

BUKTI KORESPONDENSI
PROSIDING INTERNASIONAL

Judul artikel : Psychology of Service in Terms of Standard Operating Prochedures,
Training and Development at CS Hotel in Ubud

Prosiding : The 7th ASEAN Regional Union Psychological Society

Penulis : Ni Desak Made Santi Diwyarthi

No.	Keterangan	Tanggal
1.	Bukti konfirmasi submit artikel dan artikel yang di submit	7 September 2018
2.	Bukti konfirmasi artikel di terima	21 September 2018

**1. Bukti Konfirmasi Submit Artikel
dan Artikel yang di Submit
(7 September 2018)**



• **Kongres 2018** <editor.kongres2018@himpsi.or.id>
To: santidiwyartha@yahoo.com



Fri, Sep 21, 2018 at 12:33 PM



Dengan hormat,

Atas nama panitia Temu Ilmiah Nasional (Temilnas) HIMPSI 2018, kami mengucapkan terima kasih kepada Bapak/ Ibu presenter yang berpartisipasi dalam Temilnas dan telah mengirimkan naskah lengkap untuk dipublikasikan di **jurnal ANIMA** (Ubaya), **Humanitas** (UAD), **Jurnal Psikologi UGM**, **Jurnal Psikologi UNDIP**, dan **Makara Hubs-Asia**.

Pada kesempatan ini kami menginformasikan bahwa naskah yang dikirimkan telah menjalani proses penyaringan dan seleksi awal. Berdasarkan hasil seleksi para editor kelima **jurnal** di atas telah diputuskan dua kategori artikel:

1. Artikel yang berpotensi diterbitkan oleh kelima jurnal di atas.

Artikel ini telah lolos skrining awal dan dapat dilanjutkan ke proses review di **jurnal** tersebut, apabila penulisnya bersedia (mengisi surat pernyataan terlampir dan mengirimkannya ke editor **jurnal** tersebut paling lambat **22 September 2018**).

Penting untuk diingat bahwa artikel Bapak/Ibu **masih akan melalui proses evaluasi dan penyuntingan lebih lanjut**, sesuai syarat dan ketentuan di **jurnal** masing-masing.

2. Artikel yang disarankan dikirimkan ke jurnal nasional di bidang psikologi, yang menjadi mitra publikasi Himpsi.

Penulis dapat mengirimkan secara langsung ke salah satu **jurnal** psikologi berikut ini:

1. **Jurnal Psikologi Sosial** (<http://journal.ui.ac.id/jps>)
2. **INSAN Jurnal Psikologi dan Kesehatan Mental** (<https://e-journal.unair.ac.id/JPKM>)
3. **Jurnal JP3I (Psikometri)** (<http://journal.uinjkt.ac.id/index.php/jp3i>)
4. **Jurnal Indigenous (Psikologi Budaya)** (<http://journals.ums.ac.id/index.php/indigenous>)
5. **Jurnal Psikologi Klinis Indonesia** (<https://jurnal.ipkindonesia.or.id/>)
6. **Jurnal Provitae (Jurnal Psikologi Pendidikan)** (<https://journal.untar.ac.id/index.php/provitae>)
7. **Jurnal Phronesis (Jurnal Psikologi Industri dan Organisasi)** (<https://journal.untar.ac.id/index.php/phronesis>)
8. **Arkhe (Jurnal Psikologi Sosial dan Klinis)** (<https://journal.untar.ac.id/index.php/arkhe>)

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, simultaneous 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 Procedures 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 procedure 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 psychological 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 Procedure in Systematic of Work.

Work Systematic at CS Hotel in Ubud, there is no standard operating procedures, 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, ceiling of the kitchen, slippery floors, drainage system, lack of air circulation for kitchens pastry and bakery.

References

Bagyono. (2006). *Teori dan praktek hotel front office*. Bandung: Alfabeta

Bianca, A., Putri B. K., & Shanti K. A., (2013). Pengaruh motivasi, pengembangan karir, dan kepuasan kerja terhadap kinerja karyawan. *Jurnal Teknik Industri*, Vo.1, No. 4,

