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STUDY OF ATTITUDES OF HUMAN RESOURCES DEPARTMENT (HRD)
MANAGERS ON WORKERS WITH DISABILITIES IN STAR HOTELS IN
THE NUSA DUA, BALI

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ABSTRACT

This study aims to describe the characteristics of workers with disabilities, participation patterns, and motivating and inhibiting factors for workers with disabilities who are employed at five-star hotels in Nusa Dua, Bali. According to this article structures, this research employs a qualitative methodology. This study collects data through observation, interviews, and reviewing the relevant literature and the findings are presented in a narrative manner in the discussion section. The results of this study indicate that the Human Resources departments of five-star hotels in the Nusa Dua area of Bali do not provide special treatment for disabled employees, beginning with hiring, selection, and compensation. However, they are typically assigned positions that do not require direct interaction with tourists. Furthermore, characteristics of workers with disabilities in the hotel industry in the Nusa Dua-Bali Tourism Area are still dominated by men of productive age with outsourcing status. Due to legal regulations and government incentives, five-star hotels in Denpasar City are open to employing people with disabilities. However, the degree of disability of people with disabilities, a lack of education, poverty, and family and community attitudes that continue to discriminate against people with disabilities are obstacles for workers with disabilities in the hotel industry.

INTRODUCTION

Nusa Dua is a region in the southern part of the island of Bali, specifically in the South Kuta District of the Badung Regency. Because of tourism, the Nusa Dua region has developed. The rapid growth of tourism is evidenced by the number of five-star hotels and villas. Tourism development in this region is

accompanied by an influx of domestic and international tourists. In addition, the community of job seekers contributes to the growth of tourism in this region. According to monograph information from Benoa Village (2014: 11), the Nusa Dua region is home to approximately 39 hotels, 11 motels, 20 restaurants, three inns, three recreation areas, and one historical museum.

What about people with special needs (disabled)? Are they unfit and unable to work in hotels? Do they lack skills or have other issues? Following the mandates of Law No. 8 of 2016 regarding disability and Government Regulation No. 43 of 1998 regarding efforts to improve social welfare for persons with disabilities, equality in providing opportunities is required to provide space and avoid discrimination against individuals with disabilities. It is hoped that parties involved in the hospitality industry, particularly five-star hotels in the Nusa Dua Bali Tourism Area, will offer employment opportunities to people with special needs (disability) based on their respective levels of disability and expertise. This research will emphasize the extent to which the hospitality industry management and workforce with disabilities provide space for people with special needs/disabilities so that there are no gaps and discrimination in the hospitality industry. Based on the background of the problems that have been stated above, the formulation of the research problem, among others, is about the characteristics of the disabled workforce in the hospitality industry in the Nusa Dua-Bali Tourism Area. The other problems raised in this study are regarding the pattern of participation of workers with disabilities in the Nusa Dua-Bali Tourism Area hotel industry and the factors that encourage and discourage workers with disabilities in the Nusa Dua-Bali Tourism Area from participating in the hospitality industry.

LITERATURE REVIEWS

Review on Participation

Social Participation, as defined by the Dictionary of Sociology, is a condition in which a person feels together with others due to social interaction. In addition, participation can also be interpreted as the degree to which subordinates are permitted to choose their manner of proper conduct.

Participation is defined as the mental and emotional involvement of a person in a group situation that encourages him to contribute to group goals and share responsibility for them, according to Keith Davis's "Human Relational Work" (1990). Involvement of a person's mind and emotions in a group situation motivate them to contribute to the group's efforts to achieve goals and assume responsibility for the business at hand.

Participation is derived from the English word participation, which means to participate. The participant is interpreted as "taking part or commonly referred to as participation in everyday language." Participation is frequently referred to in its entirety as participation or participation in certain activities. Participation is defined by Keith Davis (in Reksopoetranto, 1992, p. 13) as "a person's mental/thought and emotional/feeling involvement in a group situation that encourages him to contribute to the group's effort to achieve goals and

responsibility for efforts to achieve the goals concerned.”

