

**THE IMPLEMENTATION OF EQUAL EMPLOYMENT  
OPPORTUNITY FOR WOMEN EMPLOYEES  
ON THE JOB SATISFACTION  
IN DELONIX HOTEL KARAWANG**

**FINAL PROJECT**

Proposed to fulfill one of the requirements to finish Diploma IV Program

Hotel Administration Study Program

Bandung NHI Polytechnic of Tourism



**Arranged by:**

**MELIANA BRILIAN MIRAH RIZQI**

**Registration Number: 2021309044**

**HOTEL ADMINISTRATION STUDY PROGRAM**

**BANDUNG NHI POLYTECHNIC OF TOURISM**

**2022**

# VALIDATION SHEET

FINAL PROJECT TITLE

## THE IMPLEMENTATION OF EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN EMPLOYEES ON THE JOB SATISFACTION IN DELONIX HOTEL KARAWANG

NAME : MELIANA BRILIAN MIRAH RIZQI  
NIM : 2021309044  
STUDY PROGRAM : HOTEL ADMINISTRATION

Primary Advisor,



**Dr. Anang Sutono, MM.Par., CHE.**  
NIP: 19650911 199203 1 001

Vice Advisor,



**Drs. Deden Saepudin, M.Pd.**  
NIP: 19670615 199603 1 001

Bandung, 27 Juni 2022

Acknowledged by,  
Head of Academic Administration, Student Affairs,  
and Cooperation of Bandung NHI Polytechnic of Tourism,



**Dr. ER. Umni Kalsum, MM.Par., CHM., CHRMP.**  
NIP. 19730723 199503 2 001

# VALIDATION SHEET

FINAL PROJECT TITLE

## THE IMPLEMENTATION OF EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN EMPLOYEES ON THE JOB SATISFACTION IN DELONIX HOTEL KARAWANG

NAME : MELIANA BRILIAN MIRAH RIZQI  
NIM : 2021309044  
STUDY PROGRAM : HOTEL ADMINISTRATION

Primary Advisor,



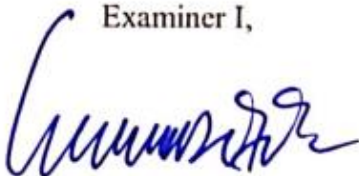
Dr. Anang Sutono, MM.Par., CHE.  
NIP. 19650911 199203 1 001

Vice Advisor,



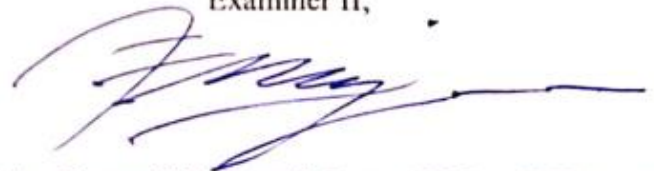
Drs. Deden Saepudin, M.Pd.  
NIP. 19670615 199603 1 001

Examiner I,



Dr. Brantas, M.Pd.  
NIP. 19610716 198403 1 001

Examiner II,



Dr. R. Fajar Kurnadi Kusumah Putra, M.Sc., CHIA., CHE.  
NIP. 19850425 201101 1 005

Bandung, 5 September 2022

Acknowledging,

Head of Academic Administration, Student Affairs,  
and Cooperation of Bandung NHI Polytechnic of  
Tourism

Dr. ER. Ummi Kalsum, MM.Par., CHM., CHRMP.  
NIP. 19730723 199503 2 001

Approving,

Director of Bandung NHI Polytechnic of  
Tourism



Andar Danova L. Goeltom, S.Sos., M.Sc.  
NIP. 19710506 199803 1 001

MOTTO

*“Making mistakes is  
better than faking  
perfection.”*

**-Anonymous-**

# **ACKNOWLEDGEMENT**

In dedication to my parents who have always loved me unconditionally and believed in me, whose good example has taught me to work hard for the things I want to achieve.

To my loving brother who have always been there for me.

To my dearest friends who have helped me in the completion of this Final Project.

Lastly, this work is also dedicated to all the brave, amazing, and hard working women out there.