- Fadli, M. (2015). Pengaruh pelatihan terhadap kinerja karyawan grand cempaka resort & convention bogor. *E-Journal FE Univ. Pakuan Bogor*.
- Gumilang, I. (2010). Hubungan antara kepuasan kerja dengan produktivitas karyawan di hotel bidakara jakarta. *Jurnal Ilmiah Perhotelan Pesona Hospitality*. Vo. 3. No. 1. Januari 2010. Yogya.
- Hasan, I. (2012). *Pokok-pokok materi metodologi penelitian dan aplikasinya*. Jakarta: Ghalia Indonesia
- Hasibuan. (2007). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara
- Januraga, A. (1987). *Penerimaan tamu*. Nusa Dua: STP Nusa Dua Bali.
- Jonathan, C.W. (2012). Pengaruh pelatihan terhadap peningkatan kinerja karyawan (studi pada karyawan hotel klub bunga butik resort batu malang). *Skripsi Jurusan Manajemen FE UM. Malang*
- Kasavana, L. (1981). *Managing front office operations*. Sixth Edition. United States of America: AH & LA.
- Kumara, I. W. S. E., Utama, I. W. M. (2016). Pengaruh pelatihan terhadap peningkatan kinerja karyawan dengan mediasi kepemimpinan pada hotel satriya cottages kuta. *E-Journal Manajemen UNUD. Vol. 5. No. 3. 2016*.
- Marlon, G.P. (2016). Pengaruh motivasi kerja terhadap kinerja karyawan. *Skripsi tidak diterbitkan*. Denpasar: STPNB.
- Santoso. (2012). Tinjauan hotel butik. *Jurnal Perhotelan*. Yogyakarta: Universitas Atma Jaya Yogyakarta
- Saydam, G. (2006). *Manajemen sumber daya manusia*. Djambatan, Jakarta
- Sedarmayanti & Hidayat S. (2002). *Metodologi Penelitian*. Jakarta: Mandar Maju
- Setyawan, H., & Wijayanti, A. (2014). Standar operasional reservation section di hotel cakra kembang yogyakarta. *Jurnal Ilmiah Perhotelan Pesona Hospitality*. Vo. 3. No. 1. Januari 2010. Yogya.
- Siagian, S. P. (2005). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara
- Sujatha, D.K. (2011). *Operasional Kantor Depan*. Nusa Dua: STP Nusa Dua Bali.
- Suryani, M. (2016). Analisis indikator yang mempengaruhi disiplin kerja karyawan hotel di Nusa Dua. *Skripsi tidak diterbitkan*. Denpasar: STPNB.
- Tiitrokusumo. Stephanie & Tumbelaka. M. (2015). Standar operasional prosedur hotel satelit

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

- Widodo, & Suparno, E. (2015). *Manajemen pengembangan sumber daya manusia*. Yogyakarta: Pustaka Pelajar
- Wirartha, I.M.. (2006). *Pedoman penulisan usulan penelitian, Skripsi, dan Tesis*. Yogyakarta: ANDI.
- Yulianti, E. (2015). Pengaruh pelatihan terhadap kinerja karyawan grand fatma hotel di tenggarong kutai kartanegara. *E-Journal Administrasi Bisnis. Fisip Unmul*. Menjelaskan bahwa terdapat pengaruh signifikan antara pelatihan terhadap kinerja karyawan Grand Fatma Hotel di Tenggarong Kutai Kartanegara.

**2. Bukti Konfirmasi Artikel Diterima
(21 September 2018)**

1. Artikel yang berpotensi diterbitkan oleh kelima jurnal di atas.

Artikel ini telah lolos skrining awal dan dapat dilanjutkan ke proses review di jurnal tersebut, apabila penulisnya bersedia (mengisi surat pernyataan terlampir dan mengirimkannya ke editor jurnal tersebut paling lambat **22 September 2018**).

Penting untuk diingat bahwa artikel Bapak/Ibu **masih akan melalui proses evaluasi dan penyuntingan lebih lanjut**, sesuai syarat dan ketentuan di jurnal masing-masing.

2. Artikel yang disarankan dikirimkan ke jurnal nasional di bidang psikologi, yang menjadi mitra publikasi Himpsti.

Penulis dapat mengirimkan secara langsung ke salah satu jurnal psikologi berikut ini:

1. **Jurnal** Psikologi Sosial (<http://journal.ui.ac.id/jps>)
2. **INSAN Jurnal** Psikologi dan Kesehatan Mental (<https://e-journal.unair.ac.id/JPKM>)
3. **Jurnal** JP3I (Psikometri) (<http://journal.uinjkt.ac.id/index.php/jp3i>)
4. **Jurnal** Indigenous (Psikologi Budaya) (<http://journals.ums.ac.id/index.php/indigenous>)
5. **Jurnal** Psikologi Klinis Indonesia (<https://jurnal.ipkindonesia.or.id/>)
6. **Jurnal** Provitae (**Jurnal** Psikologi Pendidikan) (<https://journal.untar.ac.id/index.php/provitae>)
7. **Jurnal** Phronesis (**Jurnal** Psikologi Industri dan Organisasi) (<https://journal.untar.ac.id/index.php/phronesis>)
8. **Arkhe** (**Jurnal** Psikologi Sosial dan Klinis) (<https://journal.untar.ac.id/index.php/arkhe>)
9. **Jurnal** Muara Ilmu Sosial dan Klinis (<https://journal.untar.ac.id/index.php/jmishumsen>)

Adapun daftar artikel beserta jurnal yang direkomendasikan dapat dilihat pada lampiran.

Kepada semua penulis diwajibkan untuk menuliskan UCAPAN TERIMA KASIH di bagian akhir artikel dengan rumusan sbb:

“Artikel ini telah dipresentasikan dalam Temu Ilmiah nasional Himpunan Psikologi Indonesia di Bandung, 7-8 September 2018”.

Demikian yang dapat kami sampaikan. Atas perhatian dan kerjasama yang diberikan, kami ucapkan terima kasih.



• **Kongres 2018** <editor.kongres2018@himpsi.or.id>
To: santidiwyartha@yahoo.com



Fri, Sep 21, 2018 at 12:33 PM



Dengan hormat,

Atas nama panitia Temu Ilmiah Nasional (Temilnas) HIMPSI 2018, kami mengucapkan terima kasih kepada Bapak/ Ibu presenter yang berpartisipasi dalam Temilnas dan telah mengirimkan naskah lengkap untuk dipublikasikan di **jurnal ANIMA** (Ubaya), **Humanitas** (UAD), **Jurnal Psikologi UGM**, **Jurnal Psikologi UNDIP**, dan **Makara Hubs-Asia**.

