

CHAPTER I

INTRODUCTION

A. Background of The Research

The world of work is a place where various individuals do an activity related to work. The world of work is different from the world of lectures, the world of work requires not only hard skills but also soft skills. The soft skills needed are mental because entering the world of work is quite draining. Especially for individuals who are closed and not used to social life, they must also be able to accept and face criticism. Therefore, the influence of the work environment on mental health is also very important because it will certainly produce good employees as well, and vice versa. If the work environment is not good, the employees' mental health will also be disrupted resulting in decreased productivity and morale. Moreover, all works will not be completed properly.

In the world of work, there are many types of work. Starting from formal jobs such as in an office to informal jobs such as being a street vendor. In addition, the world of work also has various types of industries such as service, manufacturing, and trade industries. All the types of work are often considered easy but after being done, it turns out that it is not as easy as imagined. Several professions are often considered easy when in reality they still have their difficulties, one of them is receptionists.

The receptionist or front office is often taken lightly because it looks relaxed. However, it turns out that this receptionist task is interesting because you will face different challenges every day from a variety of different people. As for the understanding, the receptionist is an employee who has to greet, serve, and provide information to clients of a company related to the information needed. The receptionist has ongoing tasks every day, but as a receptionist, there is also a big responsibility that must be done. Among them, welcoming guests who come, arranging meetings between guests and companies, taking phone calls and connecting them to the relevant departments, and receiving and forwarding incoming letters to the intended party. It can be said that the receptionist is the first bridge between company management and guests. Because the receptionist is placed at the front desk in a company, it is not uncommon for some people to call it the Front Office.

Being a front office in a company is a good opportunity because you can get to know many people who are important guests. The front office at PT Delta Indonesia Pranenggar is not only responsible for receiving guests and picking up the phone but there are many other tasks, such as being an admin in charge of inputting data and scanning several documents, being an Inventory Team in charge of overseeing the incoming and outgoing stock of goods out, as well as the PIC who is responsible for the K3 training held by PT Delta Indonesia Pranenggar. Considering the

above reason, the writer is interested in arranging the Job Description report of the *Front Office in PT Delta Indonesia Pranenggar*.

B. Scope of the Problem

Based on the above background, the research problem is formulated, namely the *Job Description of the Front Office in P.T. Delta Indonesia Pranenggar*.

C. Question of the Research

Based on the problem above, this research is conducted to answer the research questions, they are:

1. What are the front office desk jobs in PT Delta Indonesia Pranenggar?
2. What are the obstacles found in Front Office in PT Delta Indonesia Pranenggar?
3. How is the solution to those obstacles?

D. Objective of the Research

The objective of the research is an answer to the question of the research. This will be as following:

1. To know the desk jobs of the front office in PT Delta Indonesia Pranenggar.

2. To know the problem of the front office in PT Delta Indonesia Pranenggar.
3. To solve the problem during research.

E. Significance of the Research

This research is worthwhile, not only for the writer but also for the readers especially those who are learning English or have a firm interest in the office. From doing the research theoretically, it is expected to find a solution for managing many Front Office desk jobs in PT Delta Indonesia Pranenggar.

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

1. For the Writer

The writer has to write a scientific paper to complete the final task in the diploma program at the School of Foreign Language JIA. The writer could get much more knowledge and increase her skill, especially in the office.

2. For the Readers

This paper can give readers beneficial thing in providing informative preference and knowledge for the readers who takes a job for diploma scientific paper in the office.

F. Systematization of the Research

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

Chapter I is Introduction. This chapter contains Background of the Research, Scope of the Problem, Question of the Research, Objective of the Research, Significance of the Research, and Systematization of the Research.

Chapter II is Theoretical Description. This chapter explains the definition of the Work Field, Front Office, and Job Description.

Chapter III is Company Profile. This chapter explains Company Profile of PT Delta Indonesia Pranenggar, Vision Mission, and Organizational Structure.

Chapter IV is Report of Observation Findings. This chapter explains Description Data, Observation Obstacles, and Problem Solving.

Chapter V is Conclusion and Suggestion. This chapter explains the Conclusion and Suggestion of this paper to PT Delta Indonesia Pranenggar.



