The 6th ASEAN Regional Union Psychological Society (ARUPS) Congress
"Driving Mental Revolution in the Psychological Century: Enhancing Psychological Services for a Better Future"
20 -22 February 2018, Bali-Indonesia

Proceeding

Editors:
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Hosted by:
Himpunan Psikologi Indonesia (HIMPSI)
Indonesian Psychological Association

Proceeding of The 6th ASEAN Regional Union Psychological Society (ARUPS) Congress 2018

Driving Mental Revolution in the Psychological Century : Enhancing Psychological Services for a Better Future

Editor : Andik Matulessy, Tjipto Susana, Mirra Noor Milla, Anrilia E M Ningdyah

ISBN 978-602-96634-8-8

xii/ 953 pages/ 23 cm

Published by HIMPSI
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Website : http://himpsi.or.id

Conference Website : http://arups2017.himpsi.or.id

This Publication was supported by: ARUPS and HIMPSI

First edition: 2018

Hak cipta dilindungi Undang-Undang
Dilarang memperbanyak karya tulis ini dalam bentuk dan dengan cara apapun tanpa ijin tertulis dari penerbit.

Preface

The ARUPS Congress is a routine activity held every two years. The Congress aims to develop professional cooperation of Psychology regionally, especially among ASEAN countries and, internationally. The Indonesian Psychological Association (HIMPSI) hosted the 6th Congress. The 6th ARUPS Congress was held on 20 - 22 February 2018 at Discovery Kartika Plaza Hotel, Kuta, Bali. Activities in the Congress consist of: workshops; HIMPSI meetings with the International Union of Psychological Science (IUPsyS), the Asia Pacific Psychological Alliance (APPA), Pan African Psychological Union (PAPU); plenary and panel sessions; oral presentations; and, poster presentation.

Meeting between professional organizations of psychology aims to strengthen cooperation these organizations, regionally between ASEAN countries, Asia Pacific, and global region. Additionally, academic forums as part of the meetings aim to disseminate research results to improve the quality of psychological practices in each country. There are over 600 abstracts listed in the presentation list. For the purpose of maintaining quality, the scientific committee conducted paper selection. The result was as follows: 406 papers were selected for oral presentations and 65 papers were for poster presentations. Total number of attendances includes more than 300 people from 20 countries.

Workshops held on 20 February 2018 include:

1. Character Building Through Traditional Games with BERLIAN Method.
   Speaker: Dr. lswinarti, M.Si. (Indonesian Association of Developmental Psychology/IPPI).
2. A Learning Culture as An Essential Organizational Capital to Face Tough Business Environment.
   Speaker: Prof. Dr.Andreas Budihardjo (Indonesian Association of Industrial and Organization Psychology / APIO).
3. ASD (Autism Spectrum Disorder) Early Identification and Intervention With TEACCH -
   Speaker: Margaretha, S.Psi., P.G.Dip.Psych., M.Sc. (Faculty or Psychology, Airlangga University).
4. Preventing Anxiety and Depression in Young People: Super Skills for Life.
   Speaker: Prof. Cecilia A. Essau (Roehampton University, England).
5. Methods and Procedures for Adapting Assessment Instruments for Psychological Research and Practices.
   Speaker: R. Urip Purwono, PhD. (Faculty of Psychology Universitas Padjadjaran, Indonesia);
6. After A Disaster: An Introduction to Key Concepts to Meet the Psychological Needs of Those Affected.
   Speaker: Associate Prof Clare Yeo and Dr. Tsao I Ting (Singapore);
7. How ASEAN Psychological Community Can Prepare Superior Human Capital for Global Competition: The Role of The Psychological Service of The Indonesian Army in Enhancing Resilience and Cultural Intelligence.
   Speaker: Colonel Drs. Gunawan, DESS (Indonesian Association of Military Psychology/APMI);
8. Rightsizing: Business Organizational Performance Improvement.
   Speaker: Dr. Sumaryono, M. Si. (Indonesian Association of Industrial and Organization Psychology/APIO);
9. Antenatal Resilience and Optimism Workshop: A Preview for Facilitator.

Speaker: Josephine Ratna, M.Psych, Ph.D, Psychologist (Widya Mandala Catholic University and Premier Hospital Surabaya);

10. Cognitive Interview: Technique to Obtain Information from Witnesses and Victims in The Criminal Justice System.
    Speaker: Dra. Reni Kusumowardhani, M.Psi (Indonesian Association of Forensic Psychology / APSIFOR).