Pada kesempatan ini kami menginformasikan bahwa naskah yang dikirimkan telah menjalani proses penyaringan dan seleksi awal. Berdasarkan hasil seleksi para editor kelima **jurnal** di atas telah diputuskan dua kategori artikel:

1. Artikel yang berpotensi diterbitkan oleh kelima jurnal di atas.

Artikel ini telah lolos skrining awal dan dapat dilanjutkan ke proses review di **jurnal** tersebut, apabila penulisnya bersedia (mengisi surat pernyataan terlampir dan mengirimkannya ke editor **jurnal** tersebut paling lambat **22 September 2018**).

Penting untuk diingat bahwa artikel Bapak/Ibu **masih akan melalui proses evaluasi dan penyuntingan lebih lanjut**, sesuai syarat dan ketentuan di **jurnal** masing-masing.

2. Artikel yang disarankan dikirimkan ke jurnal nasional di bidang psikologi, yang menjadi mitra publikasi Himpsi.

Penulis dapat mengirimkan secara langsung ke salah satu **jurnal** psikologi berikut ini:

1. **Jurnal Psikologi Sosial** (<http://journal.ui.ac.id/jps>)
2. **INSAN Jurnal Psikologi dan Kesehatan Mental** (<https://e-journal.unair.ac.id/JPKM>)
3. **Jurnal JP3I (Psikometri)** (<http://journal.uinjkt.ac.id/index.php/jp3i>)
4. **Jurnal Indigenous (Psikologi Budaya)** (<http://journals.ums.ac.id/index.php/indigenous>)
5. **Jurnal Psikologi Klinis Indonesia** (<https://jurnal.ipkindonesia.or.id/>)
6. **Jurnal Provitae (Jurnal Psikologi Pendidikan)** (<https://journal.untar.ac.id/index.php/provitae>)
7. **Jurnal Phronesis (Jurnal Psikologi Industri dan Organisasi)** (<https://journal.untar.ac.id/index.php/phronesis>)
8. **Arkhe (Jurnal Psikologi Sosial dan Klinis)** (<https://journal.untar.ac.id/index.php/arkhe>)

**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:
Andik Matulesy
Tjipto Susana
Mirra Noor Milla
Anrilia Ema M. Ningdyah

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

Address:

Jl. Kebayoran Baru No. 85B

Kebayoran Lama, Velbak

Jakarta 12240

Phone : +62 21 72801625, 085282610736

Fax. : +62 21 72801625

Email : sekretariatpp_himpsi@yahoo.co.id

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. Iswinarti, 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 of 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

Content

Predicting Faculty Member’s Work Engagement in Indonesia : Testing The Role Of Optimism, Perceived Organizational Support and Self Efficacy By: Aditya Nanda Priyatama et al.	1
The Influence of Private Conformity and Authority Obedience toward the Aggressiveness of Political Party Partisans By: Amanda Pasca Rini et al.	28
Three Moral Codes and Academic Dishonesty among Undergraduate Students in Indonesia By: Amni Syarifah et al.	38
Depression and Suicide Risk Among Adolescents: Exploring the Moderating Role of Benevolence and Goal-orientation By: Anna Marie C. Abrera	56
Sensitivity and Specificity of Indonesian Version of Hopkins Symptom Checklist-25 (HSCL-25) Anxiety Subscale as a Screening Test for Anxiety Symptomsin Indonesian Adolescents By: Annisa Prasetyo Ningrum and Sherly Saragih Turnip.....	66
Psychological Well-Being as Mediator of the Influence of Physical Condition and Psychological Condition of Classroom Towards Learning Qualities at Student Mercu Buana University By: Antonius Dieben Robinson Manurung et al.	81
Fading Technique (easy, practical and, applicative) to Improve the Brushing Teeth Skill of Children with Down Syndrome: A Single Case Study By: Aritya Widianti	101
Self-Regulation to Buy A Car Measurement : Analysis Item with Rasch Model By: Asri Rejeki	109
Exploratory Study on Eating Behavior and Obesity of Selected 9- 12 years School-Aged Children in Metro Manila By: Cely D. Magpantay et al.	127
Service Quality and Consumer Loyalty: A Meta-Analysis Study By: Cicilia Larasati Rembulan et al.	141

Understanding personality structure using semantic relationships: a new lexical approach to personality trait modelling.	
By: CM Hew D Gill	161
Influence of Aggression Management Program in Reducing Aggressive Behavior of Filipino Children in Conflict with the Law (CICL)	
By: Consuelo Oliveros-Peralta and Jemerson N. Dominguez	181
The Application of Neuroscience in Early Childhood Education	
By: Desni Yuniarni	200
Bullies in School: How Does Their Social Information Processing Work?	
By: Dina Argitha et al.	208
The Relationship of Self-Esteem, Parents' Ethnic Socialization on Ethnic Identity Development of Java's Children	
By: Dyan Evita Santi	217
The role of identity in well-being and life engagement	
By: Elizaveta Berezina and C M Hew D Gill	235
Business Success Among Javanese Women Entrepreneurs	
By: Erita Yuliasesti Diah Sari	255
Social Media Engagement and Self-Regulated Learning of University Students	
By: Ermida Simanjuntak	271
Assertiveness Training for Support Quality of Work Life (QWL)	
By: Fajrin Intan Malikal Bulgis et al.	280
Meaning in Life and Proactive Coping: Two Meaningful Variables Related with Academic Stress Among College Student	
By: Fani Eka Nurtjahjo et al.	284
Career Path System for Supporting Quality of Work Life (QWL)	
By: Firlia Candra Kartika et al.	301
The Relationship between Attitudes about Husbands Violence Against Wives on Attribution Error to Victim of Domestic Violence	
By: Geby Chyntia Irwan et al.	306

