

**TINJAUAN TERHADAP JUMLAH TENAGA KERJA
DEPARTEMEN *FRONT OFFICE* PADA SAAT PENDEMIK
COVID-19 DI HOTEL X KUPANG**

*REVIEW THE NUMBER OF WORKERS IN DEPARTMENT FRONT
OFFICE DURING THE COVID-19 PANDEMIC AT HOTEL X
KUPANG*

ABSTRAK

Hotel X merupakan hotel *chain* internasional yang berada di daerah Kupang, Nusa Tenggara Timur. Akomodasi bintang tiga ini merupakan salah satu hotel yang menjalankan operasional di tengah pandemik Covid-19 dengan memperhatikan protokol kesehatan. Tujuan dari penulisan laporan magang ini adalah untuk meninjau jumlah tenaga kerja *Front Desk Agent* yang terdapat di hotel X di tengah pandemik Covid-19. Laporan ini menggunakan pendekatan kualitatif dengan metode observasi dan wawancara. Dengan menggunakan analisis beban kerja berdasarkan objek kerja, hasil tinjauan menunjukkan kurangnya jumlah tenaga kerja yang ada di hotel X. Penambahan jumlah tenaga kerja di *Front Desk Agent* di hotel X bisa menggunakan tenaga kerja tidak penuh sesuai dengan keadaan di tengah pandemik Covid-19.

Kata kunci: *Front Office, Front Desk Agent, Jumlah Tenaga Kerja, Analisis, Beban Kerja.*

ABSTRACT

Hotel X is an international chain hotel located in the Kupang, East Nusa Tenggara. This three-star accommodation is one of the hotels that running operations during the Covid-19 pandemic by following health and safety protocols. The purpose of this internship report is to review the number of Front Desk Agent workers at Hotel X during the Covid-19 pandemic. This internship report uses a qualitative approach by observation and interview methods. By using workload analysis based on work objects, the results of the review show a lack of workforce at hotel X. To increase the number of workers of the Front Desk Agents at hotel X can use unemployed full in accordance with the conditions in the midst of the Covid-19 pandemic.

Keywords: *Front Office, Front Desk Agent, number of workers, workload analysis.*