Keynote speakers gave their thoughts on February 21, 2018 after the opening ceremony, as follows:

1. Professor Nila. F. Moeloek, Minister of Health of the Republic of Indonesia.
   Topic: The role of psychologist in community health services in Indonesia.
   Nila Djuwita Farid Moeloek is the Minister of Health of the Republic of Indonesia since 27 October 2014. She actively participates as a speaker, resource person or moderator in a wide range of scientific meetings and workshops. She has also authored or co-authored more than 150 scientific papers and five scientific books. Dr. Moeloek also leads a number of high-profile organizations in Indonesia. Foremost among these are her positions as General Chairperson of the Indonesian Dharma Wanita (the largest women's organization in Indonesia whose members are comprised of the women and wives of civil servants throughout Indonesia), General Chairperson of the Indonesian Ophthalmologist Association, General Chairperson of the Indonesian Cancer Foundation, and Chairperson of Medical Research of Faculty of Medicine at the University of Indonesia. Dr Moeloek earned her medical degree in ophthalmology from the Faculty of Medicine at the University of Indonesia. After earning her position as a specialist consultant in ophthalmology in 1998, she devoted herself to pursuing her PhD in ophthalmology, and earned a cumlaude degree in 2003. In 2007, she earned her full professorship at the Faculty of Medicine at the University of Indonesia.

2. Dr. Sathasivian Cooper, President of the International Union of Psychological Science (IUPsyS).
   Topic: The role of psychological organization at the local, regional and global levels in responding to human and social problems in psychological century.
   Sathasivian Cooper is a clinical psychologist in South Africa. He plays numerous public roles, including Vice President of the International Social Science Council (October 2013-present) and President of the International Union of Psychological Science (July 2012-present). Cooper completed his undergraduate degree in psychology from the University of South Africa and his PhD at Boston University (1989). He received many awards, among others: 'Distinguished Contributions to the Advancement of International Psychology' award (2014) from the American Psychological Association and Violence Prevention Award from Roxbury Comprehensive Community Health Centre.

Plenary panel session features speakers who are experts in their fields from different countries, such as:

1. Doran French, PhD- Purdue University, West Lafayette, United States of America.
   Topic: Social and emotional development of children and adolescents in four countries: China, Thailand, Korea and Indonesia.
   Dr. French's research focuses on social and emotional development of children and adolescent. He has conducted research on peer relationships, friendships, conflict,

psychopathology, and adjustment (e.g., delinquency, substance use, school drop out). Over the past 17 years, he has been increasingly concerned with understanding how children develop within the context of culture. Much of his research has been in Indonesia, and also China, Thailand, and Korea. His current projects include research involving children in different cultures. He is also interested in studying Islam in Indonesia and exploring how religious involvement is associated with social competence.

2. Associate Professor Claire Thompson (Associate Professor of Clinical Psychology, Central Queensland University, Australia).
   Topic: The cultural bases in the training of clinical psychologists in Asia.
   Associate Professor Claire Thompson has a Bachelor of Arts (Honours) from the University of Queensland, a Masters in Clinical Psychology from Bond University, and a PhD from the University of New South Wales. She is a registered psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and the Singapore Register of Psychologists. Dr. Thompson has over 25 years of professional experience in clinical, research and teaching psychology. She has also worked in private practice, mental health service management and professional supervision of psychologists. She has taught psychology at undergraduate and postgraduate levels, at several institutions in Australia and Singapore. Her research interests, publications and conference presentations are in the area of clinical and counselling psychology, particularly mental health and cognition in older age and cultural aspects of Clinical Psychology training programs.