Making Meaning, Making Change: A Case Study of Women Social Entrepreneurs' Trajectory from Personal Narrative to Community Development	
By: Gita Widya Laksmi Soerjoatmodjo	321
The Effectiveness of Basic Counselling Skills Training	
By: Hellya Agustina	335
The Role of Talent Management in Enhancing Job Satisfaction, Commitment, and Work Engagement of Generation Y Employees	
By: Ike Agustina and Nabila Ayu Gumilang	353
Prosocial behavior on commuterline passengers: Personality do matters	
By: Intaglia Harsanti and Asri Puspaningsih	368
Community Psychology: Breakthrough Indonesia Free Prisoner's Stocks	
By: Iqlima Pratiwi et al.	378
Manifestation of The Psychological Effects of Alcoholic Parents and Coping Strategies of Their Children	
By: Jacqueline Joy Ancheta Lising	383
How to Improve the Elderly's Psychological Well-Being? Community-Based in Implementing the six PWB's Modules	
By: Jatie K. Pudjibudojo et al.	405
Personology of Children in Conflict with the Law (CICL)	
By: Jemerson N. Dominguez	419
From One Kapwa to Another: Exploring the Giver's Experience and Feelings of Generosity	
By: Jennifer Evangelista	440
The Dynamics of White-Collar Crime	
By: Kalista and Fathul Himam	465
The Social Cognitive Model of Smoking Initiation Prevention in Adolescents	
By: Kamsih Astuti and Kondang Budiyani	480
Mindfulness and Well-Being in a Filipino College Sample	
By: Karina Therese Galang Fernandez et al.	494
Satisfaction of Basic Psychological Needs as a Mediator of the Relationship between Student's Perception of Meaning Support in Learning and Student Engagement	

By: Linda Primana et al.	507
Assertive Training on Company Employees CV X	
By: Luh Putu Ratih Andhini and Ni Made Sintya Noviana Utami	526
Correlation Between Work Family Conflict Self-Efficacy, Supervisor Support and Spouse Support with Work Family Enrichment on Female Worker in Tourism Sector	
By: Luh Putu Ratih Andhini and Artiawati	533
How People in Denpasar View Health Services and Officer in The Community?	
By: Made Diah Lestari et al.	540
The Relevance and Effectiveness of Social Skill and Autonomy Training for Young Adult with Autism for Support in Daily Livivng: A Description of Single Case Study	
By: Markus Nanang Irawan Budi Susilo and Indahjanti Sutanto	551
Sibling Relationship Quality among Out-of-State-Students at Faculty of Psychology Universitas Padjadjaran	
By: Maryam Nisywa et al.	557
Analysing Internet Addiction and its Psychological Risk (Depression, Anxiety, Strerss, and Loneliness) Among Undergraduate Students of UIN Malang	
By: Mely Santoso et al.	564
The Development of Learning Module of <i>Differentiated Instruction</i> Towards the Students with Special Needs in the Inclusive School, Yogyakarta City	
By: Mira Aliza Rachmawati et al.	577
Does Completing A Course of Family Developmental Psychology Influence Young Adult Perceptions of Marriage Readiness? Yes, It Does!	
By: Natasha Christy et al.	590
Psychology of Service in Terms of Standard Operating Procedures, Training and Career Development at CS Hotel in Ubud	
By: Ni Desak Made Santi Diwyarthi	601
Subjective Well-Being Elderly People in Panti Werdha	
By: Ni Made Sintya Noviana Utami and Luh Putu Ratih Andhini	608
Development Path of Culture Shock Theories	

By: Nidya Dudija	613
Item Analysis of Creativity Tests in the Field of Architecture: Quantitative and Qualitative Evidence in Test Development	
By: Niken Titi Pratitis and Urip Purwono	625
The Role of Colectivism Culture in Enterpreneurs Orientation of Dayak Tribe	
By: Nuraida Wahyu Sulistyani and Fendy Suhariadi	636
Application of Self-Regulation Empowerment Program (SREP) to Enhance Self-Regulated Learning And Achievement In Mathematics For Student With Underachievement In Middle School	
By: Putu Widiastiti Giri et al.	644
Construction and Validity of Psychoeducational Module for Parents about Sexual Education for Children with Autism Spectrum Disorders	
By: Rahma Kusumandari and Amherstia Pasca Rina	668
Language Switching Cost among Javanese-Indonesian Bilinguals	
By: Ratih Manggarsari and Margaretha	683
Social Entrepreneur’s Motivations: Case Study in Bandung, Indonesia	
By: Rayi Noormega and Yus Nugraha	697
The Influence of Religiosity towards Premarital Sex among Adolescents	
By: Refil Laurensia Better and Clara R.P. Ajisuksmo	708
The Influence of Personality Traits with The Tendency To Conduct Altruism Behavior of AIDS Patients In Communities In South Kalimantan	
By: Rendy Alfiannoor Achmad	726
The Effectiveness of Emotional Freedom Technique and Therapeutic Communication to Reduce the Anxiety in Female Cervix Cancer Patients	
By: Retno Indaryati et al.	737
Correlation Between Interpersonal Communication Skills with Conflict in Dating Relationship at Faculty of Educational Psychology, State University of Malang	
By: Rizka Fibria Nugrahani et al.	751
Training Coaching & Counseling to Support Quality of Work Life (QWL) on PT. X.	