# STUDENT STATEMENT

The undersigned;

Name : Meliana Brilian Mirah Rizqi  
Place/Birth Date : Purworejo, May 29<sup>th</sup> 1997  
Registration No. : 2021309044  
Study Program : Hotel Administration

I hereby declare that:

1. Final Project / Thesis entitled:  
"THE IMPLEMENTATION OF EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN EMPLOYEES ON THE JOB SATISFACTION IN DELONIX HOTEL KARAWANG"  
This is the work and results of my own research, not the result of plagiarism, quotation, compilation by other people or parties or other methods that are not in accordance with the academic provisions that apply in Bandung NHI Polytechnic of Tourism and ethics that apply in scientific society, except the directives of Advisory Team.
2. In this Final Project/ Thesis there are no works or opinions that have been written or published by other people or parties except clearly written as references in the manuscript with stated sources, names of authors and included in the bibliography.
3. I made this statement solemnly that if in the Final Project/Thesis manuscripts found a violation of what I stated above, or a violation of scientific ethics, and / or there was a claim to the authenticity of this text, then I am willing to accept academic sanctions in the form of revocation of titles that have been obtained because of this paper and other sanctions in accordance with the applicable norms at the Bandung NHI Polytechnic of Tourism and other related regulations.
4. Thus, I make this statement with the truth to be used properly.

Bandung, July 1<sup>st</sup> 2022

Here signed,



METERAI  
TEMPEL  
ABBAJX972935141

**Meliana Brilian Mirah Rizqi**

Reg. No. 2021309044

## ABSTRACT

This research study aimed to determine the implementation of Equal Employment Opportunity on the job satisfaction of women employees at Delonix Hotel Karawang. This research is expected to provide a better understanding regarding gender issues and the important role of equal treatment at workplace. A qualitative approach was applied in this research with descriptive method, the method used in attempt to describe and interpret the phenomenon in accordance where the data were collected through in-depth interview, participant observation, and documentation. Five out of 21 women employees have participated in this research which obtained through stratified purposive sampling. Data analysis method used are data condensation, data display, and conclusion drawing which then verified using data source and method triangulation. The study findings revealed that Equal Employment Opportunity has been well implemented and has effects on satisfaction towards the job of women employees at Delonix Hotel Karawang. Based on participants' perception, the principles of openness, freedom, equity, objectivity, fairness, and care have been applied to operational activities to ensure that men and women are treated equally, including compensation, career and training development, job security, social support, quality of work, management relation and supervision, and working condition. However, in the aspects of company policy, the provision of menstruation leave for women was not applied in conformity with applicable legislation of Manpower Act No.13 of 2003. Finally, a quantitative approach with a broader scope of population is recommended for future studies to avoid bias and attain higher precision and accuracy of the results.

**Keywords:** Equal Employment Opportunity, Equal Treatment, Gender Equality, Hotel Industry, Women Employees.

## PREFACE

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Praise be to Allah the Almighty of God the most Gracious and the most Merciful, for the first and foremost, the author would like to thank God for His Blessings in the completion of this Final Project. Then, praises are also addressed to our Prophet Muhammad SAW who has guided us to the better life today.

This final project is titled “THE IMPLEMENTATION OF EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN EMPLOYEES ON THE JOB SATISFACTION IN DELONIX HOTEL KARAWANG”. In the completion of this final project, the author wishes to acknowledge her deepest gratitude for all generous guidance and assistance which has given to her by a lot of people. With that being said, the author would like to thank:

1. Mr. Andar Danova Lastaripar Goeltom, S.Sos., M.Sc., as the Director of Bandung NHI Polytechnic of Tourism.
2. Mrs. Dr. ER. Umami Kalsum, S.Sos., MM.Par., CHRMP as the Head of Academic Administration, Student Affairs, and Cooperation of Bandung NHI Polytechnic of Tourism.
3. Mrs. Dr. Lien Maulina, S.Sos., M.Pd., CHE as the Head of Hospitality Department of Bandung NHI Polytechnic of Tourism.
4. Mrs. Ita Maemunah, S.ST.Par, MM.Par., CHE as the Head of Hotel Administration Study Program.
5. Mr. Dr. Anang Sutono, MM.Par. CHE, as Primary Advisor for the guidance and lead to the author throughout the process of this Final Project.



