

Aktivitas Complaint Handling pada Departemen Purchasing Oakwood Hotel & Residence Surabaya

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ABSTRAK

Penulisan laporan ini bertujuan untuk mengamati bagaimana complaint behavior dan complaint handling pada departemen *purchasing* di Oakwood Hotel & Residence Surabaya. Analisa komplain yang terjadi dilakukan melalui teori *complaint behavior* dan *complaint handling* yang digunakan dalam menagani adanya komplain. Laporan kerja lapangn disusun berdasarkan pengalaman praktik kerja yang dilakukan selama 6 bulan di Oakwood Hotel & Residence Surabaya secara khusus pada departemen *purchasing*. Pengamatan selama melakukan aktifitas magang akan digunakan untuk membahas lebih dalam mengenai penerapan *complaint behavior* dan *complaint handling* yang terjadi pada tempat dilaksanakannya program magang yang mana diketahui bahwa di departemen *purchasing* telah memenuhi kondisi yang terdapat pada teori *complaint behavior* dan *complaint handling*, namun masih ditemukan masalah-masalah sehingga masih perlu dilakukan perbaikan.

Kata Kunci : *Complaint Behavior*, *Complaint Handling*, Komplain, Pembelian

***Complaint Handling Activities at the Purchasing Department of Oakwood Hotel
& Residence Surabaya***

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ABSTRACT

This report aims to observe how Complain Behavior and Complaint Handling in the Purchasing Department at Oakwood Hotel & Residence Surabaya. Analysis of complaints that occur is carried out through the theory of complaint behavior and complaint handling which is used to handle complaints. The employment report was prepared based on practical work experience carried out for 6 months at Oakwood Hotel & Residence Surabaya specifically in the purchasing department. Observations during internship activities will be used to discuss more deeply regarding the application of complaint behavior and handling of complaints that occur at the place of implementation of the internship program where it is known that the purchasing department has fulfilled the requirements contained in the theory of complaint behavior and complaint handling, but problems are still found - problem that still needs to be repaired.

Key Words: Complaint Handling, complaint behavior