

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background**

Palembang is the second-largest city in Sumatra after Medan and the seventh-largest city in Indonesia. Nowadays, Palembang became large city because some factors like tourism, industry and business. There are many businesses and industries growth in Palembang, for example many investors interest to build star hotel in Palembang because this city has become a regional destination to hold a big event like sport exhibition and scientific meeting in level National or International. Palembang also has development on tourism because many tourists visit this city to find knowledge about historical of Palembang or only for leisure.

The increase number of tourists who came to Palembang make this city always pay attention seriously for tourism development. One of the ways to support tourism in Palembang is to develop accommodation like hotel, transportation, and public facilities. Hotel is one of accommodation that is important to support the development of tourism in Palembang, Sugiarto (2003, p.3) says that hotel is one of hospitality industries that is always needed by tourist to stay. Tourist can enjoy the facilities or foods and beverage that are provided by hotel for business industry.

In hotel, tourist or guest can enjoy all of service that is provided by all of department likes Front Office Department, House Keeping Department, Security Department and Food & Beverage Department (Food Beverage Product and Food Beverage Service), Engineering Department, Human Resources Department and Accounting Department. Gronroos (2006, p.9) defines that services as “processes that consist of a set of activities which takes place in interactions between a customer and people, goods and other physical resources, systems and/or infrastructures representing the service provider and possibly involving other customers, which aim

in solving customers “ problems”. From the definition above, one of service that is provided by Food and Beverage Service in hotel is Room Service or Room Dining.

Sugiarto (2003, p.216) defines that room service is one of sections in Food and Beverage Service Department that provides foods and drinks to the hotel guest in their room. From the definition above, it can be concluded the guest can order some foods or drinks by telephone or order directly to waiter and the guest order will be sent to guest room based on guest request. Every hotel in Palembang has different style when giving service quality to the guest. Bitner (1994, p.97) defines that service quality as ‘the consumer’s overall impression of the relative inferiority / superiority of the organization and its services. Service quality is caused by employee working performance, good or bad service quality depends on employee working performance that gives service to customer. For example, if the service is unsuitable to guest wishes, it will cause any complaint from the guest, otherwise if the service is suitable to guest wishes, it will cause guest feel comfortable with the service. Therefore, the professionalism of employee working performance will increase of service quality to guest.

Based on the explanation above, the writer is interested in discussing the influence of employee working performance toward service quality, especially the service quality of room service. The title of this final report is **“The Employee Working Performance in Food and Beverage Service Department for Room Service at Aryaduta Hotel Palembang”**

## **1.2 Problem Limitation**

This research is about the employee working performance in Food and Beverage Service Department. The writer limits his final report to discuss in the service given in Food and Beverage Service Department toward service quality of room service.

### **1.3 Problem Formulation**

- Is there any influence of employee working performance toward service quality?
- What are the influences of employee working performance toward service quality for room service in Aryaduta Hotel Palembang?

### **1.4 The Purpose**

To know the influence of employee working performance toward service quality for room service that is provided by Food and Beverage Service Department in Aryaduta Hotel Palembang.

### **1.5 Benefits**

The Benefits of this report are:

#### **a. For institution**

To give the information and knowledge for the student of State Polytechnic of Sriwijaya about the service given by employees toward service quality for room service at Hotel Aryaduta Palembang.

#### **b. For company**

To give some inputs for the Hotel Aryaduta Palembang, especially for staff in Food and Beverage Service that work for Room Service.