6. Mr. Drs. Deden Saepudin, M.Pd. as Vice Advisor who has always given the author suggestions and guides to finish this Final Project.
7. Mr. Dr. Brantas, M.Pd. as Examiner I and Mr. Dr. R. Fajar Kusnadi Kusumah Putra, M.Sc., CHIA., CHE. as Examiner II, for providing valuable and constructive suggestions in improving this Final Project
8. All lecturers at Bandung NHI Polytechnic of Tourism who has taught the author throughout the years.
9. Mr. Ismail Fajar Septiana as the Training Manager at Delonix Hotel Karawang who has opened the way for the author to do the research in Delonix Hotel Karawang.
10. The class of ADH RPL 2021 and ADH 2018 for the friendship and togetherness while studying at Bandung NHI Polytechnic of Tourism.

Nobody has been more important to me in the pursuit of this project than the members of my family. I would like to thank my parents, Mr. Egin Priyono and Mrs. Yuniati whose love and guidance are with me in whatever I pursue. I wish to thank my loving and supportive brother, Fadhil Muhammad Arif, for his selfless display of love and understanding. The utmost, my dearest friends from NEST Project who provided unending support and inspiration.

Finally, I have a great expectation that my study will be beneficial and useful for academic purposes and anyone who is interested in reading this Final Project.

Bandung, July 2022

Meliana Brilian Mirah Rizqi

# TABLE OF CONTENT

<b>VALIDATION SHEET</b> .....	ii
<b>MOTTO</b> .....	iv
<b>ACKNOWLEDGEMENT</b> .....	v
<b>STUDENT STATEMENT</b> .....	vi
<b>ABSTRACT</b> .....	vii
<b>PREFACE</b> .....	viii
<b>TABLE OF CONTENT</b> .....	x
<b>LIST OF TABLES</b> .....	xii
<b>LIST OF FIGURES</b> .....	xiii
<b>APPENDIX LIST</b> .....	xiv
<b>CHAPTER 1</b> .....	1
<b>INTRODUCTION</b> .....	1
A. Background.....	1
B. Focus of the Research.....	7
C. Objectives of the Research.....	7
D. Significance of the Research.....	8
<b>CHAPTER 2</b> .....	9
<b>LITERATURE REVIEW</b> .....	9
A. Human Resources Management.....	9
B. Equal Employment Opportunity (EEO).....	10
C. Gender Concept.....	15
1. Gender vs. Sex.....	15
2. Gender Equality.....	15
3. Gender Discrimination.....	17
D. Job Satisfaction.....	18
E. The Correlation between EEO and Job Satisfaction.....	23
F. Theoretical Framework.....	24
<b>CHAPTER 3</b> .....	26
<b>RESEARCH METHOD</b> .....	26
A. Research Approach.....	26

B. Research Location and Participants .....	27
C. Data Collection Method.....	28
D. Data Analysis Method .....	29
E. Data Validity Method .....	30
F. Research Schedule.....	31
<b>CHAPTER 4.....</b>	<b>33</b>
<b>RESULTS AND DISCUSSION .....</b>	<b>33</b>
A. Results on Equal Employment Opportunity .....	34
B. Results on the Factor Affecting Job Satisfaction .....	38
C. Summary.....	48
<b>CHAPTER 5.....</b>	<b>51</b>
<b>CONCLUSIONS AND RECOMMENDATIONS.....</b>	<b>51</b>
A. Conclusions.....	51
B. Recommendations .....	52
<b>REFERENCE.....</b>	<b>54</b>
<b>APPENDIX .....</b>	<b>57</b>

