

TABLE OF CONTENTS

INNER COVER	i
BACK COVER	ii
TITLE PAGE	iii
THESIS VALIDATION FORM	iv
STATEMENT OF ORIGINALITY	v
MOTTO	vi
DEDICATION	vii
FOREWORD	viii
TABLE OF CONTENTS.....	x
LIST OF TABLES.....	xiv
LIST OF PICTURES.....	xvi
LIST OF APPENDICES.....	xvii
ABSTRACT	xviii
INTISARI.....	xix
CHAPTER 1.....	1
1.1 Background	1
1.2 Problem Formulation	5
1.3 Research Goals	5
1.4 Research Scope.....	6
1.5 Research Benefits	6
1.6 Literature Review	7



1.7 Theoretical Framework	10
1.8 Research Methodology	15
1.8.1 Research Location	15
1.8.2 Data Collection Methods	15
1.8.3 Population and Sample Determination	18
1.8.3.1 Population and Sample Size	18
1.8.3.2 Sampling Method	18
1.8.4 Research Operational Variable	18
1.8.5 Data Analysis Methods	24
1.8 Writing Layout	27
CHAPTER 2	28
2.1 Historical Background	28
2.2 Profile of Hyatt Regency Yogyakarta	30
2.3 Logo of Hyatt Regency Yogyakarta	31
2.4 Vision and Mission of Hyatt Regency Yogyakarta	31
2.5 Products and Facilities in Hyatt Regency Yogyakarta	33
2.6 Profile of Front Office Department	43
2.7 Organizational Structure of Front Office Department	44
2.8 Job Description in Front Office Department	45
2.9 Room Occupancy and Total Number of Guests in Hyatt Regency Yogyakarta	48

CHAPTER 3.....	49
3.1 Characteristics Description of Front Office Department Employees in Hyatt Regency Yogyakarta.....	50
3.1.1 Characteristics of Respondents Based on Age.....	50
3.1.2 Characteristics of Respondents Based on Marital Status	51
3.1.3 Characteristics of Respondents Based on Gender.....	52
3.1.4 Characteristics of Respondents Based on Residence	52
3.1.5 Characteristics of Respondents Based on Transportation	53
3.1.6 Characteristics of Respondents Based on Education Background.....	54
3.1.7 Characteristics of Respondents Based on Length of Work	55
3.1.8 Characteristics of Respondents Based on Training Participation	56
3.2 Employees' Perception on Work Satisfaction Based on the Quality of Work Life Indicators in Front Office Department Hyatt Regency Yogyakarta.....	57
3.2.1 Workers Participation Indicator on Front Office Department Employees in Hyatt Regency Yogyakarta.....	57
3.2.2 Career Development Indicator on Front Office Department Employees in Hyatt Regency Yogyakarta.....	60
3.2.3 Conflict Resolution Indicator on Front Office Department Employees in Hyatt Regency Yogyakarta.....	63
3.2.4 Communication Indicator on Front Office Department Employees in Hyatt Regency Yogyakarta.....	65

3.2.5 Occupational Health Indicator on Front Office Department	
Employees in Hyatt Regency Yogyakarta.....	67
3.2.6 Environmental Health and Safety Indicator on Front Office	
Department Employees in Hyatt Regency Yogyakarta	70
3.2.7 Work Security Indicator on Front Office Department Employees in	
Hyatt Regency Yogyakarta.....	72
3.2.8 Fair Compensation Indicator on Front Office Department	
Employees in Hyatt Regency Yogyakarta.....	75
3.2.9 Pride Indicator on Front Office Department Employees in Hyatt	
Regency Yogyakarta	78
3.3 Summary of Front Office Department Employees' Perception towards	
Quality of Work Life Indicators in Hyatt Regency Yogyakarta.....	80
CHAPTER IV	83
4.1 Conclusion.....	83
4.2 Suggestions.....	85
BIBLIOGRAPHY	87
APPENDIX.....	92

LIST OF TABLES

Table 1.1 Likert Scale Category.....	17
Table 1.2 Research Operational Variable	19
Table 1.3 Category of Perception Level of Employees in Front Office Department on Work Satisfaction Based on Quality of Work Life.....	26
Table 2.1 Room Classification in Hyatt Regency Yogyakarta	34
Table 2.2 Opening Hours and Employee Distribution in Front Office Department Hyatt Regency Yogyakarta	47
Table 3.1 Ages of Respondents.....	50
Table 3.2 Marital Status of Respondents	51
Table 3.3 Gender of Respondents	52
Table 3.4 Residence of Respondents	52
Table 3.5 Transportation of Respondents	53
Table 3.6 Education Background of Respondents	54
Table 3.7 Length of Work of Respondents	55
Table 3.8 Training Participation of Respondents.....	56
Table 3.9 Workers Participation on Front Office Department Employees.....	58
Table 3.10 Career Development on Front Office Department Employees.....	60
Table 3.11 Conflict Resolution on Front Office Department Employees	63
Table 3.12 Communication on Front Office Department Employees.....	66
Table 3.13 Occupational Health on Front Office Department Employees.....	68



Table 3.14 Environmental Health and Safety on Front Office Department Employees.....	70
Table 3.15 Work Security on Front Office Department Employees.....	75
Table 3.16 Fair Compensation on Front Office Department Employees	75
Table 3.17 Pride on Front Office Department Employees	78
Table 3.18 Result Summary of Front Office Department Employees on Quality of Work Life Indicators.....	80

LIST OF FIGURES

Figure 1.1 Quality of Work Life Diagram (Cascio, 2006)	12
Figure 2.1 Logo of Hyatt Hotels Corporation.....	29
Figure 2.2 Hyatt Gold Passport Logo.....	29
Figure 2.3 World of Hyatt Logo.....	30
Figure 2.4 Logo of Hyatt Regency Yogyakarta	31
Figure 2.5 Presidential Suite	35
Figure 2.6 Executive Suite.....	35
Figure 2.7 Junior Suite.....	36
Figure 2.8 Regency Club Room.....	36
Figure 2.9 Garden View.....	37
Figure 2.10 Kemangi Bistro.....	38
Figure 2.11 Paseban Lounge.....	38
Figure 2.12 Bogey's Teras.....	39
Figure 2.13 Hyatt Regency Yogyakarta Ballroom.....	40
Figure 2.14 Regency Club Lounge.....	40
Figure 2.15 Golf Course	42
Figure 2.16 Swimming Pool	43
Figure 2.17 Organizational Structure of Front Office Department.....	44

LIST OF APPENDICES

Appendix 1. Questionnaire Sheet.....	93
Appendix 2. Front Office Department Employees' Perception towards Quality of Work Life Test Result in Microsoft Excel.....	99
Appendix 3. Front Office Department Employees' Characteristics in Microsoft Excel.....	102