

CHAPTER I

INTRODUCTION

1.1 Background

In hospitality industry, teams are a fundamental part of pretty much every action. The hospitality industry is a high-contact administration setting that spot physical, mental, and passionate requests on its workers. In such a quick paced and unsure condition, powerful collaboration at all levels is basic. Communication and trust are the establishment of group life and empower people to cooperate adequately to achieve an assignment or to take care of an issue. On the off chance that there is a trust among representatives, at that point they can work in show to play out their individual obligations and give magnificent administration to visitors. Teams, while most generally a bunch of four to eight people, can likewise be seen as all representatives who work together inside a bigger hierarchical or departmental setting.

Teams are not generally made by physical nearness. What a general manager may erroneously see as a team is regularly basically a gathering of people who are working alongside one another, as opposed to with one another. To be a true team, workers must share a shared objective and offer data unreservedly. At the point when objectives are vague and correspondence rare, trust is lost, false impressions emerge, and relationship are harmed. Representatives in an administration situation are considerably more than a gathering of people serving the requirements of a requesting customers. Viable specialist organizations must turn into a firmly arranged, multi-utilitarian and cross-disciplinary team, always in contact and correspondence with each other. Similarly as cooperation frequently figures out which group will win a game, collaboration can be a critical factor in the accomplishment of a hospitality organization. In sports, groups of incredibly gifted people have been beaten by players of increasingly unobtrusive capacity who work as a strong unit. In hotels,

restaurants, and others numerous groups of representatives will give the reliably prevalent administration that satisfies visitors, while singular "star" entertainers will prompt uneven degrees of administration over the association. The substance of collaboration is that the entire can be more prominent the aggregate of its parts.

In working in an agency or company, of course, requires the synergy of each team between departments to achieve the overall target. This can happen by building cooperation. In addition, at the individual level, cooperation is important as a useful forum for deepening interpersonal and interpersonal skills, or how to get to know or interact with fellow colleagues or with superiors. Behind that, it is also beneficial for the development of each individual because it can exchange ideas and provide feedback in the process of working together. Developing teamwork in a solid and effective team is sometimes a challenge. Have different backgrounds and different perspective often makes teamwork does not work. It is something that we can not prevent as a human. That is why, understanding and support each other are the key for successfulness of teamwork. Problems are something that we can not avoid, it is something that we should walk with and learn from it. That is what makes a teamwork even stronger. Effective teamwork certainly promises valuable experience and is a broad forum for learning in overcoming work activities.

It is essential to incorporate employees during the time spent critical thinking and basic leadership on issues that affect them. Effective managers comprehend the components at work in the collaborations of gathering individuals and during the time spent gathering critical thinking and basic leadership. It is additionally significant for managers to know when they should settle on choices in a gathering and when they should settle on choices independently. Critical thinking is a multi-stage procedure including a progression of steps which as a rule starts with data gathering which prompts the execution of a ultimate conclusion.

Trust is essential in building a teamwork. Absence of trust could be one of the problem that makes the teamwork does not work. Team members are not open with each other, distrust each other, blame each other at the same time reluctant to admit mistakes and weaknesses. This condition if maintained can damage the team which makes the performance more sagging. Trust gives people the sense of comfort somehow, especially in the working environment. Trust has an extraordinary work pattern. It gives confidence to someone that he has responsibilities that cannot be imposed on others. The responsibility given is also a form of indirect respect for someone. When we are given the trust to carry out a certain mandate by our colleagues or anyone, it means that they believe that we have qualified competence, have good skills, and deserve to be expected. This mutual trust is not formed from the attitude of referring to the assignment, but must be accompanied by full confidence in the person given the mandate. Everyone does not rule out the possibility of making a mistake, if that happens then this will be seen by mutual trust. It is not judgment or humiliation given to those who are in carrying out an entrusted task, but rather offers of assistance should be given to them.

Communication also play a big part in the teamwork. Communication pattern is one of the important factors to build cooperation among all members of the organization. Communication issues are important in building teamwork. An effective communication process will have a positive impact on the actors of communication, for example the emergence of understanding, the desire to do an action, the effect that occurs on attitudes, and relationships that are established between individuals are getting better, as well as what is currently happening. This means that communication has an influence on improving the performance of existing employees, because the better the communication made by the company, the positive impact will be even more widespread for employees who can later affect the performance of each employee. Effective communication must be developed within the organization to achieve organizational goals. The purpose of

communication in organizations is to create a sense of mutual understanding so that there is equality in terms of reference and similarity between members of the organization. Poor communication skills will result in poor interactions too, so that in organizations it is not uncommon for internal team conflicts to arise, factions begin to form, conflicts occur because of personal problems, all insisting on their opinions. Very little communication occurs because each person no longer wants to be a listener. The communication process also sometimes influences one's perspective in understanding the message conveyed. Communication within an organization must be seen from various sides, namely first communication between superiors to subordinates, secondly between one employee and another employee, third is between employees to superiors. Relationship maintenance can be built from communication interactions between leaders and employees and fellow employees aiming to maintain cooperation so that performance in the organization is truly maximal, because effective communication is considered as the main key to success that is linked to the efforts of a change.

Kriswangsa Bagus Kusuma Yudha has said in one of his article that, “leadership is an ability or strength in a person to influence others in terms of work, where the goal is to achieve the target (goal) of the organization that has been determined.”. Meanwhile, a leader is someone who is given the trust as chairman (head) in the system in an organization / company. In various aspects, the notion of leadership in organizations is crucial. Two self-development consultants, Jack Zenger and Joseph Folkman, published the results of a study that they linked to the skills that must be possessed by leaders. This skill will later make leaders successful in all areas of the organization, including business. There's many type of Leadership, and the most famous one is Transformational Leadership. It is known as “the type of leadership that has been successful among company and organization”, as has been said by the Senior Writer of cio.com, Sarah K White in one of her article about Transformational Leadership.

1.2 Problem

1.2.1 Problem Identification

Based on Onrec Article, Trust and communication often being the biggest problem in a teamwork. As in Asian culture especially South East Asian, feeling bad of something is a very common feeling. This is also inhibit the process of healthy communication in a team. In building a healthy communication, required a trust of each other. A manager should know how to gain their staff's trust and help them to be a healthy work environment. Staff also often feel not secure at admit mistakes and confused of being where they stand for. These two factors is a few of the factors of Transformational leadership.

1.2.2 Problem Statement

1. What is the factor of transformational leadership that helps team work effectively?
2. How trust and communication affect the effectivity of a teamwork?

1.3 Research Objective

1. Through transformational leadership that nowadays being used by many organizations, there are many factors in it. Attention, communication, trust, respect dan risk. And this research will be focusing on communication and trust.
2. The type of leadership in a team really crucial to have a healthy work environment. Through this healthy work environment, employee would be able to work as a team. How a leader lead the team determine the teamwork.