

WORKLOAD ANALYSIS OF BANQUET DAILY WORKER ON SMARTFREN ANNUAL DISTRIBUTOR CONFERENCE 2018

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ABSTRACT

The Westin Resort Nusa Dua Bali is one of the hotels that often hold conferences. Usually the arrangements of conference handled by Banquet Department. One of conference that has been held is Smartfren Annual Distributor Conference 2018. The holding of this conference makes the workload of Banquet Department increases, while the employee owned only 17 people. So hiring daily worker becomes the best choice. To determine total of banquet daily worker , the data analysis technique used is the workload analysis. Using this data analysis technique got result of calculation of work load analysis based on hotel provisions required daily worker 24 people. However, the results of the analysis calculations obtained based on the reality experienced is different, daily worker banquet is 30 people. Looking at the two calculations there is a difference, this because due to lack of knowledge of the daily worker, the absence of calculations for daily worker needs and the demand for daily worker is always abrupt. The existence of this study, is expected in determining total of daily worker needs to be more effective.

Keywords: Conference, banquet department, daily worker, workload analysis

1. Introduction & Theoretical Review

1.1 Introduction

Bali has a natural beauty that is so exotic and natural, that's why Bali become one of the tourist destinations. Judging from the development of tourism in Bali that lead to the implementation of MICE events. MICE is actually a term that allows people to remember that the activities referred to as planning, execution and organizing a meeting, incentive, conference and exhibition (Pendit, 1999: 29).

MICE organizers in Bali not only from travel agents, but hotel also has chance to organize of MICE. The example of a hotel that organize of MICE activities is The Westin Resort Nusa Dua Bali. The Westin Resort Nusa Dua Bali has a magnificent MICE facility called BICC (Bali International Convention Center). Several MICE organizers that has been held, the conference is the largest MICE event held at BICC.

The holding of a conference, there are certainly banquets that need special services. The presence of a large banquet makes the workload of Banquet Department has workload more than before. That's why Banquet Department requirit daily workers, to help organizing the event. Because total of the employees who use only 17 employees in the operational banquet, and insufficient to held some big events.

One of the conference event that has been held is Smartfren Annual Distributor Conference 2018. It requires a lot of daily worker. Needed many daily worker that make the hotel does not has a special recruitment.

Based on preliminary research conducted, it turns out the banquet section has no basic reference calculation standard to determine the number of daily worker required. For decide what the daily worker needs that help excessive workload, requires calculations on how much workload is divided by time doing workload. Based on these results of calculations can be concluded how many daily worker will be required.

Seeing the problem above, the author want to deeply research about needs of the daily worker banquet using workload analysis which previously looking at the type of work that's load. The purpose of this research is to know the calculation of daily worker banquet requirement and the type of work that's load. The benefits of this research is expected to be used as a reference by the hotel in calculating the needs of daily worker banquet.

1.2 Theoretical Review

human resources

Human resources are also the only resources that have a sense of feeling, desire, skills, knowledge, encouragement, power and work (ratio, taste and intention) (Sutrisno, 2009: 3).

Banquet

Banquet can be defined as a formal banquet for a large number of people (minimum 15 people) usually accompanied by speeches or ceremonies (Atmodjo, 2005: 2).

Event

Implementation of an event can be defined as an activity organized to commemorate important matters throughout human life whether individually or groups that are adat-bound, cultural, traditions and religions organized for a particular purpose and involve the community environment held at a certain time (Noor , 2009: 7).

Conference

Conference is a meeting held primarily on customary or customary forms of custom, two agreements between states of government or international agreements on the topic of prisoners of war and so on (Kesrul , 2004: 7).

Workload

The workload can also be defined as a difference between the capacity or the ability of the worker to the demands of the work to be faced (Astianto, 2014).

2. Research Methods

This research was conducted at The Westin Resort Nusa Dua Bali precisely at the event of Smartfren Annual Distributor Conference 2018. This research uses qualitative and quantitative data types, obtained from primary and secondary data sources. The scope of this study is the workload of daily worker, time to complete the workload, and daily worker needs in helping to complete the work they have. Data collection methods in this study used in-depth interviews with human resource department, banquet department and daily worker with guide line interview, in determining sample for daily worker by accidental sample technique.

In addition, the method of data collection is done by observation, literature study and documentation. Last, the research method used to analyze the data is the workload analysis and qualitative descriptive analysis. This workload analysis is used to find workloads, time to complete workloads and how many daily worker they want. Qualitative descriptive analysis of the authors use to describe the results of load analysis calculations obtained in this study.

