
7. Hope

According Handyaningrat (1996: 16): "Effectiveness is the measurement in terms of the achievement of goals or objectives Kata effectiveness cannot be conducted efficiently because they both have different meanings even though in a variety of efficient use of the word attached with effectiveness. Efficiency implies perbandingan antara costs and outcomes, while effectiveness is directly linked to the achievement of objectives. Popular Science Dictionary defines effectiveness as the accuracy, effectiveness or support purposes. Effectiveness is one dimension of productivity, which leads to the achievement of maximum performance, which leads to the attainment of targets relating to the quality, quantity and time.

Understanding the effectiveness of generally show how far the achievement of a specified goal first. This is in accordance with the terms of effectiveness, according to Hidayat, 1986 explains that:

"Effectiveness is a measure that states how far the target (quantity, quality and time) has been reached. Where the greater the percentage of targets achieved, the higher its effectiveness".

Defining a simple generating confusion when about to operationalize the concept of interest. Therefore, the definition of which is based on the optimization of interest must be given meaning as a destination measured according to the concept of the organization, which is a measure of how much an organization achieve the goals to be achieved.

The effectiveness of an organization comprised of the effectiveness of individuals and groups, this is caused by the presence of the effectiveness beberapa pandangan itself.

In simple terms it can be said that the effectiveness of the work means the completion of work on at a predetermined time. That is, if the implementation of an activity / task is considered good or not depends on when the task was completed, and especially the question of how implementation and the cost for it.

Employee effectiveness in providing services to the community can be achieved if the organization was also able to adjust to the changing demands of the environment. In this case the effectiveness of efficiency should also be included. By Relly (2003: 119) the factors that influence the effectiveness of the organization:

1. Time. Timeliness in completing a job is a major factor. The longer the tasks assigned to it is done, the more others following duties and this will reduce the effectiveness of the work because it takes quite a bit.
2. Task. Subordinates should be told the purpose and importance of the tasks delegated to employees. The better the means provided by the organization, the better was the work of achieving the expected goals

Measuring Effectiveness of Employee Work

To cover the totality of the factors that influence the effectiveness of the work, the author uses the theory according to Richard and M. Steers (1980: 192) to measure the effectiveness of employee that includes an element of adaptability / job performance and job satisfaction:

1. The ability to adjust

Human ability is limited in the sense of seeing things, so the limitations it causes man can not achieve fulfillment of their needs without cooperation with others. This is in accordance Ricard M. Steers opinion stating that the key to organizational success is the cooperation in achieving the goals. Everyone who entered the organization are required to be able to adjust to those who work in or with a job in the organization. If adaptability is that it can run the organizational goals can be achieved.

c) Cooperation: mutual cooperation among employees can make the job more mudah.dalam this every employee is able to work well with each other so that organizational goals can be realized.

Research methods

Methods used are explanatory with descriptive quantitative testing tool.

Respondents sample of 150 taken incidentally, among others

- staff at the Department of Tourism of South Sulawesi province 40 people
- hospitality employees 40 people
- Local rating (national) 30
- foreign tourists (foreign) 40

III. Results And Discussion

1. Simultaneous Hypothesis Testing in

Simultaneous testing to see the effect of competence, empowerment and work facilities together against the effectiveness of the Human Resources Tourism in Makassar to see F counted. The test can be seen in Table 2 below:

Table 1. The test results Simultaneous (Test F)

| ANOVA ^a | | | | | | |
|--------------------|------------|----------------|-----|-------------|--------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 49,517 | 3 | 16,506 | 88,413 | ,000 ^b |
| | Residual | 27,256 | 146 | ,187 | | |
| | Total | 76,773 | 149 | | | |

- a. Dependent Variable: Employment Effects Y
 - b. Predictors: (Constant), X3 amenities, Kompet X1, X2 Pembed
- Source: Data Analysis, 2016

Table 2. Testing coefficient of determination (R2)

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | ,803 ^a | ,645 | ,638 | ,432 |

- a. Predictors: (Constant), X3 amenities, Kompet X1, X2 Pembed

- Analysis Coefficient of Determination

From the analysis of the factors that influence the effectiveness of the Working Table 3 shows the coefficient of determination (R Square) of 0645 this means that all independent variables namely Competence (X1), empowerment (X2) and Working Facilities (X2) have contributed collectively unchanged at 64.5% on the dependent variable (Y) that is employee performance. The remaining 35.5% is influenced by other factors not included in the study.

2. Hypothesis Testing in Partial

Table 3. Results of Regression Testing

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|-----------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | ,034 | ,265 | | ,128 | ,898 |
| | Kompetensi (X1) | ,211 | ,060 | ,202 | 3,490 | ,001 |
| | Pemberd (X2) | ,335 | ,058 | ,335 | 5,747 | ,000 |
| | Fasilitas (X3) | ,428 | ,058 | ,447 | 7,371 | ,000 |

a. Dependent Variable: Employment Effects Y

Results of Data Analysis, 2015

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3$$

$$Y = 0,034 + 0,211X_1 + 0,335X_2 + 0,428X_3$$

Based on a multiple regression equation, it can be interpreted as follows:

1. Variable Competence (X1)

The test results with SPSS for variable Competence (X1) on the effectiveness of employee (Y) obtained by value $t = 3,490$ dengan significance level $0,013$. Dengan using borderline significance ($\alpha = 0,05$), then the limit value of significance $\alpha (0,05) > \text{significance level } 0,013$, then the hypothesis is accepted. This means that the variable Competence (X1) positive and significant effect on the Effectiveness of Employee Work (Y).