3. Kwartarini Wahyu Yuniarti, Prof., Clinical Psych, M.Med.Sc., Ph.D- Gadjah Mada University.
   Topic: Illness perception, self-management and social support in health care in Indonesia.
   Professor Kwartarini Wahyu Yuniarti is the Director of Center for Indigenous and Cultural Psychology, Faculty of Psychology, Gadjah Mada University, Indonesia. She is also the Director of German Studies Center and the Country Representative of Asian Association for Social Psychology. Professor Kwartarini is on the Board of Asian Association of Health Psychology. Her key research focus is in the area of health psychology. Her research and publications include: Research on Asthma and emotion, comparative studies between those in Indonesia and in Germany; The assertiveness of passive smokers; Hygiene Behavior and Hepatitis A; Explorative Study on Health Anxiety among students in Aceh and Yogyakarta; Translating the Health Belief Model into Contextual Community Intervention A study on proper hygiene practices of mothers of children with diarrhea; Discrepancy between knowledge and behavior among mothers of children with diarrhea; Illness perception, stress, religiosity, depression, social support, and self management of diabetes in Indonesia.

4. Professor Roger Moltzen- Waikato University - New Zealand.
   Topic: Creativity and talent development in Asia: Opportunities and challenges.
   Professor Moltzen teaches in courses on human development, individual differences and the education of gifted children. His research interests are the psychology and education of gifted individuals. Professor Moltzen area of expertise include intelligence and creativity, talent development across the lifespan, the education of gifted and talented students, special education, teaching, learning and the curriculum and human development.

5. Dr. Cristina Montiel- Ateneo de Manila University.
   Topic: The role of psychology in creating social justice and democratic governance in Asia. Cristina Montiel is a peace/political psychologist and has been teaching at the Ateneo de Manila University for more than 35 years. She chairs the Research Cluster on Peace, Social Justice and Democratic Governance in her university. She is the recipient of the 2016 Outstanding Psychologist from the Psychological Association of the Philippines; and the 2010 Ralph White Lifetime Achievement Award from the American Psychological Association's Division of Peace Psychology. Montiel was managing editor of the Encyclopedia of Peace Psychology (Wiley-Blackwell, 2012), and editor of the volume on Peace Psychology in Asia (Springer, 2009). Her recent journal publications include Discursive construction of political categories and moral fields (Political Psychology, 2015); and Nationalism in local media during international conflict (Journal of Language and Social Psychology, 2014).

6. R. Urip Purwono, PhD.
   Psychometrician / Measurement Specialist, Center for Psychometric Studies Faculty of Psychology Universitas Padjadjaran Bandung, Indonesia.
   Topic: Test and the profession: revitalizing psychological testing. Urip Purwono is a senior lecturer and psychometrician at the Faculty of Psychology, Universitas Padjadjaran, Bandung, Indonesia. He received his Ph.D. (psychology) from the University of Massachusetts at Amherst, USA specializing in psychometrics, M.S. (Education) from Indiana University, Bloomington, Indiana, USA, M.Sc. (Psychology) from the University of Massachusetts at Amherst, USA, and Drs. (Clinical) in Psychology from Universitas Padjadjaran, Bandung, Indonesia. He joined Universitas Padjadjaran in 1985, founded and headed the Center of Psychometric Study, Assessment, and Evaluation. His teaching assignments includes undergraduate and graduate level courses in the area of quantitative research methodology, psychological assessment, test theories, and test construction. Urip Purwono is the author of many psychological tests used in Indonesia namely Test of Learning Ability, Comprehensive Cognitive Ability Test, General Cognitive Ability Test, and Multi Factor Personality Inventory. Currently involved in the development of CHC Based Intelligence Test in Indonesia, his research interest includes test theory, test construction, test adaptation, and structural equation modeling.

7. Yudi Latif, PhD., Head of the Presidential Work Unit of Pancasila Ideology- Republic of Indonesia.
   Topic: The way Pancasila engaging globalization.

Closing ceremony of the 6th ARUPS Congress was marked by Kecak dance performance which symbolizes spirit and optimism for the better future and closing speech from Mr. Urip Purwono, PhD - the newly elected President of ARUPS, focusing on the importance of continuing mutual positive cooperation between ARUPS country members and also with other international psychology organizations.