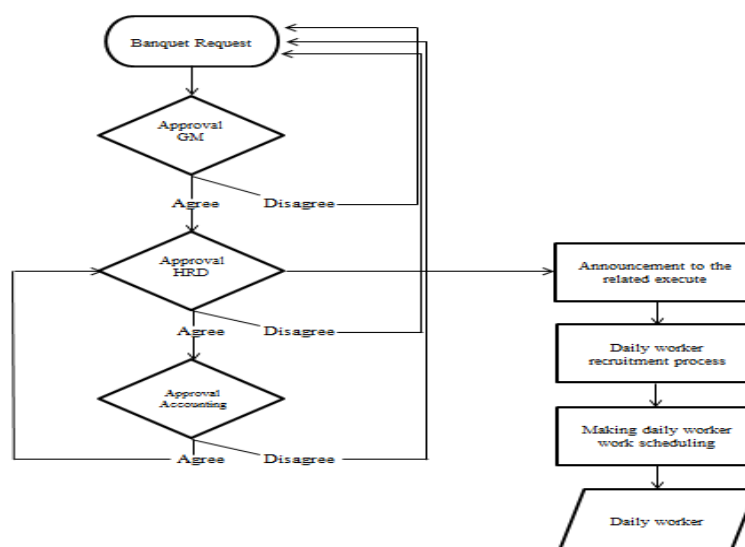
3. Discussion Of Research Results

Banquet department has an important role in every event organized by The Westin Resort Nusa Dua Bali. The role is to serve with professional

service to every guest who carry out the event. Running its role can not be done alone, because the number of employees owned only 17 people and not enough to perform its role. Usually this situation can handle by hiring a daily worker for help to complete the work they have. Looking at this situation required the calculation of workload analysis to determine the number of daily worker required. This study uses the Smartfren Annual Distributor Conference 2018 as the basis for reference in calculating the number of daily worker banquet required. This event the author made for reference because in it many required daily worker in assisting the implementation of this event compared to other events. In this event there are the type of work assigned to the daily worker on February 28, 2018 until March 1, 2018, the type of work is pepare for meeting, service meeting, clear up meeting, prepare coffee break, coffee break sevice, clear up coffee break, lunch service , clear up lunch, service dinner, and clear up dinner. Based on the following then will explain how to get the number of daily worker required.

3.1 Stages In Recruiting Daily Worker Banquet

The Westin Resort Bali Nusa Dua does not have a written SOP on recruitment for daily worker banquet that helps every activity there. But there are several steps to follow. The stages can be seen in Picture 2 below.



Picture 1. Daily Worker Recruitment Flowchart

source: interview results 2018 (data processed)

Viewed from Picture 2 above the first thing to do is do a banquet request by creating a requisition associate form. Then bring the form to the General Manager, Director of Human Resource and Financial Controller for approval. Once approved then the human resource department conducts daily worker recruitment process.

3.2 The calculation of total daily worker needs based on the workload determined by the hotel

Workload analysis is a procedure that provides or produces labor measuring tools and standards of labor preparation that indicate the amounts employed for each job (Moekijat, 125: 1998). The calculation of workload analysis to determine the daily worker needs in this event is based on the number of service employees who numbered only seventeen people, the limited time and the amount of workload set by the hotel at the event. The small number of employees than the amount that will be required at the time of organizing the event leads to the need for daily worker. Seeing this, the calculation results obtained as follows:

Table 4.1 Average Results Observation Workload Daily Worker In Accordance with the Hotel Terms.

Activity	Volume	Time	Total Time
Circle time:			
<i>Service meeting</i>	2	240	480
<i>Clear up meeting</i>	1	30	30
<i>Prepare coffee break</i>	2	30	60
<i>Service coffee break</i>	2	120	240
<i>clear up coffee break</i>	2	15	30
<i>Service lunch</i>	1	60	60
<i>clear up lunch</i>	1	20	20
<i>Service dinner</i>	1	120	120
<i>Clear up dinner</i>	1	45	45
Total circle time			1085
No-circle time:			
Shows toilet for guest	10	2	20
Total non-circle time			20
Time of fatigue (personal time):			
Go to toilet	4	5	20
relieves thirst	4	2	8
Total time of fatigue (personal time)			28
Break time			60
Total time			1193

Source: interview results 2018 (data processed)

Based on Table 4.1 it can be seen the total time used to complete the work cycle is 1085 minutes. The total time to complete a non-circle job is 20 minutes. Total fatigue time is 28 minutes and rest time is given 60

minutes. Based on Table 4.1 above can be described in more detail the results of the table as follows:

Circle time	: 1085 minutes
Time is not a circle	: 20 minutes
Time of fatigue (personal time)	: 28 minutes
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Total time	: 1133 minutes

Based on the total time working on the workload, the following calculation of the workload analysis is calculated:

$$\begin{aligned} \text{Total workload} &= \text{total time} \times \text{number of manpower owned} \\ &= 1133 \times 17 \\ &= 19.261 \end{aligned}$$

$$\begin{aligned} \text{Total of working hours per day} &= \text{hours} \times \text{one hour per minute} \\ &= 8 \times 60 \\ &= 480 \end{aligned}$$

So total of daily worker required is:

$$\begin{aligned} WLA &= \frac{\text{Total workload}}{\text{Total of working hours per day}} \times 1 \text{ person} \\ &= \frac{19.261}{480} \times 1 \text{ person} \\ &= 40,12 \neq 41 \text{ (rounded up to 41)} \end{aligned}$$

Judging from the calculation the amount of labor requirements as many as 41 people. The result has not been reduced permanent workforce from banquet, if reduced by 17 people then the shortage to 24 more. So the daily worker needed is 24 people. Looking at the results obtained from the calculation of workload analysis above there was a difference in the results of the number of daily worker employed. This difference occurs because the calculation to determine the daily worker that will work does not exist only using estimates. This estimate is intended only to determine based on the place used for the event to be held and the layout of the event held. Therefore the calculation to determine the daily worker is very necessary because it will be more

certain number will be employed, no longer have to estimate the number of daily worker required.