By: Rizky Amelia et al.	761
Description of Mastery Oriented Students in Junior High School Students Living in Kiram Atas Village, Banjar District of South Kalimantan	
By: Rusdi Rusli and Cahaya Kamilah	768
Case Study About Description of Impulsive Buying as Consumen Behaviour Of Student In Economics Faculty LambungMangkurat University Banjarmasin	
By: Rusdi Rusli and Gusti Medinda Ridha Puteri	783
Inhibitory Control and Role of Sex	
By: Satrio Priyo Adi et al.	796
Religious Tolerance and Perceived In-group Superiority of College Students In A Post Conflict Area in Indonesia	
By: Sherly Saragih Turnip and Lerivia Maharani	808
The Psycometric Analysis of Indonesian Happiness Scale	
By: Sofa Amalia	821
Description of Stress and Its Impact on College Student	
By: Sugiarti A. Musabiq and Isqi Karimah	832
The Power of Gratitude in Indonesia: Does Prosocial Behavior and Social Support Contribute to Gratitude?	
By: Taufik Akbar Rizqi Yunanto	841
Entrepreneurship Motivation of Riau Malay People	
By: Tengku Nila Fadhlia and T. Nindya Eka P. N	852
Peaceful Heart in Students of Hijrah Community viewed from Taubat and Forgiveness	
By: Tia Prasyatiani et al.	865
The Influence of Growth Mindset and Emotional Intelligence on Work Achievment of Lectures in Mercu Buana University	
By: Tika Bisono et al.	878
Traumatic Stress on Police: Marital Status and Thinking About Suicide Ideation	
By: Tugimin Supriyadi and Erik Saut H Hutahaean	901
Employee’s Voice Behavior: A Literature Review and Conceptual Development	
By: Unika Prihatsanti et al.	909

The Influence of Personal Factors and Family Involvement on Career Adaptability among 9th Grade Students in Indonesia

By: Wahyu Indianti and Airin Yustikarini Saleh 924

Perceived Needs of Employee Counseling Among University Staff

By: Yulianti Dwi Astuti 936

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, simultaneous 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 Procedures 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 procedure 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 psychological 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 Procedure in Systematic of Work.

Work Systematic at CS Hotel in Ubud, there is no standard operating procedures, 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, ceiling of the kitchen, slippery floors, drainage system, lack of air circulation for kitchens pastry and bakery.

References

Bagyono. (2006). *Teori dan praktek hotel front office*. Bandung: Alfabeta

Bianca, A., Putri B. K., & Shanti K. A., (2013). Pengaruh motivasi, pengembangan karir, dan kepuasan kerja terhadap kinerja karyawan. *Jurnal Teknik Industri*, Vo.1, No. 4,

- Fadli, M. (2015). Pengaruh pelatihan terhadap kinerja karyawan grand cempaka resort & convention bogor. *E-Journal FE Univ. Pakuan Bogor*.
- Gumilang, I. (2010). Hubungan antara kepuasan kerja dengan produktivitas karyawan di hotel bidakara jakarta. *Jurnal Ilmiah Perhotelan Pesona Hospitality*. Vo. 3. No. 1. Januari 2010. Yogya.
- Hasan, I. (2012). *Pokok-pokok materi metodologi penelitian dan aplikasinya*. Jakarta: Ghalia Indonesia
- Hasibuan. (2007). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara
- Januraga, A. (1987). *Penerimaan tamu*. Nusa Dua: STP Nusa Dua Bali.
- Jonathan, C.W. (2012). Pengaruh pelatihan terhadap peningkatan kinerja karyawan (studi pada karyawan hotel klub bunga butik resort batu malang). *Skripsi Jurusan Manajemen FE UM. Malang*
- Kasavana, L. (1981). *Managing front office operations*. Sixth Edition. United States of America: AH & LA.
- Kumara, I. W. S. E., Utama, I. W. M. (2016). Pengaruh pelatihan terhadap peningkatan kinerja karyawan dengan mediasi kepemimpinan pada hotel satriya cottages kuta. *E-Journal Manajemen UNUD. Vol. 5. No. 3. 2016*.
- Marlon, G.P. (2016). Pengaruh motivasi kerja terhadap kinerja karyawan. *Skripsi tidak diterbitkan*. Denpasar: STPNB.
- Santoso. (2012). Tinjauan hotel butik. *Jurnal Perhotelan*. Yogyakarta: Universitas Atma Jaya Yogyakarta
- Saydam, G. (2006). *Manajemen sumber daya manusia*. Djambatan, Jakarta
- Sedarmayanti & Hidayat S. (2002). *Metodologi Penelitian*. Jakarta: Mandar Maju
- Setyawan, H., & Wijayanti, A. (2014). Standar operasional reservation section di hotel cakra kembang yogyakarta. *Jurnal Ilmiah Perhotelan Pesona Hospitality*. Vo. 3. No. 1. Januari 2010. Yogya.
- Siagian, S. P. (2005). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara
- Sujatha, D.K. (2011). *Operasional Kantor Depan*. Nusa Dua: STP Nusa Dua Bali.
- Suryani, M. (2016). Analisis indikator yang mempengaruhi disiplin kerja karyawan hotel di Nusa Dua. *Skripsi tidak diterbitkan*. Denpasar: STPNB.
- Tiitrokusumo. Stephanie & Tumbelaka. M. (2015). Standar operasional prosedur hotel satelit

