

ABSTRACT

Family business is the type of business that has made a huge contribution to economic activity. A successful family business is a business that runs from generation to generation with greater capabilities, and good endurance. In the United States, 90% of large companies are family or family-run businesses. But from these companies, only 30% can survive until the second generation. While 70% failed to survive until the second generation. And approximately only 10% are able to survive until the third generation. While in Indonesia, survey shows that 88% of national private companies are in the hands of families. However, only 5% of family firms survive to the fourth generation.

This study aims to determine the succession process conducted by Pendopo 45 Hotel & Resto. The process of succession should ensure that subsequent leaders are in line with the criteria in the dimensions of successor readiness and family relations. The conformity of the succession process to the existing criteria will show the company's ability to continue the family business in the future.

The method used in this research is descriptive qualitative method. Data obtained by researchers obtained from interviews with informants that have been determined, documentation, and other research journals. The selection of informants in this study was conducted by purposive sampling method. Test data validity is done by using source triangulation.

The results of this study based on the dimensions of the readiness of successful candidates, candidates for successors have met the criteria and requirements to replace the incumbent. Although actually a successful candidate lacks in working experience and training in hospitality or hospitality. Meanwhile, based on the dimension of relationships within the family, successful candidates have met the criteria and requirements to replace the incumbent. Suksesor has good communication and has the support of family members and professional staff.

Based on the results of research, to remain able to survive in the business world, incumbent Pendopo 45 Hotel & Resto should conduct special training on potential candidates. The training is aimed at preparing potential successors to have better skills and to learn experiences experienced by incumbent, corporate values and culture. Successor candidates will also be better if you have the experience outside the company in the field of hospitality to have a view and understand the world of hospitality in more depth.

Keywords: Family Business, Succession Process, Dimension of Successful Readiness, Dimension of Family Relationship