

# CHAPTER I

## INTRODUCTION

### A. Background of the Research

The organization is a bridge to achieve the goals of the primacy of mutual cooperation, having a real and official picture and framework to shape the work of each individual and clarifying the relationships with each other in the work of each member of the organization is a main way for the operation of work in the organization. With the organizational composition, it will be clearer the divisions of work and obligations to facilitate in leading and managing the work of every task in the company.

The organizational composition in a company forms a list of jobs and obligations for each place or department. In forming the composition of the organization, something that the company wants to achieve must be clearly described, the assignment of tasks to each position, the assignment of an authority and the centralization of orders and obligations in each place. With the establishment of a composition of an organization, the company can carry out activities appropriately and uncomplicated.

In the system of a hotel in carrying out its daily activities to receive and provide services to guests cannot be separated from providing its role with the formation of an organizational structure. This is done because the organization in the hotel work system provides convenience and a clear

division of labor. In this paper the writer will discuss the work in the hotel industry in Bekasi. After making observations, the writer chose Hotel IXO Bekasi to be observed and analyzed while the writer was there for an internship in Hotel IXO Bekasi as an accommodation facility in Bekasi runs it is daily business by receiving guests, preparing and providing services needed by departments that specialize in their respective duties. Each department has sections that have different tasks. The departments at the IXO Bekasi hotel are as follows: Office Department, Front Office Department, Accounting Department, Personal Department, House Keeping Department.

In the office department at the organization at Hotel IXO Bekasi there is a job that is quite important in running the operation of a hotel and cannot be separated from the hospitality business. The job is the administrative part in the office department. M. Laxmikanth (2011) defined that Administration is a variety of component elements which, together in action, produce the result of a defined task done. Administration, primarily, is the direction of people in association to achieve some goal temporarily shared. It is the inclusively process of integrating human efforts so that a desired result is obtained." He further adds, "Administration is the central power house of the motivational impulsion and spirit which makes the institution drive to fulfill its purpose. (p. 2)

The administration section is one of the job descriptions in a hotel company. The application of job descriptions in every company including hotels is very important because it is the basis of the business. In a company,

whether it is a small-scale company or a large-scale company, a written guideline that everyone can use in carrying out their duties and responsibilities is required. Without job description, it is more difficult to monitor and measure the performance of the company if there are written guidelines of what the employees are supposed to do. Therefore, a written guideline, namely a job description, is needed as a measuring tool for employee performance.

Job description is an official data designed by the owner of the job which is intended to regulate the nature of the job to be held, the activities desired to be carried out, the place and part in the organizational structure. In addition, job descriptions also explain the correlation between positions in the organizational structure and the form of tasks. In addition, job descriptions are used to understand roles and obligations in work, details and nature of work, knowledge, intelligence, capabilities, and other characteristics to master a job.

The formation of job descriptions in an organization or company is the main thing because job descriptions can be used as an initial description of an organization or company. Competently formed job descriptions provide an overview of achievement in an organization or company. Usually some people only understand that job descriptions are useful for carrying out activities at work, namely as instructions for employees in carrying out their work and obligations. However, the function of the job description is not only that narrow. Another function of the formation of job descriptions is a way to facilitate and clarify recruitment steps.

Studying this job description is important knowledge for writer. Job description is a theme that the writer takes to be discussed and analyzed. The writer in completing final project in the form of a scientific work did an internship at a hotel named Hotel IXO Bekasi. Hotel IXO Bekasi address at Pramuka street no 23 Bekasi 17141. There the writer worked as an intern for 3 months. While there, the writer is trained and given tasks like employees in general. In carrying out duties as an employee, in particular what will be explained in this scientific paper, namely work in the hotel sector, it is necessary to have clarity in position within the organization and the division of tasks and authorities so that the business can be run properly and efficiently, minimal problem. The back office is one of the departments that operate and regulate the course of hospitality that is not directly related to guests. The duties of employees in the back office are to carry out, manage and organize the needs and activities in the course of hospitality facilities so that they can function properly.