3.3 The calculation of total daily worker needs based on the fact that experienced daily worker

Daily worker is a person who works in an agency both in the environment of government agencies and private institutions. Employees on this status are paid once a day, every other day, once a week, two weeks depending on mutual agreement. Usually employees with this status applies the principle of no work no pay, no work no wages (Sihombing, 2013). This study was conducted to see how many daily worker needed based on the hotel's provisions and the reality. To know the amount then need to do the calculation of workload analysis, which then can be a comparison between the two. Workload analysis is a process to calculate the workload of a position or job and human resource needs to fill the position or job (Koesomowidjojo, 2017: 58). For more details will be presented calculation of workload analysis as follows:

Table 4.2 Average Results Observation Workload Daily Worker In Accordance with the Reality Experienced Daily Worker.

Activity	Volume	Time	Total Time
Circle time:			
<i>Service meeting</i>	2	240	480
<i>Clear up meeting</i>	1	60	60
<i>Prepare coffee break</i>	2	45	90
<i>Service coffee break</i>	2	120	240
<i>clear up coffee break</i>	2	25	50
<i>Service lunch</i>	1	60	60
<i>clear up lunch</i>	1	30	30
<i>Service dinner</i>	1	120	120
<i>Clear up dinner</i>	1	60	60
Total waktu lingkaran			1190
No-circle time:			
Shows toilet for guest	8	5	40
Total non-circle time			40
Time of fatigue (personal time):			
Go to toilet	4	15	60
relieves thirst	4	5	20
Total time of fatigue (personal time)			80
Break time			60

Total time	1370
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Source: interview results 2018 (data processed)

Based on Table 4.2 the total time working on a work loop is 1090. The total time in completing a non-circle job is 40 minutes and the total time of fatigue is 60 minutes. To be more clear then can be described in more detail the results of the table as follows:

Circle time	: 1090 minutes	
Time is not a circle	: 40 minutes	
Time of fatigue (personal time)	: 60 minutes	
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Total time	: 1075 minutes	

The following presented the workload analysis:

$$\begin{aligned}
 \text{Total workload} &= \text{total time} \times \text{number of manpower owned} \\
 &= 1310 \times 17 \\
 &= 22.270
 \end{aligned}$$

$$\begin{aligned}
 \text{Total of working hours per day} &= \text{hours} \times \text{one hour per minute} \\
 &= 8 \times 60 \\
 &= 480
 \end{aligned}$$

So the Total of daily worker required is:

$$\begin{aligned}
 WLA &= \frac{\text{Total workload}}{\text{Total of working hours per day}} \times 1 \text{ person} \\
 &= \frac{22.270}{480} \times 1 \text{ person} \\
 &= 40,12 \neq 41 \text{ (rounded up to 41)}
 \end{aligned}$$

Judging from the calculation the amount of labor needs of 47 people. The result has not been reduced by a permanent workforce owned by banquet, if reduced by 17 permanent employees then the shortage to 30 more. Based on the results of these calculations there are differences in the number of daily worker required by the calculation on the same day and the number of daily worker working at the time. This is due to the sudden daily worker requests making the requirements for the specified recruitment not implemented, so that the daily worker working needs to get

a brief on the workload to be done to make the time spent longer. See also the calculation of the number of daily worker required does not exist causing less exact daily number of actual worker required. The calculation is only based on estimates. This event is running smoothly but it takes extra time to complete the existing workload. Seeing this, it is certain that the calculation of this analysis is needed to be applied so that no additional time is required.

4. Conclusion And Suggestion

4.1 Conclusion

Based on the research that the authors do it can be concluded that the shortage of people based on the hotel provisions on the date is 24 people. Based on the fact it takes as many as 30 more people. Seeing the result is difference in determining the number of daily worker. This happens because there is no calculation to determine the daily worker, need for additional time to complete workload, the provisions are not executed properly and requests for recruitment of daily worker abruptly.

4.2 Suggestion

Looking at the research that author make it about daily worker banquet workload analysis in organizing the event of Smartfren Distributor Conference 2018, then there are some suggestions that the author give to evaluate the determination of daily worker banquet needs. So the advice that the author can give, research conducted on the analysis of this workload should be applied by the hotel to the needs of daily worker is not too much or too little. Also, the daily worker request is more planned so that in the process of daily worker selection that works in accordance with the wishes of the hotel and does not happen again excessive time to teach the work that is charged.

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