Dr. Seger Handoyo, Psikolog
President of HIMPSI

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Psychology Of Service In Terms Of Standard Operating Procedures, Training And Career Development At Cs Hotel In Ubud

Ni Desak Made Santi Diwyarthi

Abstract

CS Hotel in Ubud is a three-star hotel with 101 rooms, 96 employees and seven departments : Front Office, Food & Beverage Service, Food & Beverage Products, Human Resources, Sales & Marketing, Finance, and Engineering. studied the subject matter of "How are the implementation of Operational Prochedures Standard, Training and Career Development of employees CS Hotel in Ubud". Discussion of this research is the implementation of the Operational Prochedures Standard, Training and Career Development for employees at Food Production Department, CS Hotel in Ubud. The research is Qualitative Research using Observation Methods, instruments are, check list observation, camera. Samples were employees from Food Production Department. There are 13 employees and two outsourced staff. The conclusion are, Work Systematics, there is no operational prochedures standard, job description and job specification for food production department, workload analysis, training plan; Related to Human Resources, there is no program in training and career for employee; Lack of understanding hygiene and sanitation, non-standard work; Related to Conditions Workplace, there is poor illumination caused by light contained in kitchen, ceiling of the kitchen, slippery floors, drainage system or sewer iron contained in kitchen are less well maintained, lack of air circulation for kitchens pastry and bakery.

Keywords : *Standard Operating Procedure, Training. Carrer Development*

Introduction

Hotel as one type of commercial services business has role and function to provide various facilities for their guest. Guests visiting the hotel want to enjoy the various facilities provided by the hotel, such as rooms, food, drinks, and other support facilities. In daily operation, the hotel will always give priority to the quality of service to reach guest satisfaction.

Hotel manajemen, as commercial services business, purpose to gain the maximum guests expenses at the hotel. So they have to give excellent service to the guest. This is the reason implementation of Psychology of Service in hospitality industry is needed.

Management reach the goals by various ways such as setting a standard and work competence that includes knowledge of skills and attitudes (knowledge, skill, and attitude). The first stage is Recruitment and Selection. The next step is to orientation, further knowledge about hotel general knowledge, overall organization of hotel, responsibility, standards and basic training for all employees (employee induction).

Next step is training and development to provide the employee performance in their department. For long-time employees, training and development programs aim to recall certain competencies and prepare employees for stepping into promotion.

CS Hotel in Ubud is a three-star hotel with 101 rooms, 96 employees and seven departments : Front Office, Food & Beverage Service, Food & Beverage Products, Human Resources, Sales & Marketing, Finance, and Engineering. Previous interview with the Human Resources Supervisor describe there was no clear Standard Operating Procedures, having no mapping in career planning for employees, less appropriate in education level, and working in a long periode for any job or duty.

Based on the data, topics of this research is "How are the implementation of Standard Operating Procedures, Training and Career Development at CS Hotel in Ubud".

Topic of this research is the implementation of Standard Operating Prochedures Standard, Training and Career Development for employees at Food Production Department, CS Hotel in Ubud. The research is Qualitative Research using Observation Methods, instruments are, check list observation, camera. Samples were employees from Food Production Department. There are 13 employees and two outsourced staff.

Theories

Psychology of Service is a science that studies human behavior in the process of interaction work in the service industry, ie between customers / guests / clients / customers / patients and the officers / employees / employees (Zeithaml & Bitner, 1996).

Product-related services in the form of goods include: tangible, standardized, production separate from consumption, non perishable. Service-related products in the form of services include: intangible, heterogeneous, simultaneus production and consumption, perishable (Zeithaml & Bitner, 1996).

Maslow (Suparno, 2005) explain that self-actualization such as fulfillment is the highest basic need for every person. This is known in Maslow's hierarchy of needs theory. Self-actualization could be achieved by planning employee’s career development. Every employee want to improve performance and have career development. Career development not only affects employee’s level, but also affects compensation given to the employee. The more compensation received by employee, the higher workload for the employee. Therefore, career

development is not achieved instantly because management have to consider lot aspects of an employee.

Training is a learning process that allows employees carry out the work in accordance with the current standards (Suparno, 2005). Training influence employee performances, assist them working better, and using as tools in order to assist the employee to receive career development in accordance with what is desired.

Wibowo (2010) explain Standard Operating Procedure is an activity standard that must be performed in sequence to complete a job, no overlap or duplication, harmony working relationship and responsibility between employees. Standard Operating Procedures have effective and efficient criteria, systematically, consistently, as labor standards, easily understood, complete, written and open to change / flexible.