Review of Persons with Disabilities

The term disabled person is no longer used because it is discriminatory toward individuals with disabilities. Since March 29, 2010, the term impairment has been replaced with disability. Disability encompasses interference, activity restrictions, and participation limitations. Based on its origin, the word disability consists of two words: DIS and ABILITY. The term DIS describes a condition that is the antonym of the word preceding it, while ABILITY refers to capability. Therefore, if the two words DIS and ABILITY are connected, they have the opposite meaning, namely inability (DIS) from the condition of being able (ABILITY). Therefore, disability is the condition of a person unable to perform a task typically performed by others (Palupi 2014: 20-22). In the English language, “disabled” refers to people with different abilities or who have different needs/limitations. “Different” means “not the same”, while “ability” is derived from the word “able,” which means “ability”. Therefore, disabled people are individuals with different abilities (Nurmayandy et al., 2014: 2). While the definition of persons with disabilities according to WHO in Lovelock (2013: 169) is as follows:

“The World Health Organization as any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for human beings. The UK disability discrimination act describes a person as someone who ‘has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.’”

(Daniel et al. 2005) “ Disability can be categorized into four types: hearing disability, sight disability, physical disability, and intelligence deficiency. The United Nations Convention on the rights of a person with disabilities states that persons with disabilities include those with ‘long-term physical, mental, intellectual or sensory impairments which in various social barriers on an equal basis with others’” Lovelock (2013:169).

Based on several explanations of persons with disabilities, it can be concluded that persons with disabilities have difficulty performing daily activities due to physical or non-physical deficiencies of an innate nature or due to an event, tragedy, or disaster that causes them to have limb defects.

RESEARCH METHODS

Research Location

Nusa Dua-Bali Tourism Area is the research location that is the central focus of the subject of study. Numerous five-star hotels and resorts constitute this area’s exclusive tourism development district.

Research Variables

- a. The characteristics of workers with disabilities in this study emphasize more aspects of socio-demographic characteristics (gender, age, education, type of disability, etc.).
- b. Participation in this research is the mental, emotional, physical, and non-physical involvement of workers with disabilities in the participation room as employees of five-star hotels in the Nusa Dua region of Bali. Passive participation, participation by providing information, participation through consultation, participation in exchange for material incentives, functional participation, interactive participation, and independent participation are the variables of the typology of participation.
- c. This study's driving and inhibiting factors highlight the presence or absence of factors that facilitate or impede the participation of workers with disabilities in the hotel industry in the Nusa Dua-Bali Tourism Area—considering that the Law on Persons with Disabilities has been enforced by regulation.

Data Collection Techniques

Data collection in this study was carried out through observation, structured interviews, and documentation to meet expectations according to research objectives.

Informant Determination Techniques

The selection of informants is based on specific considerations in accordance with research needs, namely:

1. HRD Managers and workers with disabilities must work in the hotel industry in the Nusa Dua-Bali area. Therefore, the determination of informants is based on the following criteria: (1) The participation pattern of workers with disabilities, as well as the factors that encourage and discourage participation;
2. (2) The procedure for obtaining informants still takes into account the context of the information extracted and the selection towards completeness of information, so unlike quantitative research, researchers are not concerned about the small number of informants (Maliki, 1999; Moleong, 1999).
3. The informants were tracked using the snowball method, beginning with the HRD Manager of the Melia Hotel, then the HRD Managers of hotels that employ workers with disabilities, workers with disabilities, and so on, until all the data were collected. The interview was finished when the information obtained was complete and, after cross-checking, tended to be accurate. Thus, the interview was concluded based on the information's depth and completeness.

DATA ANALYSIS METHODS

Descriptive qualitative research is employed because this study aims to describe in detail the characteristics, participation patterns, and motivating and inhibiting factors of workers with disabilities in the Nusa Dua-Bali Tourism Area.

The collected data were subjected to descriptive analysis, which consisted of describing and interpreting the data from the research, focusing on the characteristics of the workforce, participation patterns, and the motivating and inhibiting factors for workers with disabilities in the Nusa Dua-Bali Tourism Area. In addition, qualitative descriptive analysis was conducted with interpretation as the main pillar. The procedures are as follows:

Data Reduction.

Data reduction was carried out by selecting, centralizing, simplifying, abstracting, and transforming the raw data that emerged from the results of written notes in the field. Data reduction is an analysis to sharpen, classify, discard unnecessary, and categorize data so that final conclusions can be drawn.

Data Presentation.

The presentation of the data is done by reconstructing the data that has been reduced and presented in the form of narrative text.

Conclusions.

Conclusions are drawn by interpreting the brief contents of the discussion.

RESULTS AND DISCUSSION

The Nusa Dua Tourism Area, also known as the ITDC (Indonesia Tourism Development Corporation) area, is an excellent location for tourists who wish to stay because it offers hotels and meets their physical and spiritual needs. For instance, there is a shopping center that caters to a variety of tourist requirements. The shopping center caters to a range of tourist requirements. For example, the food court in the shopping center offers a variety of western and local cuisines. In addition, the ITDC area offers a venue for performances, children’s play areas, beaches, beautiful parks, and jogging paths, and it is even close to Pujamandala.

