

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

The topic of this term paper is based on my internship from 17 December 2018 until 17 April 2019 as a front office telephone operator at Green Hill Universal, Bandung, West Java. This five-star hotel brings European style, luxury and comfort with its Renaissance-style architecture. As written in my journal on 18 December 2018, my duties and responsibilities were answering phone calls from in-house and outside the hotel, remembering the facilities of the hotel. For examples, the names of all employees and their extension numbers, inputting foreign guests data, and remembering all of the packages and offers such as wedding package, meeting package, Christmas package and New Year package.

During my internship, I found a difficulty in adapting myself in a new working environment. At that time, there were 3 managers, 2 supervisors, and 18 staff in Front Office Department. One of my senior co-workers brought me to the

other staff and introduced me to them. After that, my senior co-worker ordered me to remember the Standard Operating Procedure (SOP) as a telephone operator, for example, what to say when answering phone calls and helping other staff like Guest Relation Officer (GRO) and Front Desk Agent (FDA). I also had to read a paper full of extension numbers and names of all the staff from the other departments and all of the packages. There was a large variety of services and extension numbers to be remembered in three or four days normally, but it took me a week to remember them all. The other staff in that room were also quite silent and only focused on their job instead of explaining to me the services that the hotel offered. Because of that, I just read the information about the packages and tried to remember them all. The peak of my adaptation problem arose after a week of my internship when I was unwilling to answer all of the phone calls because I had not remembered all of the information yet. As a result, my Guest Experience Manager gave me a warning for my performance (26 December 2018). As written in my journal on 26 December 2018, I tried to be brave and made some progress by answering the phone calls but after a while I fell ill, thus I was unable to go to work. This proves that adapting to a new workplace is not easy. According to Gadja (2019, p. 1),

Starting a new job is a stressful experience due to the fact of being in a new environment. (A properly implemented process of adaptation of a newly hired person is not without significance both for a newly hired person and for the company in which they will start a job).

According to Varačinskaitė and Čepienė (2016), “professional adaptation is in progress when a person starts to understand their new role. It is acquiring new skills and competences, development of personal traits relevant for the profession in order to formulate a positive attitudes towards one’s profession, increase motivation to work and alleviate person’s identification with a concrete professional activity.” (p. 49-50). Based on this statements and my internship experience, I find that adapting in a new working environment is difficult because it is time to acquire new skills and competence and it may be stressful for some people. Because adapting in a new workplace is a significant process, I decided to discuss my problem of handling my difficulty in adapting in a new working environment as the topic of my term-paper. This problem will be analyzed critically to find the causes, effects and ways to handle it in the future.

## B. Identification of the Problem

The research questions of this study are formulated as follow:

1. Why did I have a difficulty in adapting myself in a new working environment as a telephone operator at GH Universal Hotel?
2. How did the problem influence my performance and capability?
3. How should I solve the problem effectively?

### C. Objectives and Benefits of the study

There are three objectives of this present study, namely to find the causes and effects of my problem in adapting in a new working environment, and to find the best solutions for dealing with the problem. Besides, this study is expected to give benefits for trainees especially hotelier trainees for this study can provide some ideas about adapting in a new working environment. The trainees at GH Universal Hotel will know how to perform well during their experience in a new workplace. The benefit for me as the writer and the readers is through this study the readers and I will know how to adapt to a new working environment.

### D. Description of the Institution

Based on the profile of Green Hill Universal I got from book pocket, the hotel was re-established and reopened at 16 May 2008 in Bandung, West Java. The hotel is located on JL. Setiabudhi 376. This is a five-star hotel having 105 rooms with luxury style and various types of rooms such as Superior rooms, Deluxe King, Deluxe Double Queen, Princess Suite, Honeymoon Suite, Governor Suite, Queen Suite, King Suite, Presidential Suite. There are also 9 meeting rooms and a 24-hour restaurant with 360 degrees panoramic view. The vision of this hotel is to be the best destination among five-star hotels in Indonesia, due to its best quality, hospitality, uniqueness and facilities. The mission is to achieve the highest values and

quality for stakeholders through delighted guests, delighted associates, and delighted owner.

#### E. Method of Study

In order to obtain the data for this study, I did field research through observation while doing my internship from 17 December 2018 until 17 April 2019. The data from this observation were recorded in my internship journal. Second, I got the data from the articles from the Internet. This data were used to analyze the causes, effects, and potential solutions of the problem.

#### F. Limitation of the study

The focus of my research is handling my difficulty in adapting in a new working environment. The subject of my study is limited by one department, which is the front office department. Furthermore, the study is based on my internship at Front Office Department of GH Universal from 17 December 2018 until 17 April 2019 as a telephone operator.

#### G. Organization of the Term Paper

This term-paper starts with Abstract, Declaration of Originality, Acknowledgements, and Table of Contents. Next, there are four major chapters in this term-paper. The first chapter is introduction, which is divided into seven parts, namely: Background of the Study, Identification of the

Problem, Objectives and Benefits of the Study, Description of Institution, Method of Study, Limitation of Study, and Organization of Term-paper. The second chapter is Problem Analysis that describes the causes and the effects from the problem. Then, the third chapter describes the Potential Solutions to solve the problem, along with the positive and negative effects. The last chapter is the Conclusion. There is also a Bibliography, which is the list of the references used in this paper. Furthermore, this term-paper also has Appendices, which contain a Flowchart, internship journal, hotel information brochures, work documents and book pocket.

