

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

This term paper is based on my internship at Holiday Inn Bandung Pasteur (henceforth, HIBP) Hotel as a Human Resources Officer Trainee. My daily responsibilities are remembering the names of all employees, monitoring and updating the announcement in the notice board for hotel staff, inputting the data of Annual Leave, Day Payment and Extra Off for every staff. My weekly responsibilities are inputting the data of new trainees and new staff from their CV such as the result of their medical checkup and work contract, inputting casual worker payment every Monday and making weekly report of the employees' attendance. Once a month, I have to input the monthly staff payroll and make monthly meal coupons for every staff at Employee Dining Room. If needed, I will set up the room for orientation of new trainees or employees and provide the Application Form for them. I start working at 9 a.m. but I usually come around 8 a.m. for grooming. I leave the office at 5.15 p.m. or longer depending on the job requirement on that day.

I found a problem during my internship. The problem was I had a difficulty in dealing with a difficult co-worker who serves as a manager in Sales and Marketing Department. Based on the article from Alaimo (2017), one type of a difficult co-worker is the “insulter”. It is stated that, “The insulter is generally impatient, unfriendly, disrespectful, and hypercritical co-worker.” (para. 17). Moreover, Kemelgor (2007) states that “The term ‘difficult’ is referred to those employees who exhibit workplace incivility by engaging in behaviors that are in violation of workplace norms for mutual respect” (p. 48). There were some examples of her unfriendly behaviour recorded in my internship journal. First, it happened when I gave her a heartbeat card, which was an appreciation project from the hotel for the staff who got compliments from the guests based on our guest comment form. She responded to me in an unfriendly tone (January 3<sup>th</sup>, 2019). Second, it was also noted in my 24<sup>th</sup> journal entry that when I had to talk to the Sales and Marketing Head of Department, I had to interrupt their conversation but I did it politely. Nevertheless, she instantly made a negative comment about me loudly in the office (January 21<sup>th</sup>, 2019). Third, her difficult behaviour also happened on her birthday. We usually provide cakes for all Heads of Department, but on that day she asked for her birthday cake to my manager. Then my manager asked me to make a cake order to Pastry Department. When the pastry chef knew that the cake was for the particular colleague, the reaction was not good and he told me about her bad habit (January 24<sup>th</sup>, 2019). From these examples, it is clear that in the workplace I had a difficult

co-worker who I had to deal with. Heathfield (2018) states that “Difficult people come in every conceivable variety. Some talk constantly and never listen (para. 3).” Moreover, it is stated that “Some co-workers attempt to undermine you and you constantly feel as if you need to watch your back (para. 4).”

I would like to analyze the problem of difficulty in dealing with a difficult co-worker as the topic of my term paper. I chose this topic because I rarely have difficulty in dealing with new people, so I would like to make a good relationship with her as my co-worker so that I can enjoy my job without avoiding her.

## B. Identification of the Problem

The problem that I analyze will be identified using the following three questions:

1. Why did I have difficulty in dealing with a difficult co-worker as a HR Officer Trainee at HIBP Hotel?
2. How did the problem influence me and my working performance?
3. How should I solve the problem effectively?

## C. Objectives and Benefits of the Study

In this study, there are some objectives and benefits. The objectives of the study are to analyze the causes, the effects and find the best solution to solve the problem that I had during my internship at HIBP Hotel. Moreover, there are some benefits of the study for the HIBP Hotel’s employees, the readers and the

writer. The benefits for HIBP's employees are to improve their performance for good services and to reform their personal communication and habit. There is also a benefit for the readers the sample of evaluation and information to measure the level of efficiency, the performance and good communication. The benefit for me as the writer is by analyzing the problem, I will get new knowledge about hospitality industry and how to deal with a difficult person.

#### D. Description of the Institution

Information about this hotel comes from the brochures and hotel introduction materials for the new trainee and staff. Hotel Holiday Inn Bandung Pasteur is a four-star International Chains Hotel that is part of the IHG (Intercontinental Hotels Group). Initially, the name of Holiday Inn Hotel was Bass Hotel and was founded by Kemmons Wilson in Memphis Tennessee, United State, in August 1952.

Holiday Inn Bandung Pasteur was opened to the public on November 17<sup>th</sup>, 2016. The hotel has the motto "Great hotels, Guest love" which means that the quality of a great hotel will be loved by guests who stay overnight. With the strategic location of the hotel on Jl. Dr. Djunjunan No.96, this hotel is located in the center of Bandung, 15 minutes from Husein Sastranegara Airport, 10 minutes from the city train station and has short access from Pasteur Toll Gate. The hotel

has easy access to business and leisure destinations, where large banks, corporate offices, commercial areas and government offices are located.

The hotel is equipped with Ambassador Restaurant facilities, Khaw Thai Restaurant Cham, Magenta Lounge & Bar, Ninety Six Fitness Center, Orchidea Spa, outdoor swimming pool, and indoor swimming pool meeting rooms and Ballrooms which can fit until 1000 people and is also equipped with parking lots from B1 up to B2. The hotel has 278 rooms which are divided into 7 types, namely: 1 Governor Suite room, 9 Junior Suite rooms, 33 Deluxe Terrace rooms, 183 Deluxe rooms, 59 Executive rooms, 12 Family Room rooms and 9 Royal Suite rooms, equipped with various types of bathrooms, personal shower, bathtub to jacuzzi as well as a stand hair dryer, personal sofa, TV, Wi-fi, elevator card access and many other supporting facilities. The hotel also has two swimming pools which are on the lobby floor and on the 6<sup>th</sup> floor.

#### E. Method of the Study

To analyze this problem, I did a field research and used some data from my internship journal at HIBP from December 18<sup>th</sup>, 2018 until March 30<sup>th</sup>, 2019. In addition, I did library research to find the theories from electronic sources and printed sources. The theories are used to analyze the causes, effects and solutions of the problem.

## F. Limitation of the Study

There are three limitations of my study. First, the focus of analysis is difficulty in dealing with a difficult co-worker HIBP Hotel. Second, the subject of the study are I and the particular co-worker from Sales and Marketing Department during my internship at HIBP Hotel. Third, the internship period was from December 18<sup>th</sup>, 2018 to March 30<sup>th</sup>, 2019.

## G. Organization of Term Paper

This term paper begins with Abstract, Declaration of Originality, Acknowledgements, Table of Content and is then divided into five parts. The first part is Chapter I, Introduction, which contains Background of the Study, Identification of the Problem, Objectives and Benefits of Study, Description of Institution, Method of the Study, Limitation of Study and Organization of Term Paper. The second part is Chapter II, Problem Analysis, which contains the discussion of causes and effects of the problem. The third part is Chapter III, Potential Solutions. The fourth part is Chapter IV, Conclusion, which contains the solutions that I chose for the problem and the reason why I chose them. The last part is References and Appendices, which contain the sources of the theories I used, the Flowchart, Internship journal and several supporting documents.