An example of work in the back office is an administrator who is in charge of organizing and compiling data on the movement of hotel activities every day. For this scientific work, the writer chooses to summarize and explain how administrative work in a hotel is. The source of this writing is obtained from the writer's observations and analysis during internship at Hotel IXO Bekasi as an administrator in the back office. Why the writer chooses to describe administrative work is because the writer considers the job to be very important in a hotel and even in many types of companies. Administrative

work is a milestone in managing and storing important data in a company. The existence of the administrative section cannot be eliminated because it is the main heart in the department that supports the operation of a hotel. Without administration a hotel or other company cannot operate properly. Therefore, the writer chooses to describe work activities in the office in the administration section. Jobs in administration are common in all companies and are in great demand by job applicants. In addition, administration is a job that is quite interesting to see and describe. Administrative work has a lot to do with the kinds of data that exist in a company. By understanding the works, we can manage the data and also solve the problems that arise when the work goes on. By carrying out this work, we can see the company's system as a whole in the administration section.

The writer chose to compile and research the job description office at the IXO Bekasi hotel because it is expected to provide a comprehensive picture and understanding of the circumstances and activities of employees who work in the office during their internship in order to complete scientific work assignments. This research is very important for the writer because it opens insight into how the world of work works, especially in the IXO hotel office. The title of my research is, "THE JOB DESCRIPTION OF OFFICE AT IXO HOTEL BEKASI".

## **B. The Scope of the Problem**

In this research the analysis just focuses on how to analyze Administration Job in Hotel IX Bekasi. During Internship in IXO Hotel

Bekasi many activities as Administrator in office department.

### **C. The Question of the Research**

Based in the background above, here are the question of the research:

1. What is the job description of back office in IXO Hotel Bekasi?
2. What are the obstacles found during internship in IXO Hotel Bekasi?
3. How is the solution of those obstacle?

### **D. The Objective of the Research**

Based on the question of the research above the objective of the research:

1. To know the job description of back office in IXO Hotel Bekasi.
2. To know the obstacles that is been found during internship in IXO Hotel Bekasi
3. To solve the problem during the internship

### **E. The Significance of the Research**

This research paper is worthwhile, not only for the writer but also for readers especially those who study English or have interest in hotel. From doing the research in theoretically, it hoped could find the solutions how to know the critical situation of the hospitality sector in IXO Hotel Bekasi and add the insight view and science to compare the knowledge obtained in STBA JIA.

Virtually, this research is worthwhile for many intentions and purposes depend on what field the learners are involved in.

1. The writer has to write a scientific paper to complete her final task in Diploma Program in School of Foreign Language JIA. The writer could get much more knowledge and increase her critical thinking especially in hospitality sector.
2. For the Readers, this paper can give the readers a beneficial thing in providing an informative reference and knowledge for the readers who takes a job for diploma scientific paper in hospitality sector.

#### **F. Systematic of the Paper**

The systematic of this paper is mean to make the writer easier in taking the understanding of this paper. This writing is divided into five chapters as follows:

#### **CHAPTER I INRODUCTION**

This chapter is containing the background of the research, the scope of the problem, question of the research, the objective of the research, the significance of the research, and the systematic of the research.

#### **CHAPTER II THEORETICAL DESCRIPTION**

This chapter is containing about the definition of hotel, characteristic of hotel, hotel management, hotel departments, job description and administration.

### **CHAPTER III COMPANY RESEARCH**

This chapter explains about the company history, Vision Mission and Motto Hotel IXO Bekasi, organization structure and procedure and working model

### **CHAPTER IV REPORT OF OBSERVATION FINDINGS**

This chapter explains about the data Job description, observation obstacles, and problem solving.

### **CHAPTER V CONCLUSION AND SUGGESTION**

This last chapter explains about the conclusion and the suggestions of this paper to IXO Hotel Bekasi for the improvement.