## LIST OF TABLES

<b>Table Number</b>	<b>Page</b>
TABLE 1: Gender Pay Gap in Indonesia.....	4
TABLE 2: Economic Participation and Opportunity by Gender in Indonesia.....	5
TABLE 3: Two-Factors Job Satisfaction Theory Model.....	19
TABLE 4: Research Schedule .....	32
TABLE 5: Profile of the Participants.....	33
TABLE 6: Summary of the Results .....	48
TABLE 7: Interview Guide .....	57
TABLE 8: Responses to Compensation.....	60
TABLE 9: Responses to Career Development .....	61
TABLE 10: Responses to Job Security .....	63
TABLE 11: Responses to Company Culture and Policy .....	65
TABLE 12: Responses to Social Support .....	67
TABLE 13: Responses to Quality of Work.....	68
TABLE 14: Responses to Management Relation and Supervision .....	70
TABLE 15: Responses to Working Conditions .....	71
TABLE 16: Responses to Overall Satisfaction .....	72

# LIST OF FIGURES

<b>Figure Number</b>	<b>Page</b>
FIGURE 1: ASEAN Gender Inequality Index .....	2
FIGURE 2: Proportion of Workers by Gender in Indonesia.....	3
FIGURE 3: Determinants of Employee Satisfaction and Dissatisfaction.....	20
FIGURE 4: Conceptual Framework .....	24
FIGURE 5: Research Frameworks .....	25

# APPENDIX LIST

<b>Appendix Number</b>	<b>Page</b>
APPENDIX 1: Interview Guide .....	57
APPENDIX 2: Interview Questions and Responses.....	60
APPENDIX 3: Letter of Research Permission .....	73
APPENDIX 4: Research Completion Letter .....	74
APPENDIX 5: Plagiarism Check Result .....	75
APPENDIX 6: Proofreading Results .....	76
APPENDIX 7: Supervision Form.....	77
APPENDIX 8: Curriculum Vitae .....	79

## REFERENCE

- ADB and UN Women. (2018). *Gender Equality and the Sustainable Development Goals in Asia and the Pacific*. Bangkok: ANT Office Express. Retrieved from <https://www.adb.org/sites/default/files/publication/461211/gender-equality-sdgs-asia-pacific.pdf> 26 March 2022.
- Al Zabir, Abdullah et al. (2018). *Factors Influencing Job Satisfaction of Women Employees in Public and Private Sectors in Sylhet City, Bangladesh*. Department of Agricultural Economics and Policy, Sylhet Agricultural University, Bangladesh. DOI:10.9734/AJESS/2018/41270
- Alhammad, Fawwaz and Mousa Masadeh. (2020). *Women's Position in Today's Hotel Industry: An Overview*. Human Resource Management Academic Research Society. DOI:10.6007/IJARBSS/v10-i7/7453
- Araújo-Vila, N.; Otegui-Carles, A.; Fraiz-Brea, J.A. (2021). *Seeking Gender Equality in the Tourism Sector: A Systematic Bibliometric Review*. Knowledge. Switzerland: MDPI, 12–24. <https://doi.org/10.3390/knowledge1010003>
- Armstrong, Michael. 2006. *A Handbook of Human Resource Management Practice Edition*. London: Kogan Page.
- As'ad, M. 2012. *Seri Ilmu Sumber Daya Manusia: Psikologi Industri*. Yogyakarta: Liberty.
- Bangun, Wilson. 2012. *Manajemen Sumber Daya Manusia*. Erlangga: Jakara.
- Baum, T. 2013. *International Perspectives on Women and Work in Hotels, Catering & Tourism*. International Labour Organization.
- Boyd, M., Huang, S., Jiang, J. J. & Klein, G. (2007). *Discrepancies between desired and perceived measures of performance of IS professionals: views of the IS professionals themselves and the users*. Information and Management, 44, 188-195.
- Chatani, Kazutoshi. (2020). *Statistik: Kesenjangan Upah Berbasis Gender di Indonesia*. ILO and UN Women. Retrieved from [https://www.ilo.org/wcmsp5/groups/public/---asia/--ro-bangkok/---ilo-jakarta/documents/publication/wcms\\_755542.pdf](https://www.ilo.org/wcmsp5/groups/public/---asia/--ro-bangkok/---ilo-jakarta/documents/publication/wcms_755542.pdf) 2 April 2022.
- Creswell, J., & Poth, C. 2013. *Qualitative inquiry and research design: Choosing among five approaches* (Fourth ed.). Los Angeles: SAGE Publications.
- Dessler, Gary. 2018. *Human Resource Management*, 16<sup>th</sup> Edition. New York: Pearson.
- Endraswara, Suwardi. 2011. *Metodologi Penelitian Sastra*. Yogyakarta: CAPS.
- Gay, L. R., Mills, G. E., & Airasian, P. 2006. *Educational Research Competencies for Analysis and Applications*. New Jersey: Pearson Prentice Hall.
- George, M. Jennifer and Gareth R Jones. 2006. *Contemporary Management: Creating Value in Organization*, Fourth Edition. New Jersey: McGraw Hill-International Edition.
- Gregory, Raymond F. 2003. *Women and Workplace Discrimination: Overcoming Barriers to Gender Equality*. New Jersey: Rutgers University Press.

