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APPENDIX

QUESTIONNAIRE

Kuesioner analisis agresi pelanggan, konflik kerja-keluarga, pengembangan karir terhadap kualitas layanan yang dimediasi oleh kepuasan kerja karyawan hotel bintang-5 di Jakarta - Bali

Kepada responden yang terhormat,

Perkenalkan, nama saya Dennis Hopper Zhang selaku mahasiswa tahun akhir jurusan Manajemen Hotel dan Pariwisata dari Fakultas Bisnis dan Komunikasi, Universitas Swiss German (SGU). "*Analysis of customer aggression, work-family conflict, career development towards service quality mediate by job satisfaction of 5-star hotel employees in Jakarta-Bali*" merupakan judul penelitian skripsi saya. Sebagai peneliti, saya ingin menganalisa apakah faktor yang sesuai dengan judul yang saya ajukan berdampak terhadap kualitas layanan yang di berikan oleh karyawan di Hotel di hotel bintang 5 yang berdomisili di jakarta dan bali.

Penelitian ini akan sangat terbantu dengan informasi berharga yang anda berikan, **dimana jawaban dan identitas anda akan bersifat rahasia dan terjaga serta murni hanya untuk tujuan akademis**. Untuk memastikan bahwa hasilnya digunakan secara maksimal, silahkan untuk menjawab semua pertanyaan dengan jujur dan yakin.

Demikian, saya ucapkan terima kasih terhadap seluruh responden yang telah meluangkan waktu untuk mengisi semua pertanyaan dalam kuesioner ini. Jika anda memiliki pertanyaan terkait penelitian ataupun kuesioner ini, silahkan dapat menghubungi email berikut: dennis.zhang@student.sgu.ac.id

Peneliti,
Dennis Hopper

Pertanyaan Screening

Apakah profesi anda sekarang sering menghadapi tamu? *

- 1. Iya
- 2. Tidak

Pertanyaan Screening

Apakah anda adalah karyawan penuh waktu di hotel bintang 5? *

- 1. Iya
- 2. Tidak

Biodata Responden

Jenis Kelamin *

- 1. Laki-Laki
- 2. Perempuan

Domisili *

- 1. Jakarta
- 2. Bali

Departemen yang ditempati sekarang *

- 1. Front Office
- 2. Food & Beverage Service
- 3. Housekeeping
- 4. Kitchen / Pastry & Bakery
- 5. Sales & Marketing
- 6. Security
- 7. Spa and Relaxation
- Other: _____

Usia Pekerja *

- 18 - 24 Tahun
- 25 - 34 Tahun
- 35 - 44 Tahun
- > 45 Tahun

Status perkawinan *

- 1. Sudah Kawin
- 2. Belum Kawin

Lama bekerja dengan organisasi saat ini *

- < 6 bulan
- 6 -12 bulan
- 1 - 2 tahun
- > 2 tahun

Posisi di perusahaan sekarang *

- 1. Manager
- 2. Assistant Manager
- 3. Supervisor
- 4. Full-Time Employee

Agresi Pelanggan (*Customer Aggression*)

Agresi pelanggan didefinisikan sebagai tindakan tamu yang agresif dalam bentuk verbal atau fisik terhadap produk hotel, pelayanan, fasilitas, tamu lain ataupun aset organisasi atau aset fisik yang berharga dan dapat berpengaruh kesejahteraan emosional seorang karyawan yang akhirnya akan berpengaruh kepada pekerjaan dan performa mereka.

Pada bagian ini, anda sebagai responden diminta untuk memilih pilihan dari 1 sampai 5 sesuai pendapat pribadi anda terhadap setiap pertanyaan terkait Agresi Pelanggan dengan kriteria penilaian sebagai berikut:

- 1 = Sangat Tidak Setuju
- 2 = Tidak Setuju
- 3 = Netral
- 4 = Setuju
- 5 = Sangat Setuju

1. Tamu akan bertindak agresif jika masalah mereka tidak diakali. *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

2. Tamu akan bertindak agresif jika tidak tidak puas dengan pelayanan yang diberikan. *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

3. Tamu akan bertindak agresif jika komplek tidak ditangani dengan baik. *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

4. Tamu akan melampiaskan ketidakpuasan kepada staf *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

5. Tamu menggunakan kata-kata yang tidak menghargai staf *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

6. Tamu menggunakan kata - kata yang merendahkan staf *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

7. Terkadang tamu mengarang pelayanan yang diberikan oleh staf untuk mendapatkan yang pelayanan yang diinginkan *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

9. Terkadang tamu memberi ulasan yang palsu untuk mendapatkan keuntungan dari pihak hotel *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

Pengembangan Karir (Career Development)

Pengembangan Karir didefinisikan sebagai faktor pendorong seorang karyawan untuk meningkatkan jabatan dan memperluas jenjang karir yang dipengaruhi oleh lingkungan kerja, kontribusi terhadap perusahaan, kepastian karir, relasi, kompensasi, santunan, dll.

