

**EFFECTIVENESS ANALYSIS OF “SHANGRI-LA  
ACADEMY PROGRAM” TOWARDS EMPLOYEES’ WORKING  
MOTIVATION AT SHANGRI-LA HOTEL SURABAYA**

**Lina Fandianto**

Alumni of Universitas Kristen Petra  
(m33406068@john.petra.ac.id)

**Eddy M. Sutanto**

Universitas Kristen Petra  
(esusanto@petra.ac.id)

***ABSTRACT***

*This research has taken place at Shangri-La Hotel Surabaya, an international management hotel. The population of research is 573 respondents. The purpose of this research is to understand the effectiveness of Shangri-La Academy Program and the employees’ working motivation at Shangri-La Hotel Surabaya. The analysis technique uses descriptive quantitative analysis. The result of research showed that there is a dependency between Shangri-La Academy Program and employees’ working motivation Shangri-La Hotel Surabaya.*

***Keywords:*** *employee’s working motivation, Shangri-La Academy Program*