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

- Widodo, & Suparno, E. (2015). *Manajemen pengembangan sumber daya manusia*. Yogyakarta: Pustaka Pelajar
- Wirartha, I.M.. (2006). *Pedoman penulisan usulan penelitian, Skripsi, dan Tesis*. Yogyakarta: ANDI.
- Yulianti, E. (2015). Pengaruh pelatihan terhadap kinerja karyawan grand fatma hotel di tenggarong kutai kartanegara. *E-Journal Administrasi Bisnis. Fisip Unmul*. Menjelaskan bahwa terdapat pengaruh signifikan antara pelatihan terhadap kinerja karyawan Grand Fatma Hotel di Tenggarong Kutai Kartanegara.

Daftar Artikel yang Direkomendasikan di Lima Jurnal

No	Judul Artikel	Submitter/Name	Status
1	Bisakah Aku Kelihatan Seperti Dia?: Citra Tubuh Remaja Perempuan Pengguna Media Sosial	Monique Sukamto	MAKARA
2	Comparison of Marital Satisfaction By Couples Types in Arranged (Ta'aruf) Married Couple (Perbandingan Kepuasan Pernikahan Berdasarkan Tipe Pasangan pada Pasangan yang Menikah Melalui Ta'aruf)	Shahnaz Safitri	HUMANITAS
3	Conflict Resolution in Commuter-Dual Earner Marriage/Resolusi Konflik Perkawinan Komuter-Dual Earner	Soerjantini Rahaju	UGM
4	Facial Action Unit for Lie Detector	Ananta Yudianto	UGM
5	Faktor-Faktor yang Mempengaruhi Grit pada Lulusan Perguruan Tinggi dengan Predikat Cumlaude	Saddam Wijaya	Jurnal Psikologi - UNDIP
6	Gambaran Parental Mediation pada Siswa SMP	Weny Pandia	ANIMA
7	Hubungan Antara Hope Dengan Makna Hidup Pada Mahasiswa	Elizabeth Sherley	ANIMA
8	KEHIDUPAN PEREMPUAN PENYINTAS KEKERASAN DALAM RUMAH TANGGA PASCA TERMINASI LAYANAN DI PUSAT PELAYANAN TERPADU PERLINDUNGAN PEREMPUAN DAN ANAK ACEH (STUDI DESKRIPTIF)	Haiyun Nisa	HUMANITAS
9	Kepuasan Perkawinan Pasangan Suami Isteri: Ditinjau dari Mindfull dan Gaya Komunikasi	Hally Weliangan	Jurnal Psikologi - UNDIP
10	Kesejahteraan Psikologis pada Siswa Kelas Unggulan SMA di Lampung Ditinjau dari Dukungan Sosial Teman Sebaya dan Efikasi Diri Akademik	Nadhila Safitri	ANIMA
11	Kesiapan Menikah : Kriteria Penting pada Emerging Adulthood	Nurlita Endah Karunia dan Soerjantini Rahaju	UGM
12	Keterampilan Happiness untuk Kehidupan yang Bahagia: Menyelisik Peranan Kebahagiaan, Regulasi Emosi, dan Resiliensi Pada Masyarakat Indonesia	Taufik Yunanto	ANIMA
13	Motivasi dan Strategi Belajar pada Mahasiswa Baru angkatan 2017 Fakultas Psikologi Universitas Padjadjaran	Gianto Raymond Hia	ANIMA
14	Musik Sebagai Komponen Regulasi Emosi ABK (Music as a Component of Emotional Regulation in Children with Special Needs)	Mary Philia Elisabeth	ANIMA
15	Parasocial Interaction Among Young Adult Female Korean Drama Fans	Bernadeta Meidy Setya Putri	ANIMA
16	PEMODELAN FAKTOR YANG MEMENGARUHI KETIDAKJUJURAN AKADEMIK	Fayna Faradina	MAKARA
17	Penerapan Social Stories dalam Meningkatkan Keterampilan Sosial pada Remaja Intellectual Disability - Mild	Hertha Christabelle Hambalie	ANIMA
18	PENGARUH MOTIVASI INTRINSIK DAN KEPEMIMPINAN AKADEMIK KI HAJAR DEWANTARA TERHADAP PRESTASI KERJA DOSEN DI UNIVERSITAS MERCU BUANA	Hanna Asma Syahidah Antonius Dieben Robinson Manurung	HUMANITAS