Pada bagian ini, anda sebagai responden diminta untuk memilih pilihan dari 1 sampai 5 sesuai pendapat pribadi anda terhadap setiap pertanyaan terkait Pengembangan Karir dengan kriteria penilaian sebagai berikut:

- 1 = Sangat Tidak Setuju
- 2 = Tidak Setuju
- 3 = Netral
- 4 = Setuju
- 5 = Sangat Setuju

19. Menurut saya, latar belakang akademik memperluas pengembangan karir seseorang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

20. Menurut saya, pengalaman menentukan posisi karir seseorang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

21. Menurut saya, latar belakang akademik berpengaruh kepada posisi karir seseorang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

22. Saya tertarik untuk mendapatkan promosi jabatan yang lebih tinggi *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

23. Menurut saya, promosi jabatan berpengaruh terhadap kepuasan kerja karyawan *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

24. Saya bertujuan untuk mendapatkan jabatan yang lebih tinggi di tempat kerja saya sekarang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

25. Menurut saya, pengembangan karir di bentuk dari relasi yang baik dengan pihak manajemen *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

26. Menurut saya, pengembangan karir di bentuk dari relasi yang baik dengan rekan kerja *

1 2 3 4 5

Sangat Tidak Setuju Sangat Setuju

27. Menurut saya, pengembangan karir di bentuk dari relasi yang baik dengan pihak dari departemen lain *

1 2 3 4 5

Sangat Tidak Setuju Sangat Setuju

Kepuasan Kerja (*Job Satisfaction*)

Kepuasan kerja didefinisikan sebagai kepuasan seorang individual terhadap lingkungan kerja, posisi, jenjang karir, santunan, kepastian karir yang mendorong seseorang untuk memberikan yang terbaik dan berkontribusi kepada perusahaan yang mereka berkerja di saat ini.

Pada bagian ini, anda sebagai responden diminta untuk memilih pilihan dari 1 sampai 5 sesuai pendapat pribadi anda terhadap setiap pertanyaan terkait Kepuasan Kerja dengan kriteria penilaian sebagai berikut:

- 1 = Sangat Tidak Setuju
- 2 = Tidak Setuju
- 3 = Netral
- 4 = Setuju
- 5 = Sangat Setuju

28. Menurut saya gaji berpengaruh terhadap kepuasan kerja *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

29. Saya puas dengan gaji yang ditentukan oleh perusahaan sekarang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

30. Saya puas dengan perlakuan yang diberikan perusahaan terhadap karyawan *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

31. Saya merasa puas dengan pekerjaan saya sekarang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

32. Secara umum, saya menyukai pekerjaan ini *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

Kualitas Pelayanan (*Service Quality*)

Kualitas Pelayanan didefinisikan berdasarkan aksesibilitas, kenyamanan, kualitas lingkungan, kebersihan, ketepatan waktu, dan keandalan pelayanan yang diberikan oleh sebuah industri, perusahaan atau bisnis yang dieksekusi oleh para individual yang bersangkutan dengan organisasi tersebut.

Pada bagian ini, anda sebagai responden diminta untuk memilih pilihan dari 1 sampai 5 sesuai pendapat pribadi anda terhadap setiap pertanyaan terkait Kualitas Pelayanan dengan kriteria penilaian sebagai berikut:

- 1 = Sangat Tidak Setuju
- 2 = Tidak Setuju
- 3 = Netral
- 4 = Setuju
- 5 = Sangat Setuju

37. Saya dapat menerapkan pelayanan yang sesuai dengan standar yang ditentukan perusahaan sekarang *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

38. Saya dapat menangani masalah layanan tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

39. Saya sering menanggapi masukan dari tamu mengenai pelayanan yang saya berikan kepada tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

40. Saya bersedia memenuhi permintaan tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

41. Saya selalu siap melayani tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

42. Saya berinisiatif menangani permintaan tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

43. Saya dapat memberi pelayanan yang individual kepada tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

44. Saya paham kebutuhan khusus yang diperlukan tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

45. Saya memiliki minat yang tinggi untuk melayani tamu *

	1	2	3	4	5	
Sangat Tidak Setuju	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat Setuju

Akhir Kuesioner

Terima kasih telah menjawab pertanyaan berikut, anda telah sampai di akhir dari kuesioner ini.



CURRICULUM VITAE



DENNIS HOPPER

PROFESSIONAL SUMMARY

Striving to provide a excellent quality service and showing the willingness to learn. Adaptable and Motivated, holding a responsibility to complete all the task that were given. Able to communicate well with guest while maintaining a good relation with coworkers.

CONTACT

 Jl. Nuansa Utama Selatan No. 16, D'south town house blok 19, Kabupaten badung, Jimbaran, 80363, Bali.

 hopperdennis53@gmail.com

 +62-898-812-0196

SKILLS

- English (Fluent)
- Chinese (Fluent)
- Indonesian (Fluent)
- Hokkien (Intermediate)
- Opera System (Intermediate)
- Microsoft Excel, Word & Power Point (Intermediate)

EXPERIENCE

Raffles Jakarta - F&B Service Intern

(Feb 2022 - Aug 2022)

- Providing guest with the information regarding the outlet product and services
- Making sure each of the food/beverage order are well taken and delivered.
- Assisting the banquet operation to ensure it proceed smoothly.
- Providing bar service
- Assisting each shift preparation and closing
- Provide the guest with recommendation that are align with their interest.

Novotel Pekanbaru - Front Office Intern

(July 2021 - Dec 2021)

- Provided guests with a range of service options, upselling facilities and in-house hotel services.
- Answering phone call, take messages and redirect calls to appropriate department.
- Handle check in and check out of hotel guest.
- Inputted and noted accurate and detailed information into Opera system.
- Provide concierge services.
- Answering guest question regarding hotel products.

EDUCATION

Swiss German University - Hotel and Tourism Management

(September 2019 - Current)

- Currently at semester 8, expected to graduate at 2023
- Achieving "3.84" GPA score from the most recent semester.