

FINAL PAPER

**THE EFFECT OF CONFLICTS AND THE QUALITY OF
WORK LIFE TOWARDS EMPLOYEE TURNOVER
INTENTIONS IN HOTELS**

Submitted as a final requirement to obtain the degree of *Sarjana Ekonomi Strata Satu*

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2016



UNIVERSITAS PELITA HARAPAN SURABAYA
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TOWARDS EMPLOYEE TURNOVER INTENTIONS IN HOTELS

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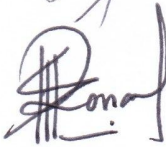

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ABSTRACT

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THE EFFECT OF CONFLICTS AND THE QUALITY OF WORK LIFE TOWARDS EMPLOYEE TURNOVER INTENTIONS IN HOTELS

(xiv + 75 pages; 20 tables; 12 figures; 4 appendices)

The hospitality industry, especially hotel, is characterized by long working days, working long hours, low job security, a high need for coordination with others and shift work at irregular hours. The irregular working hours can have negative outcomes resulting in work-life balance. Thus, this encouraged the researcher to identify the effect of Work Conflicts, Work-Family Conflict, and the Quality of Work Life towards employee's Turnover Intentions in hotel industry.

One hundred thirty-four respondents were given a questionnaire using a six point Likert Scale. Five hypotheses were analyzed using the simple and multiple regression models. The study shows the significant and non-significant result among Work Conflict, Work-Family Conflict, and Quality of Work Life towards Turnover Intention.

The research finding revealed that the hotel's management must work extensively to reduce their employees' turnover intentions by having a clear schedule of working overtime to maintain the Work-Family Conflict and applying the participative management to increasing the employees' Quality of Work Life.

Keywords: Hotel, Work Conflict, Work-Family Conflict, Quality of Work Life, Turnover Intention.

References: 64 (1964 – 2011)

ACKNOWLEDGEMENT

First of all, thank God for the opportunity to be one of the student in Universitas Pelita Harapan Surabaya. With HIS guidance, strength, blessing, and capability pass the study process especially in the finished research paper entitled: **“THE EFFECT OF CONFLICTS AND THE QUALITY OF WORK LIFE TOWARDS EMPLOYEE TURNOVER INTENTIONS IN HOTELS”** as a requirement to achieve a Bachelor’s degree in Economy majoring in International Business Management in the Faculty of Business School of Universitas Pelita Harapan Surabaya.

The author would like to take this give immeasurable appreciation and deepest gratitude for the help and support are extended to the following persons/institutions who in one way or another have contributed in making this study possible.

1. Dr. Ronald S., S.T., M.M. as the Vice Rector, Dean, and one of the panelists for giving an opportunity to the author to conduct this research, advices and comments which enable the author to learn more and improve.
2. Hastuti Naibaho, S.E., M.Si as the Thesis Advisor for the priceless guidance, meaningful advices, encouragement during the whole process of the thesis completion.
3. Oliandes Sondakh, S.E., M.M. as the Co Advisor and Academic Advisor of International Business Management batch 06 who had provided motivation, direction, priceless guidance and patience in checking every single mistake of the paper and advises during the whole process and completion of this research.
4. Yanuar Dananjaya, B.Sc., M.M. as the Second Thesis Advisor and one of the panelists for supporting and comments that enable the author to learn more and improve.
5. Mr. Sayogya Utama and Mrs. Eki Harindyah Noerrachmie, as the author’s parents who always give an unconditional love, support and pray. Thank you for being my role model. Thank you for being my best parents ever.

6. All the Lecturers and Staffs in Universitas Pelita Harapan Surabaya, who had shared knowledge and provided unlimited helps for the author.
7. Eurika Jevani Pongai, Vicha Angellady, and Jessica Pulumodoyo. My crazy unbiological sisters, damn cool best friends, playmates, or whatever it is. I'm so blessed to have you girls. Thank you for your caring and love for me. Thank you for making my life more colorful with laughter and tears. I love you girls, I mean it. See you on top with pretty kebaya :)
8. Mishael Octaviany Jireh, Velly Riyanto, and Iin Yuliana. My long apart unbiological sisters, damn cool best friends, my soon to be doctor, and my two best chef. Thank you for every single memory. Thank you for the prayer and support for me. Thank you for everything. I miss you girls :)
9. My beloved High School mates: Yubelia, Helen, Ligo, Desy, Lung, Evel, Yepsa, Bebet, Patt, Merry, Fenny, Ervina, and many more that I couldn't mention one by one. Thank you for taking a part of my life. Thank you for the unforgettable memory while we're still alay. Thank you for supporting me and praying for me. Go get your bachelor degree soon girls :)
10. Rivaldo Haryo Prakoso. Thank you for making time for me and spending time with me when I got too stressed out. Thanks for accompanying me and doing our final papers together. You motivated me and encouraged me to do better.
11. All the member of DUMEN 727. Thank you for cheering up when the author stressed out and becoming such a great supporting team when I got stuck during the hard times.
12. IBM batch 06 (2013): Pooja, Chely, Kelvin, David, Jason, Wylie, Mark, Christopher, and Fifi, as the author's classmates since the beginning of entering UPH Surabaya. You guys are awesome. Thanks a lot for this 3 years of friendship and unforgettable moments we had done these past few years. See you guys all on top.
13. Paduan Suara UPHS. Thank you for the unforgettable memories you guys have created for me.
14. All the member of GSM Samuel and Pemuda Efrata. Thank you for the support and each prays for the author.

15. Respondents who had kindly and cooperatively answer the questionnaire.
16. Other parties that being involved in the writings of this thesis.

Although this thesis is still far from being perfect, but the author believes that this thesis will be useful for future usage. As the thesis is completed with the effort and love from all the parties who involved in the preparation stage as mentioned before, to them, the author dedicates this final paper.

Surabaya, September 15, 2016

Gracia Novika Mustika Utami

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