The ITDC area is home to 19 star hotels, including four- and five-star accommodations. Table 4.1 contains a list of hotels in the ITDC region.

Table 4.1 Names of Hotels in the ITDC Nusa Dua Area

No	Hotel Names	4-stars (****)	5-stars (*****)
1	Coutryard By Marriott		√
2	Amanusa		√
3	St. Regis		√
4	Sofitel		√

5	Nusa Dua Beach Hotel & Spa		√
6	Novotel	√	
7	Mercure	√	
8	Kayumanis Nusa Dua	√	
9	Inaya Putri Bali		√
10	Grand Whiz		√
11	Grand Hyatt		√
12	Club Med		√
13	Ayodya Resort		√
14	Awarta		√
15	Armaterra		√
16	The Westin Resort, Nusa Dua Bali		√
17	The Laguna		√
18	The Grand Bali Nusa Dua	√	
19	Melia Bali		√

Source : www.itdc.c.id, 2018

According to Table 4.1, the area offers not only 4-star hotels but also a significant number of 5-star hotels. These hotels require competent human resources or labor. The number of hotels in the hospitality industry that require employees provides opportunities for people with disabilities based on their respective skills. The following is a map depicting the number of disabled hotel workers in the ITDC region, as shown in Table 4.2 below.

Table 4.2 Number of Workers with Disabilities Working in the Hospitality Industry in the ITDC Area

No	Hotel Names	4-star (****)	5-star (*****)	Number of Workers with Disabilities (person)
1	Coutryard By Marriott		√	-
2	Amanusa		√	-
3	St. Regis		√	1
4	Sofitel		√	-
5	Nusa Dua Beach Hotel & Spa		√	5
6	Novotel	√		-
7	Mercure	√		1
8	Kayumanis Nusa Dua	√		-
9	Inaya Putri Bali		√	-
10	Grand Whiz		√	-
11	Grand Hyatt		√	-
12	Club Med		√	-
13	Ayodya Resort		√	-
14	Awarta		√	-
15	Armaterra		√	-

16	The Westin Resort, Nusa Dua Bali		√	2
17	The Laguna		√	3
18	The Grand Bali Nusa Dua	√		-
19	Melia Bali		√	7
20	Courtyard		√	-

Source: Processed Data, 2018

Based on Table 4.2, not all 4-star (****) and 5-star (*****) hotels employ workers with disabilities. For example, according to data from 20 hotels in the ITDC area, only six hotels employ employees with disabilities, namely St. Regis, Nusa Dua Beach Hotel and Spa, Mercure, The Westin Resort Nusa Dua Bali, The Laguna, and the Melia Bali hotel.

Characteristics of Workers with Disabilities in the Hospitality Industry in the ITDC Area

7 (seven) disabled individuals are employed as stewards at the Melia Bali hotel. The following describes in greater detail the characteristics of hotel workers with disabilities:

Table 4.3 Characteristics of workers with disabilities at the Melia Bali Hotel

No	Names of the Employees	Age (year)	Working Period	Worker Status
1	Agus Astawa	20	5 months	<i>Training</i>
2	Dimas Habib Adi Jiwandana	25	2 years	<i>Outsourcing</i>
3	Dewa Made Dwi Jaya Kusuma	25	3 years	<i>Outsourcing</i>
4	I Putu Ngurah Singgih Sentanu	25	3 years	<i>Outsourcing</i>
5	I Wayan Merta	33	7 years	<i>Outsourcing</i>
6	I Made Suardika	31	7 years	<i>Outsourcing</i>
7	Surya Yudistira	31	7 years	<i>Outsourcing</i>

Source: Processed data, 2018

Based on observations, the number of workers with disabilities at the Melia Hotel is seven people, dominated by productive age where the status of most of them is still outsourcing. The characteristics of workers with disabilities at the Nusa Dua Beach Hotel and Spa are almost the same as at the Melia Hotel. The details are shown in the following table:

Table 4.4 Characteristics of workers with disabilities at Nusa Dua Beach Hotel & Spa

No	Names of the Employees	Age (year)	Working Period	Worker Status
1	Nyoman Dana Tantra	37	6 months	<i>Outsourcing</i>
2	Wayan Sutantra	35	4 years	<i>Outsourcing</i>
3	Made Ratna	39	3 years	<i>Outsourcing</i>
4	Wayan Latra	42	3 years	<i>Outsourcing</i>
5	Nyoman Tanrawan	38	7 years	<i>Outsourcing</i>

Source: Processed Data, 2018

The number of workers with disabilities was also found at The Westin Resort Nusa Dua; 2 (two) workers with disabilities with outsourced status.