Wibowo (2010) explains that there are several forms and criteria in the manufacture of standard operating procedures (SOP), namely 1) Simple steps: a short procedure and does not require a lot of written decision. This is for simple work and small company with little amount of employee. 2) Hierarchical Steps: The shape is quite a length of more than 10 steps, but too many benefits. 3) Graphic format; This form is the same as Steps Hierarchical sufficient length of more than 10 steps but not too many decisions. Graphic format contains a graphics, pictures, diagrams to illustrate what the objectives of the procedure. 4) Flowchart; procedure that has a lot of decisions, flowchart is a simple graph that describes the steps in making a decision.

Masha (1994: 58) explains that standard operating procedures has two categories namely: 1) Blue-color procedure is a procedure in which the language is used in the factory, workshop, part of the construction project research, manufactur parts and material removal. 2) White-color procedure is a process used in the fields of administration, including the procedures contained in an office like a stream of correspondence, bookkeeping, accounting, reporting, planning, work scheduling, budgets, standardized work, concept, tehknik office. Thus the standard operating procedures are standardized criteria planning, implementing, monitoring and evaluating the work of a certain position.

Previous Research

Krisna Mahendraswara ‘s research (2011) explains that the quality of human resources, related to the world of hospitality, include the appearance of a neat employee (greeting &

services, service procedures easy to understand, employees resolve complaints well, employees quickly and responsive, employees are willing to help difficulties faced by customers, employees provide information clearly and easily, accuracy in service, patience and friendliness, and really in the interest of customers.

Research of Tjitrokusumo and Tumbelaka (2015) Analysis of Standard Operating Procedures in Hotel Room Cleaning Satellite Surabaya found that the implementation of Standard Operating Prochedures should be reminded repeatedly and continuously at a hotel employee in order to run optimally. The role of the supervisor and management is needed in standard operating procedures implementation.

Research of Gumilang (2010) about the relationship between job satisfaction with employee productivity shows that there is a relationship between job satisfaction and productivity. The more satisfied employees the more productive they are. Aspects of job satisfaction is employee having proper standard operating procedures clear, and reward given by the management on employee performances.

Analysis

This research used Wibowo (2010) classification of standard operating procedures : 1) Simple steps: a short procedure and does not require a lot of written decision. This is for simple work and small company with little amount of employee. 2) Hierarchical Steps: The shape is quite a length of more than 10 steps, but too many benefits. 3) Graphic format; This form is the same as Steps Hierarchical sufficient length of more than 10 steps but not too many decisions. Graphic format contains a graphics, pictures, diagrams to illustrate what the objectives of the procedure. 4) Flowchart; procedure that has a lot of decisions, flowchart is a simple graph that describes the steps in making a decision.

The result shown that CS Hotel in Ubud use simple step although they are big company with more than 100 employee. The impacts are sometimes misscommunication between employee and management, having no clear workload, and employee's insufficient competencies

Masha (1994) explains that standard operating procedures has two categories namely: 1) Blue-color procedure is a procedure in which the language is used in the factory, workshop, part of the construction project research, manufactur parts and material removal. 2) White-

color procedure is a process used in the fields of administration, including the procedures contained in an office like a stream of correspondence, bookkeeping.

CS Hotel in Ubud use blue color prochedure only, although the management should use the combination between blue color procedure and white color procedure. Hospitality industry is not only means the company use language to complete the job, but also Standard Operating Procedures needed to reach the best performance in employee's psychologycal of service.

Checklist is using in this research to identify Food Production Department.

A. Systematic Work
   a. There is only one human resources assigned to the Human Resources Department, the Human Resources Coordinator.
   b. There are no standard Standard Operational Procedure.

To produce optimal performance, Standard Operating Procedures is needed. The employee will make great activities, and minimize errors in performing their duties.Without Standard Operating Procedures at Food Production Department would make the employee could not work properly, causing conflict between cook, supervisor and Chef, having misscommunication, and there are lots of complaints from guests. There are no job description and job specification.

Conclusion

The conclusion are, CS Hotel in Ubud use Simple Step Standard Operating Procedure and Blue-Color Procedurein Systematic of Work.

Woek Systematic at CS Hotel in Ubud, there is no standard operating prochedures, job description and job specification for food production department, workload analysis, training plan. Related to Human Resources, there is no program in training and career for employee, Lack of understanding hygiene and sanitation, and having no standard in working. Related to Conditions Workplace, there is no (poor illumination caused by light contained in kitchen, ceilling of the kitchen, slippery floors, drainage system, lack of air circulation for kitchens pastry and bakery.

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