No	Judul Artikel	Submitter/Name	Status
19	PENGARUH PSYCHOLOGICAL WELL - BEING TERHADAP KUALITAS PEMBELAJARAN MAHASISWA UNIVERSITAS MERCU BUANA	Raden Mutiara Puspa Wijaya	ANIMA
20	Pengaruh Work-Family Conflict Dan Workplace Spirituality Terhadap Organizational Citizenship Behavior Pada Guru Sekolah X	Amy Mardhatillah	HUMANITAS
21	Peran Orientasi Budaya Terhadap Pembentukan Identitas Remaja	Darmawan Muttaqin	MAKARA
22	Perbedaan Mediated Learning Experience (MLE) Ayah-Ibu Berdasarkan Tipe Situasi Bermain	Gracia Hanna Indra	Jurnal Psikologi - UNDIP
23	Perbedaan Rasa Kesepian Berdasarkan Gender pada Remaja di Jakarta	Komang Bara Wedaloka	HUMANITAS
24	RASA AMAN PEREMPUAN DALAM BEKERJA Kajian Eksploratif pada Pekerja Perempuan Saat Menjalankan Peran Maternitasnya	Tellma Monna Tiwa	Jurnal Psikologi - UNDIP
25	Studi Mengenai Kontribusi Determinan Intensi terhadap Intensi Online Infidelity pada Istri yang Berselingkuh	Mindy Maghfira	HUMANITAS
26	The influence of Ambivalence Sexism and Victim Blaming on the Perception of Dating Violence Victims (Pengaruh Seksisme Ambivalen dan Atribusi Kesalahan pada Korban terhadap Persepsi pada Korban Kekerasan Dalam Pacaran)	Daniar Bella Amandasari	ANIMA
27	The Role of Wisdom in Elderly's Life Satisfaction	Aisah Indati	Jurnal Psikologi - UNDIP
28	Validasi Struktural Skala Regulasi Emosi melalui Dua Metode: Analisis Jaringan sebagai alternatif dari Analisis Faktor Konfirmatori	Christiany Suwartono	ANIMA
29	WOMEN DECISION MAKING TO BECOME AN EDUCATIONAL VOLUNTEER: A LIFE HISTORY STUDY (Pengambilan Keputusan Perempuan menjadi Relawan Pendidikan: Sebuah Life History)	Afranisa Afranisa	Jurnal Psikologi - UNDIP

Daftar Artikel yang Direkomendasikan di Jurnal Mitra Publikasi HIMPSI

No	Judul Artikel	Submitter/Name
01	Analisis Teori Perkembangan Remaja terhadap Bela Negara di Indonesia	Firda Nur Isnaini Fajri Hassan Susanto
02	Bentuk kebersyukuran siswa smp (sekolah menengah pertama)	Indarto Imam
03	Case study on burden and acceptance in caregivers of patients with hebephrenic schizophrenia	Evy Sulfiani Komala
04	Dampak Kualitas Tidur terhadap Kesejahteraan pada Karyawan Urban	Sali Asih
05	Dampak pola kelekatan cemas ambivalen terhadap anak-anak korban kekerasan seksual di karawang	Cempaka Putrie Dimala
06	Descriptive Study of Psychological Capital on Emergency Nurses in Duty at Dustira Hospital	Nurul Mauliddinia
07	Dinamika psikologis penerimaan diri pada pasien paska stroke dengan gejala sisa	Alif Rodhiana
08	Faktor Orangtua dalam Early Sexual Intercourse pada Remaja Tengah	Rahmi Lubis
09	Faktor-faktor yang mempengaruhi resiliensi ibu rumah tangga sebagai orang dengan HIV AIDS	Nofrans Eka Saputra
10	Gambaran disonansi kognitif pada wanita pecandu pornografi	Rendy Alfiannoor Achmad
11	Gambaran peran orangtua dalam proses belajar anak dengan gangguan disleksia	Marina Dwi Mayangsari
12	Gambaran Proses Memaafkan Remaja yang Orang Tuanya Bercerai	Ariadne A. Trianggono
13	Gambaran Self Efficacy pada Siswa SMA Y yang Menjalani Program Konselor Sebaya	Denrich Suryadi
14	Gemilang (generasi milenial cemerlang): sarana pengembangan diri pada generasi milenial dalam mewujudkan indonesia emas 2045	Viona Mutia Kanza
15	Hope pada pasien hemodialisa	Khairatun Nisak
16	Hubungan antara distress dengan prokrastinasi akademik pada mahasiswa psikologi untag surabaya yang bekerja	Isrida Yul Arifiana
17	Hubungan antara hope dengan optimism pada mahasiswa	Ingrid Lidiany Katiandagho
18	Hubungan antara hope dengan self-efficacy pada mahasiswa	Rizka Satyadi
19	Hubungan antara Keterikatan Karyawan dengan Kesejahteraan Psikologis pada Perawat RSUDZA Banda Aceh	Anis Azka
20	Hubungan Hope dengan Indeks Prestasi Akademik pada mahasiswa	Alfani