Table 4.5 Characteristics of workers with disabilities at The Westin Resort, Nusa Dua Bali

No	Nama Karyawan	Age (year)	Working Period	Worker Status
1	I Made Sura	39	4 years	<i>Outsourcing</i>
2	Nyoman Gunawan	35	2 years	<i>Outsourcing</i>

Source: Processed Data, 2018

The pattern of participation of workers with disabilities in the hotel industry in the Nusa Dua-Bali Tourism Area

Since 2000, the Melia Bali Hotel has employed disabled employees. There are seven disabled employees, six contract employees, and one training person. The Hotel Melia Bali already employs people with disabilities in various departments, including the laundry service. An employee with a disability is instructed to sew or repair torn or loose buttons. Additionally, deaf female employees have worked in the florist section. They were trained to arrange flowers for flower vases in the hotel lobby. Most staff working with disabilities at the Melia Hotel is contracted out. Based on an interview with Mrs. Happy, the Human Resources Manager of the Melia Bali Department, these workers with disabilities have applied for employment independently.

“So far, the disabled employees have applied to work alone without any particular group or agent in charge of them. After they are accepted for work, of course, they are given the training to know their respective job desks.”

This was also confirmed by Mrs. Mashaning as Assistant Marketing Communication Manager of Nusa Dua Beach Hotel and Spa:

“The pattern of recruitment, especially employees at the Nusa Dua Beach and Spa hotels, is open to the public, and there are no special vacancies for people

with disabilities because the hotel has predetermined standards as well as predetermined qualifications.”

In general, there is no difference in the rights of disabled employees and non-disabled employees. According to Mr. Wayan Pasek Karyana, who is familiarly called Mr. Pasek, as the Chief Steward, all rights obtained by disabled employees are the same. This is in accordance with the results of an interview with Mr. Wayan Pasek:

“All rights obtained by disabled employees are the same, for example, the right to get a day off, working hours of 8 (eight) hours a day, wages or salaries according to the District Minimum Wage (UMK), getting annual leave, the right to voice or express opinions, facilities provided by the hotel turned out to be the same as non-disabled employees, holiday allowances, transportation fees.”

The career path of workers with disabilities is identical to that of non-disabled employees, beginning with training and then being appointed as a daily worker for 3 (three) months for 3 (three) times or 9 (nine) months, after which they are promoted to contract daily workers, then to outsourcing, and finally to staff. According to information from Mrs. Happy, workers with disabilities at the Melia Hotel receive a three-month training period. If they pass, their status will be upgraded, and they will receive 1 (one) day off with 8 (eight) hours of work and 1 (one) hour of rest each day. Here is information from Mrs. Happy which states that:

“They were given a trial period (training) for three months and then became daily workers, then became daily contract workers. They are no longer contracted daily workers but have been promoted to outsourcing employees. Melia Bali sets a policy for all employees to work for 6 (six) days with 8 (eight) working hours and 1 (one) day off.”

Based on information from the HRD of the Melia Bali Hotel and the Nusa Dua Beach and Spa Hotel, the hotel has provided a flexible workplace for workers with disabilities. Most of the positions placed by workers with disabilities are placed in the back office because they can only read lips or body language, making it difficult to deal directly with guests. However, having limitations is not an excuse that the work received is slightly lighter than other non-disabled employees.

Encouraging and Inhibiting Factors in Hiring Employees with Disabilities in the Hospitality Industry in the Nusa Dua Tourism Area

Encouraging Factors

Recognition from National and Regional Laws

Law No. 4/1997, revised into Law no. 8 year 2016, concerning Persons with Disabilities, and its implementing regulations, namely Government Regulation No.43/1998 (Efforts to Improve Social Welfare for Persons

with Disabilities), are two main policies that pay attention to persons with disabilities. In addition, the form of protection for persons with disabilities in the Province of Bali is regulated in the Regional Regulation of the Bali Province Number 9 year 2015 concerning the Protection and Fulfillment of the Rights of Persons with Disabilities (hereinafter referred to as the Regional Regulation of the Bali Province Number 9 year 2015) which is translated into three which include equal opportunity, accessibility, and rehabilitation.