- Handayani, T. & Sugiarti. (2008). *Konsep dan Teknik Penelitian Gender*. Malang: UMM Press.
- Handoko, H. 2010. *Manajemen Personalia dan Sumber Daya Manusia*. Yogyakarta: BPFE Yogyakarta.
- Haque, M., Karim, A. N. M., Muqtadir, A. & Anam, S. (2012). *Dimensions of job satisfaction of library professionals: A qualitative exploration*. *International Journal of Business and Social Research*, 2(5), 46-62.
- Herzberg, F. (1968). *One More Time: How Do You Motivate Employees?*. *Harvard Business Review*, 48, 53–62.
- Ida, Rachmah. (2001). *The Construction of Gender Identity in Indonesia: between Cultural Norms, Economic Implications, and State Formation*. *Masyarakat, Kebudayaan dan Politik*, Th XIV, No 1, Januari 2001, 21-34.
- Kumara, Y. (2018), “Career development of women in the hotel industry: An Overview” *Journal of Applied and Natural Science*, Vol. 10 No. 1, pp. 330–338. DOI:[10.31018/jans.v10i1.1626](https://doi.org/10.31018/jans.v10i1.1626)
- Kuncoro, Mudjarad. 2009. *Metode Riset Untuk Bisnis dan Ekonomi*. Jakarta: Erlangga.
- Lincoln, Y. and Guba, E. 2000. *Paradigmatic Controversies, Contradictions, and Emerging Confluences in Denzin, N and Lincoln, Y (ed.)*. *Handbook of Qualitative Research*. London: Sage Publication Inc.
- Marasinghe, M.P.L.R and Anusha Wijayaratne. (2018). *Journal of the University Librarians Association of Sri Lanka*, Vol.21, 1-20 DOI: <https://doi.org/10.4038/jula.v21i2.7905>
- Mathis, R.L. and Jackson, J.H. 2010. *Human Resource Management*, 13th Edition. Ohio: South-Western College Publishing.
- McKinsey Global Institute. (2020). *COVID-19 and Gender Equality: Countering the Regressive Effect*. Retrieved from [COVID-19 impact on women and gender equality | McKinsey](https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/covid-19-impact-on-women-and-gender-equality) 5 April 2022.
- Miles, M.B, Huberman, A.M, and Saldana, J. 2014. *Qualitative Data Analysis, A Methods Sourcebook*, Edition 3. USA: Sage Publications.
- Ministry of Women Empowerment and Child Protection. 2012. *Parameter Kesetaraan Gender dalam Pembentukan Peraturan Perundang-undangan*. Jakarta: Ministry of Women Empowerment and Child Protection. Retrieved from <https://www.kemenpppa.go.id/lib/uploads/list/c3196-parameter-kesetaraan-gender-dalam-pembentukan-peraturan-perundang-undangan.pdf> 10 June 2022.
- Patton, M. Q. 1999. *Enhancing the Quality and Credibility of Qualitative Analysis*. Health Services Research.
- Patton, M. Q. 2014. *Qualitative Research and Evaluation Methods: Forth Edition*. USA: Sage Publications.
- Putra, Heddy Shri Ahimsa. (2001). *Enam Pemaknaan Gender*. UIN, Malang.
- Rahman, Muhammad Adi at al. (2020). *Smeru Issue Brief No.1/2020: Employment Situations of Economic Sectors Impacted by the Covid-19 Pandemic*. Smeru Research



