Abstract

This research paper is entitled “The Influence Relationship to the Quality of Employees Work in Mercure Hotel Bandung”. This study was intended to find out how the actual employees relationships in Mercure Hotel Bandung and to know and to identify what are the influences of employee’s relationship with the quality of work in Mercure Hotel Bandung. The writer employed qualitative method and applied descriptive research. The data gained through document analysis.

To know that employee relationship really important and influence to work quality, the writer give questionnaire for some staff and interview Human Resource Manager in Mercure Hotel Bandung. From the answers that have been answered by employees Mercure hotel, practically almost all provide answers to agree on a statement that is in the questionnaire. It means that the results of the questionnaire are appropriate with the results or answers from the interview with the human resource manager. That the working relationship or team work is affects to the quality of employee work. Besides explain about employee relationship in Mercure, the interview results also explain about Standard Operational Procedures in Mercure.

The result of the questionnaire describes about employees work relationship, and the interview describes about the quality of employee work. And the result of the observation shows that the relationship among the employees of Mercure hotel is good. It is in line with the quality of their work. With the good relationship it made a good quality of work. This research may also be the future prospects to make employees more keep the relationship to improve the quality of work in Mercure Hotel.

Key words: Employees, Relationship, Quality.

**Preface**

The writer extends gratitude to Allah SWT, the Lord of the World, because of His blessing and mercy, the writer could experience her life and accomplish her research paper entitled*The Influence Relationship to the Quality of Employees Work in Mercure Hotel Bandung.*This research paper is a part to fulfill one of requirements for earning *Sarjana* Degree at English Department, Faculty of Arts and Letters, Pasundan University.

Due to the lack of knowledge, the writer admits there may be some weaknesses in this research and it is still far from the perfection. Thus, constructive criticism and and suggestion are very welcome for the improvement of this research paper.

In preparing the paper, the writer found many barriers, difficulties and realized that this paper is still far from being perfect. The writer also realizes that there are still some shortages and mistakes. Nevertheless, the writer has tried to do her best.

Hopefully this research paper will be useful and beneficial for the readers.

Bandung, Augustus 2015

**Statement of Authorization**

I hereby certify that this research paper entitled *The Influence Relationship to the Quality of Employees Work in Mercure Hotel Bandung* is completely my own work. I am fully aware that I have quoted some statements and ideas from sources and they are stated and acknowledged properly in this paper.

Bandung, Augustus 2015

The Writer

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The writer extends gratitude to Allah SWT for HIS blessing and generosity so she can finish her research paper with hope and faith that Allah will always be with her. The writer believes that Allah will always be there to help her.

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Bandung, Augustus 2015

The Writer

**Table of Contents**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Approval Page | | | | |  |
| **Abstract.....................…………………………………………………………….…** | | | | | **i** |
| **Preface…………..………………………………………………………………….** | | | | | **ii** |
| **Statement of Authorization……………………………………………………….** | | | | | **iii** |
| **Acknowledgement….…………………………………………………………..….** | | | | | **iv** |
| **Table of Contents…………………………………………………………….…….** | | | | | **vi** |
| **Chapter I Introduction………………………………………………………...…..** | | | | | **1** |
| 1.1 | | | | Background of the Study………....……………………………………… | 1 |
| 1.2 | | | | Identification of the Problem………….……………………………….. | 4 |
| 1.3 | | | | Research Question…….…………………………………………………. | 5 |
| 1.4 | | | | Limitation of the Study…………………………………………………. | 5 |
| 1.5 | | | | Objective of the Study…………………………………………………... | 6 |
| 1.6 | | | | The Significance of the Study…………………………………………… | 6 |
| **Chapter II Theoretical Foundation…..…………………………………………….** | | | | | **8** |
| 2.1 | | | | Definition of Hotel………….…………………………………………... | 8 |
|  | | | | 2.1.1 Definition of Employee………………………………………… | 9 |
|  | | | | 2.1.2 Definition of Department…………………………………………  2.1.2.1 Definition of HRD…………….………………………… . | 10  11 |
|  | | | | 2.1.2.2 Definition of Front Office…………….…………………. | 12 |
|  | | | | 2.1.2.3 Definition of Housekeeping…….………………………….. | 13 |
|  | | | | 2.1.2.4 Definition of Food and Beverage………………………….. | 13 |
| 2.2 | | | | Profile Mercure Hotel……….……………………………………….…. | 14 |
|  | | | | 2.2.1 Facilities of Mercure……………………………………………..  2.2.2 Rooms Type……………………………………………………… 2.2.3 Rooms Meering……………………………………………..…… 2.2.4 Restaurant………………………………………………………..  2.2.5 Recreations and Leisure Facilities………………………………. | 15  16  17  18  18 |
|  | 2.3 Definition of Relationship………………………………………..…..… | | | | 19 |
|  | 2.4 Definition of Quality……………………………………………………. | | | | 20 |
| **Chapter III Research Methodology…….…………………………………………** | | | | | **21** |
| 3.1 | | | Research Design………………………………………………………… | | 21 |
| 3.2 | | | The Technique of Collecting the Data……………………………….…. | | 23 |
| 3.3 | | | The Technique of Analyzing the Data ……………..…………………... | | 24 |
| 3.4 | | | The Object of the Study…………….………………………………….. | | 24 |
| **Chapter IV Data Analysis and Findings……….……..…………………………..** | | | | | **26** |
| 4.1 | | | Data Analysis…………...….…..………………………………………. | | 26 |
|  | | 4.1.1 Questionnaires……………………………….…………………..  4.1.2 Interview….…………………………………………………….  4.1.3 Observation………………………………………………………  4.2. Findings……………………………………………………………….. | | | 28  42  50  52 |
| **Chapter V Conclusions and Suggestions……………..…………………………..** | | | | | **56** |
| 5.1 | | | | Conclusions……………………………………………………………… | 56 |
| 5.2 | | | | Suggestions……………………………………………………………… | 59 |
| **Bibliography….…………………………………………………………………….** | | | | | **60** |
| **Curriculum Vitae…………………………………………………………………..** | | | | | **62** |
|  | | | | |  |