International Conventional Recognition

Two main instruments in international law regulate the employment rights of persons with disabilities:

The United Nations Convention on the Rights of Persons with Disabilities (2006) and its Optional Protocol are the most successful achievements for international legal instruments in the field of disability. Indonesia also ratified the UN convention in November 2011. Article 27 of the UNCRPD concerning the right to work and employment for Persons with Disabilities confirms the following:

- a) Job promotion in the private sector
- b) Ensuring proper accommodation

“Appropriate accommodation” means necessary and appropriate modifications and adjustments without placing a disproportionate or undue additional burden, if necessary, in certain cases, to ensure the comfort or implementation of all human rights and fundamental freedoms of persons with disabilities on an equal basis with those other. (Article 2 CRPD)

ILO Convention No. 159 and Recommendation No. 168 also regulates the rights of persons with disabilities. This Convention promotes:

- a) Equality of opportunity between workers with disabilities and other workers in general
- b) Equality of treatment and respect for access, property rights, and advancement in employment

1. Award from the Ministry of Manpower of the Republic of Indonesia for companies that employ workers with disabilities as the Melia Bali hotel has received for the hotel’s willingness to employ workers with disabilities.

Inhibiting Factors

Degree of Disability of Persons with Disabilities

In the context of empowerment and enhancing the quality of resources, the degree of disability experienced by individuals with disabilities impedes their ability to exercise their rights. Because of this, not all individuals with

disabilities are included in the empowerment program. In addition, this degree of disability restricts the physical participation of people with disabilities in empowerment programs, especially for those with severe disabilities for whom participation is impossible.

Low education

Many people with disabilities have a low level of education or do not attend school at all. This low level of education results from the belief that the families of people with disabilities develop that their children do not require a higher education because their disability prevents them from accessing existing education. In addition, there is a correlation with the condition of low-income families who cannot provide for their children. The fact is that the government and non-governmental organizations continue to provide very little training due to the low level of education for people with disabilities, who are difficult to train.

Poverty

Poverty is an obstacle within persons with disabilities to fulfill the right to empowerment. This poor situation has made it difficult for people with disabilities to be empowered and invited to progress and develop.

Family

Due to the poverty conditions faced by families of people with disabilities, many families have not provided facilities for their children to grow. As a result, their families are incapable of meeting his needs, which include education, health care, and transportation. This condition prevents individuals with disabilities from participating in externally-provided training and education as part of their own self-development.

Discrimination

Community discrimination against people with disabilities is a real problem faced by people with disabilities, which is still happening today.

Limited government budget provided for empowerment

The budget allocated by the government for people with disabilities is still deemed grossly inadequate for their needs. The focus is not limited to providing funds through business tools, charitable donations, and training. The most important factor is monitoring and continuity of the implementation of training that people with disabilities can conduct. Due to a lack of funds, the government's program sustainability remains inadequate.

Limited accessibility for persons with disabilities

Efforts to build physical and non-physical accessibility for people with disabilities are still difficult to realize. Moreover, the use of facilities for persons

with disabilities by parties who are not interested shows that there is no firm law enforcement on such abuse.

Lack of synergy between stakeholders

There is no good synergy between stakeholders in increasing the participation of persons with disabilities in providing wide opportunities and opportunities in the world of education and work opportunities. This can be seen from the absence of strict sanctions for companies or institutions that do not comply with the applicable regulations.

Constraints with Hotel Management (HRD)

Constraints faced by management against deaf employees are the difficulty of communicating well. Therefore, there is still miscommunication with management and the slowness of capturing information caused by deaf employees not using hearing aids and only relying on “reading” lips.

CONCLUSION

Based on the discussion that has been described previously, the conclusions drawn are as follows:

1. Characteristics of workers with disabilities in the hotel industry in the Nusa Dua-Bali Tourism Area are still dominated by men of productive age with outsourcing status.
2. The pattern of participation of workers with disabilities in the hospitality industry in the Nusa Dua-Bali Tourism Area, where workers in the hotel industry do not have special treatment for persons with disabilities, beginning with acceptance, selection, and compensation, but in placing the position they occupy, they tend to be placed behind to avoid direct contact with tourists.
3. In the Nusa Dua-Bali Tourism Area, factors encourage workers with disabilities to participate in the hotel industry, such as legal protections and government incentives for businesses that employ disabled workers. Conversely, the factors that impede disabled workers in the hotel industry include the degree of disability, low education, poverty, and family and community attitudes that continue to discriminate against individuals with disabilities.

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