

ABSTRACT

The imbalance between workload and the amount of compensation received by staff of PNB Telephone Operator Perdana Hotel and Suites On The Park Kuala Lumpur from May to November 2016 caused the high turnover rate of Front Office staff in the Telephone Operator section. The aim of this research is to know and analyze the compensation system of PNB Telephone Operator Perdana Hotel and Suites On The Park Kuala Lumpur and compare it with standardization of Telephone Operator compensation system in Kuala Lumpur. The research method that the writer use in this research is Qualitative Descriptive method with observation data collection technique, interview, data analysis and documentation study. The results show that the compensation received by Telephone Operator PNB Perdana Hotel and Suites On The Park Kuala Lumpur is below the average compensation received by the 4 star hotel Telephone Operator in Kuala Lumpur, despite actually fulfilling Malaysia's minimum wage limit according to the law of Malaysian Ministry of Human Resources issued in July 2016, but with workloads exceeding the normal workload per day, the compensation provided is less appropriate and needs to be reviewed between the workload and the amount of compensation provided, in the form of direct compensation, indirect compensation and incentive.

Keywords: Compensation System, Telephone Operator, PNB Perdana Hotel