

CHAPTER I

INTRODUCTION

A . Background of the Study

I did my internship at Bumi Sawunggaling Hotel (henceforth BSH) from December 2014 until January 2015. I worked as a front office staff from Monday until Saturday. I worked for 8 hours per day and the working hours were from 8 a.m until 4 p.m. My job descriptions are receiving phone calls, making reservation for the hotel guests and handling check in and check out service. As stated by an article entitled "Hotel Front Desk" that "Receptionists check guests into and out of their rooms, give information about hotel services and the local area, resolve complaints or problems and may direct other members of staff, such as bellboys or members of housekeeping" (par. 1). As a front office staff, I have to be able to handle my job, especially when there are a lot of guests in the hotel.

When I did my internship in BSH as a front office staff, I had problems in adapting with my coworkers and working environment.

It is stated by Elendo and Bychenkova that, “For every person new workplace is a kind of stress, he has to get used to new rules, get acquainted with and get used to unknown people, learn behavioral norms and rules of company” (par. 2). On the other hand, I realise that adaptation is important. Nath states that:

Adaptability means to modify and adjust according to the environment and situation. For a good worker, he must have the quality to adapt and work in any environment and situation. Skills are not only pertained with the subject knowledge and talents, but also include certain soft skills like adaptability. Many soft skills are required in today’s scenario to fit oneself in his work place.

Adaptability is one of the most important soft skills that allow one to adapt or get along in most situations at work. It is the skill that is very essential to interact with supervisors, coworkers, customers, and clients. Adapting yourself with your co-workers and office environment is the first lesson that you will learn when you first join in a concern (par.1).

Furthermore, Elendo and Bychenkova stated that, “Adaptation is a process of employee acquaintance with activity and organization and a change of his behavior in accordance with environment requirements” (par. 6). As a new staff, it was not easy for me to interact with other hotel staff. I could not do my job effectively, and I did not know how to operate the hotel system. The problem influenced my

performance and my interaction with other staff because I did not finish my job well.

Based on the above explanation, I would like to discuss my difficulty in adapting into a new workplace during my internship. I expect to find the best solution to overcome the problem. Based on, the information from the book and the articles that I have read, I find that a lot of people who have graduated, have similar problem in this situation, especially when they enter the working place for the first time.

B. Identification of the Problem

The problem I am going to analyze in this paper is formulated in these questions:

- 1 . Why did I have difficulty in adapting with my coworkers and working environment during my internship as a front office staff at BSH ?
- 2 . How did my problem influence my work performance ?
- 3 . How should I solve the problem?

C. Objectives and Benefits of the Study

The first objective of the study is to find out the causes of my difficulties in adapting into my new work environment as a front office staff in BSH. The second objective is to show the effects of my difficulties in adapting into my new work environment to develop my interpersonal skill. The third objective is to present the best solution to overcome my difficulties in adapting to new workplace environment.

The benefit of doing the research for the hotel staff in BSH is that they will be able to get more information about how to deal with new hotel staff. For the readers, I hope they will get some information about the solution, if they have a similar problem. For me as the writer, this term paper will help me to get some knowledge about adapting in a new workplace environment, when I enter the working place in the future.

D. Description of the Institution

This data is based on BSH profile described in a photo displayed in the hotel. BSH was officially started on April 27th, 1998. It is located on Jalan Sawunggaling 13. The hotel has an Art Deco style with 22 rooms and 45 staff. Before becoming a hotel, BSH was the house of Merv. Bossch Jacobs, which was built in 1920. After the independence of Indonesia, the house was given to Indonesian government and it was used as a dormitory for the ITB students. On January 6th 1997, Prof. Wiranto

Arismunandar suggested that the dormitory to be used as a public building for ITB guests. A year later, in 1998 the building was turned into a hotel. Now BSH is known as a hotel which has nostalgic atmosphere especially for ITB alumni.

E. Method of the Study

The method that I applied in this term paper is field research by doing observation during my internship in Bumi Sawunggaling Hotel which was done from Desember 22nd, 2014 until January 11th, 2015. I also use library research to find some relevant theories from the books and the articles from the Internet. The theories are used to analyze the causes, the effects, and the best solutions.

F. Limitation of the Study

The focus of this study is my difficulties in adapting to my coworkers and workplace environment in BSH during my internship from Desember 22nd, 2014 until January 11st, 2015. This term paper will discuss my problem as a new front office staff who has difficulty in adapting in a new workplace environment. The subject of the research is myself as the front office staff.

G. Organization of the Term Paper

The term paper is divided into ten parts. It starts with the Abstract, the next part is the Declaration of Originality, Acknowledgements and Table of Contents. There are four chapters in the term paper. The first chapter is the Introduction, which consists of Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, Limitation of the Study, and Organization of the Term Paper. Chapter Two presents an analysis of the problem which explains the causes and effects of the problem. Chapter Three discusses the potential solutions that solve the problem. Chapter Four, the last chapter, is the Conclusion. The last parts of the term paper are the Bibliography and the Appendices, which contain the flowchart, internship journal, and company profile/ brochure.