No	Judul Artikel	Submitter/Name
21	Hubungan Kecerdasan Emosional dan Dukungan Sosial dengan Kebermaknaan Hidup Remaja di Panti Asuhan Al-Jam'iyatul Washliyah	Zura Ida
22	Hubungan Motivasi Kerja dengan Work Engagement di Tinjau dari Urutan Kelahiran Pada Karyawan di Perusahaan	Mutiara Mirah Yunita
23	Hubungan Perspektif Waktu dengan Intensi Membuang Sampah pada Tempatnya pada Warga DKI Jakarta Timur	Linda
24	Hubungan Prokrastinasi Akademik dengan Prestasi Belajar pada Mahasiswa Fakultas Psikologi Universitas Potensi Utama	Zura Ida
25	Hubungan workplace well-being dengan work engagement pada karyawan divisi air limbah di PDAM Tirtawening Kota Bandung	Zilan A. Permana
26	Kepribadian dan kecemasan dalam perubahan sistem pemerintahan	Moses Glorino R. Pandin
27	Kesejahteraan psikologis pegawai pada aparat sipil negara	Risana Rachmatan
28	Kesejahteraan subjektif pekerja kontrak (pkwt) di kota manado, sulawesi utara	Marsael Michael Sengkey
29	Makna sosial pernikahan antar kerabat di kultur madura	Nur Halimah
30	Manage emotions: expressive writing therapy on women living with hiv/aids	Maulida Edlin Pratiwi
31	Mengetahui penyebab masalah kesulitan belajar kategori underachiever	Muhamad Kaisar
32	Meningkatkan komunikasi efektif antar generasi berdasarkan nilai menghargai, toleransi dan kepedulian	Karsiyati Asih
33	Operational Prochedure Standard, Training and Career Development at CS Hotel in Ubud	Santi Diwyarthi
34	Pelatihan Resiliensi untuk Meningkatkan Keterikatan Kerja	Kuncoro Dewi Rahmawati
35	Pembentukan identitas etnis tionghoa pada remaja sma di surabaya	Fandy Maramis
36	Pengaruh Dukungan Sosial Terhadap Kebermaknaan Hidup pada Narapidana Lembaga Pemasyarakatan Kelas IIA Salemba	Imaniar Putri
37	Pengaruh kecemasan sosial terhadap ketergantungan pada media sosial di kalangan mahasiswa UIN Sunan Gunung Djati Bandung	Fatih Azka
38	Pengaruh mindfulness-based cognitive therapy terhadap penurunan kecemasan sosial pada mahasiswa kedokteran	Oka Ivan Robiyanto
39	Pengaruh Perceived Organizational Support dan Self-Monitoring terhadap Organizational Citizenship Behavior pada Karyawan BPBD Jawa Barat	Asep Ridwan Nugraha
40	Pengaruh work-family conflict terhadap work-life balance pada prajurit wanita tni-al di surabaya	Tuti Masita
41	Penggunaan Telepon Pintar pada Mahasiswa	Pinkan Margaretha Indira
42	Peran orang tua dalam meningkatkan kreativitas anak	Agus Indrian

No	Judul Artikel	Submitter/Name
43	Peran psikologi positif dalam pengembangan strategi bisnis dan pelayanan psikologi refleksi pengalaman mengembangkan pusat layanan psikologi pradnyagama bali	Retno Kusuma
44	Perbedaan Self-Esteem pada Remaja Putra dan Remaja Putri Ditinjau Dari Penerapan Solution-Focused Brief Group Therapy (SFBGT)	Margaret Khoman
45	Pola adaptasi mantan narapidana di masyarakat	Ahmad Mubashir
46	Pola dan faktor-faktor perilaku cheating (mencontek) dalam ujian akhir semester	Faqih Sholahudin
47	Pola interaksi siswa berkebutuhan khusus-reguler pada sekolah inklusi	Nur Suci Utami
48	Program i'm deaf, i can do everything dan efikasi diri dalam pengambilan keputusan karier pada siswa tuli slbn "x" bantul	Sumedi Nugraha
49	Proses resiliensi ayah tunggal yang memiliki remaja autisme	Jannes Dinda Tricia
50	Psychological Well Being (PWB) Pada Pasien Gagal Ginjal Kronis Yang Menjalani Proses Hemodialisis di RSUD Prof. Dr. W.Z. Johannes Kupang	Rizky Pradita Manafe
51	Psychological well being pada remaja cerdas istimewa	Inka Sukma Melati
52	Psychological well being remaja santriwati hafidzah qur'an	Puji Ika Rahayu
53	Psychotelling: tokoh fauna endemik borneo sebagai inovasi pengembangan keterampilan sosial anak prasekolah	Novia Satya Ariyanti
54	School refusal pada siswa kelas 1 di sekolah international sidoarjo	Bintari Ayuningrum
55	Solution-Focused Brief Group Therapy untuk Meningkatkan Self-Esteem pada Remaja Putra di Panti Asuhan X Jakarta	Agustina Agustina
56	Strategi Mencegah Bullying di SMA	Ahmad Mubashir
57	Strategi mengatasi tindakan perundungan (bullying) di kalangan siswa SLTA	Dini Sudjiyanti
58	Strategi pembelajaran entrepreneurship keturunan madura di surabaya	Candra Murni
59	Telaah literatur pengambilan keputusan etis: 2008-2018 (literature review of ethical decision making: 2008-2018). Faktor-faktor pengambilan keputusan etis	Vemita Sinantia
60	The Behavior Using Personal Protective Safety Equipment In Terms Of An Attitude Toward The Occupational Health And Safety (Perilaku Penggunaan Alat Pelindung Diri dan Sikap Terhadap Keselamatan dan Kesehatan Kerja)	Rani Rengganis
61	The Impact of Local Government Transformation Bureaucracy System towards Psychological Anxiety and Personality (KEPRIBADIAN DAN KECEMASAN DALAM PERUBAHAN SISTEM PEMERINTAHAN)	Sri dan Moses Glorino R. Pandin
62	The Relationship Between Psychological Safety and Organizational Innovation in the Retail Business Company in Indonesia	Stefanus Wibawa
63	Upaya mengembangkan kecerdasan emosional pada remaja melalui kegiatan ekstrakurikuler service learning	Viona Mutia Kanza