

CHAPTER I

INTRODUCTION

A. Background of the Study

A working environment is an influential element for workers to be able to perform well, as Ricardo Canto Leyton (1) believes that workers need a comfortable working condition, so they can work maximally. Henry Stewart states that when the workers have a comfortable working environment, they “feel good about themselves and are empowered to do their best” (par. 1). However, when being dissatisfied with the working environment, workers will have low working performances and desire to quit, as Priscilla Demby says: “Disgruntlement may cause employee performance to dip or worse, result in a good employee resigning from the company” (par. 5).

Based on my internship experience as a Guest Relation Officer in the Front Office Department in G.H. Universal Hotel, I would like to specifically discuss the problem dealing with superiors and organisation of working activities. Leyton defines a working environment as “salary, organisation of working activities, working time, health, well-being and safety, superiors

and coworkers” (par. 1). However, as while I was doing my internship in the Front Office Department of G.H. Universal Hotel, I experienced an uncomfortable working environment which only dealt with the unpleasant treatment of my superiors and the unclear organization of my working activities, I would like to analyze my uncomfortable working environment based on the two aspects only, namely my organisation of working activities and superiors. While I was working in the Front Office Department, I experienced an uncomfortable working environment; my superiors did not treat me well, and the organisation of my working activities was unclear as I had to do tasks that were not listed in my job description.

As the problem of the uncomfortable working environment obstructed me the most during my internship, I would like to discuss it in my term paper. Therefore, the aim of my term paper is to analyze the problem and find solutions that can be applied to solve it.

B. Identification of the Problem

Based on my internship experience as a Guest Relation Officer (GRO) in the Front Office Department in G.H. Universal Hotel, I would like to analyze :

1. Why did I feel that the Front Office Department in G.H. Universal Hotel did not have a comfortable working environment?

2. How should I overcome the problem of experiencing an uncomfortable working environment in the Front Office Department in G.H. Universal Hotel?

C. Objectives and Benefits of the Study

There are three objectives of my study. First, I would like to analyze why I felt that the Front Office Department in G.H. Universal Hotel did not have a comfortable working environment. Second, I would like to find out the solutions to overcome the problem of experiencing an uncomfortable working environment in the Front Office Department in G.H. Universal Hotel. Third, I would like to find the best solution to my problem.

By writing my term paper, I expect that I can give benefits to the institution, the readers and myself. For the institution, I expect my term paper will be able to inform and offer some solutions to overcome the problem of having an uncomfortable working environment to other workers in the Front Office Department in G.H. Universal Hotel who feel the same way as I did. Moreover, from my experiences I expect the readers to know and learn how to overcome the problem of having an uncomfortable working environment. Furthermore, by writing my term paper, I can identify my problem and know the best way to solve it. In addition, I expect that in the future I can apply the best potential solution to improve my ability to adapt in a new working environment.

D. Description of the Institution

Green Hill Universal Hotel, which is more popularly known as G.H. Universal Hotel, is located at Jl. Setiabudhi 376, Bandung. At first, G.H. Universal Hotel was a small motel. After that, Mr. Agus Yoesman as the owner built and renovated this place into a huge hotel with Roman and Italian atmosphere and structures. G.H. Universal Hotel was a five-star (*****) hotel, but now it is a four-star (****) hotel because it does not reach the standard of five-star (*****) hotel.

G.H. Universal Hotel is a five-floored hotel with one hundred and five rooms, nine meeting rooms, a fitness center, a spa and beauty center, a swimming pool, two restaurants, and kid facilities. As G.H. Universal Hotel slogan is “serve better”, they always try to give an excellent service to the guests. I got this information from my interview with my superior Mrs. Rini who has been working there since G.H. Universal Hotel started to operate.

E. Method of the Study

To make this term paper, first I observed my problem during my internship in G.H. Universal Hotel. Then, I wrote the internship journal to record what happened every day. After that, I analyzed the problem dealing with the organization of my working activities and my working relationship with my superiors. In addition, I read some books and searched data from the Internet to support my theories.

F. Limitation of the Study

My term paper focuses on me as a Guest Relation Officer or GRO in G.H. Universal Hotel, and this term paper also focuses on the uncomfortable working environment in Front Office Department in G.H Universal Hotel and the superiors who do not treat me well. I had my internship from 26 December 2011 to 29 February 2012.

G. Organization of Term Paper

My term paper starts with the Abstracts. It is followed by Acknowledgements, which mentions those who support and help me during the process of writing this term paper. Afterwards, there is Table of Contents, which is followed by four chapters. Chapter I contains Introduction of my problem, Chapter II is Problem Analysis, Chapter III contains three potential solutions with positive and negative effects for each solution. Chapter IV is the conclusion of what has been analyzed from Chapter I to Chapter III. As the final parts, there is Bibliography, which shows the list of references, and Appendices, which contains a flowchart and an interview transcript.