2. Variable Empowerment (X2)

The test results with SPSS for variable Empowerment (X2) the effectiveness of the employee (Y) obtained by value $t = 5,747$ dengan significance level $0,009$. Dengan using borderline significance ($\alpha = 0,05$), then the limit value of significance $\alpha (0,05) > 0,000$ significance level, the hypothesis is accepted. This means that the variable empowerment (X2) significantly positive effect on the effectiveness of employee Y).

3. Work Facilities (X3)

The test results with SPSS for variable Competence (X1) on the effectiveness of employee (Y) obtained by value $t = 7,371$ dengan significance level $0,003$. Dengan using borderline significance ($\alpha = 0,05$), then the limit value of significance $\alpha (0,05) > \text{significance level } 0,000$, then the hypothesis is accepted. This means working facilities variable (X3) positive and significant effect on the effectiveness of employee

Furthermore, based on t test results above, it can be concluded that the variables that most influence the effectiveness of an employee is working pasilitas variable (X3) with a value of $\alpha > \text{Sig (value } \alpha (0,05) > \text{Sig (0,003) and t value of } 7,371$. thus we can say that the work fasitas variable (X3) it serves as the variables that most influence on human kerjasumber ektifitas Makassar holidays.

B. discussion Research

Human resources are the key to the success of an activity in an organization. Manusiadapat resource effectiveness is determined by the knowledge, skills, and abilities, must also have the experience, motivation, self-discipline, and morale is high, so if efekitifitas human resources can increase the effectiveness of organizational objectives. in this case the South Sulawesi provincial tourism department can increase tourism visits, both local and foreign travelers.

The effectiveness of human resources is influenced by competence, empowerment and work facilities are available, so that organizations are required to optimize its human resources. By evaluating the competence of a person, we will be able to predict the effectiveness of the organization.

1. Influence of competence of the effectiveness of human resource

Regression analysis showed the influence of the competence of the effectiveness of human resources is $21,1\%$. Temuan shows that competence can influence the effectiveness of human resources. When viewed from the pattern of the relationship, the effect was positive. This means a better competence, the higher the achievement of the effectiveness of the work.

Based on the perception of respondents, competence variables considered influential on the effectiveness of tourism human resources. When analyzed further, competence can be described as the ability to perform a task, the ability to integrate knowledge, skills, attitudes and values - personal values, and the ability to build knowledge and skills based on experience and learning will be undertaken. However, the availability of qualified human resources in the tourism sector in South Sulawesi still cannot meet the needs of the tourism industry. Power quality is still small, so that the competence of the human resources still need to be improved.

A discussion of the development of the tourism human resources needed in the service of tourism activities are properly and effectively can often receive less attention. In some cases, even totally ignored. This resulted in the emergence of serious problems within the tourism industry, and allow the obstruction of participation of local communities in economic activities developed from the development of tourism.

2. The influence of the empowerment of the effectiveness of human resources

The regression analysis showed the influence of the empowerment of the effectiveness of human resources is by 33.5% this .Temuan menun-out that empowerment can influence the effectiveness of work SDM.Jika seen from the pattern of the relationship, then the effect is the higher positif.Artinya tourism human resource empowerment , the higher the achievement of the effectiveness of the work.

The few things that need attention related to the empowerment is giving the authority or the opportunity to create and innovate Attraction about how to design, promote and communicate to the public spacious.In the South Sulawesi quite a lot of attractions are not optimally managed, among other things, sea travel and the beach, the lake; natural attractions such as waterfalls, caves; flora and fauna, such as butterflies: historical heritage and diversity of art and culture.

Tourism as an industry that relies heavily on human existence. The realization of tourism is the interaction of humans who do travel are acting as consumers are parties to travel / tourist and man as the manufacturer of the parties who offer products and travel services. So that the human aspect one of which acts as a driving force for the survival of the tourism industry in a country

3. Influence of working facilities on the effectiveness of human resources

The regression analysis showed the influence of the empowerment of the effectiveness of human resources is 42.8% .Temuan this shows that the working facilities capable of affecting the effectiveness of human resources. When viewed from the pattern of the relationship, the effect was positive. the higher the empowerment of human resources for tourism, the higher the achievement of the effectiveness of the work.

Facility is meant here is the supporting facilities that tourism facilities can live and thrive and provide services to tourists to meet their diverse needs, among others:

- a. Communications facilities, such as the network of highways, airports, seaports, land transportation terminals.
- b. Accommodation facilities include hospitality, hotel, guesthouse, motel.
- c. Facilities and information includes information kiosks at strategic places with a map of attractions.
- d. Banking and monetary system.
- e. Telecommunication systems, such as telephone, internet, mail, television, and radio.
- f. Health care and security.
- g. Sanitation and adequate public toilet.
- h. other supporting facilities such as shopping centers, souvenirs and culinary

Knot

1. Competence positive influence on the effectiveness of SD Martinya the better competence will increase the effectiveness of HR Tourism, include 1) the ability to create and memerihara attractions, 2) the ability to communicate in multiple languages, provide the information needed, 3) keeping the courtesy, understanding culture and ethics.
2. Empowerment positive influence on the effectiveness of tourism human resources, meaning that the higher human resource development for increasing the effectiveness of human resources Tourism, among others Tourism offenders are given the opportunity creation, promote tourism-kan location.
3. Amenities positive influence on the effectiveness of tourism human resources means the better and the facilities, infrastructure and facilities to further improve the effectiveness of human resources Tourism, covering accommodation to suit the needs of tourists, transportation, information centers, internet, souvenirs.

IV. Suggestion

1. Need to increase the competence of human resources Tourism, tourism include knowledge, skills, awareness and consciousness to host tourists.
2. Need more empowering HR and Tourism actors, encourage independence and creativity.
3. Need to pay attention to human resources working facilities Tourism, covering accommodation to suit the needs of tourists, transportation, information centers, internet, souvenir.

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