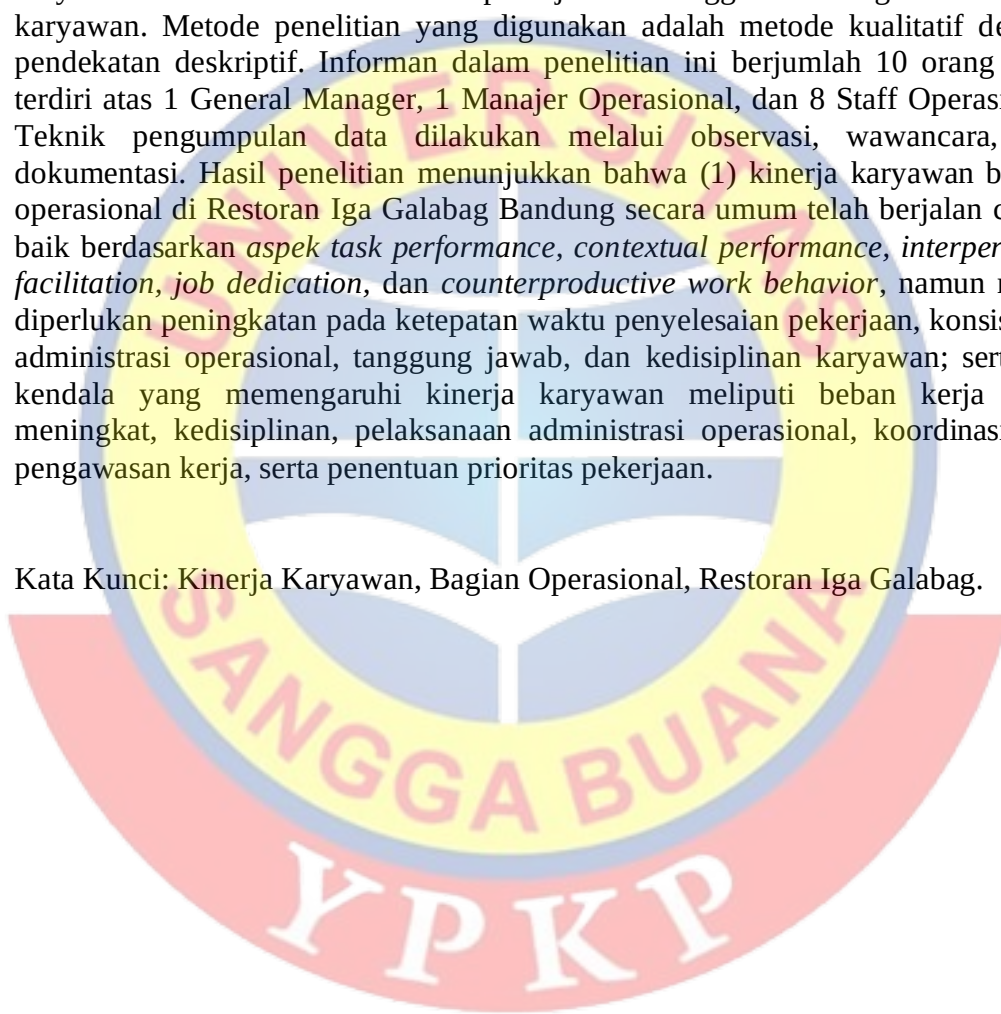


ABSTRAK

Penelitian ini dilatarbelakangi oleh belum optimalnya kinerja karyawan bagian operasional di Restoran Iga Galabag Bandung, yang ditunjukkan melalui keterlambatan penyelesaian pekerjaan, pelaksanaan administrasi operasional yang belum konsisten, serta kedisiplinan yang masih perlu ditingkatkan. Tujuan penelitian ini adalah (1) untuk mengetahui kinerja karyawan bagian operasional di Restoran Iga Galabag Bandung dan (2) untuk mengetahui kendala yang dihadapi karyawan dalam melaksanakan pekerjaan sehingga memengaruhi kinerja karyawan. Metode penelitian yang digunakan adalah metode kualitatif dengan pendekatan deskriptif. Informan dalam penelitian ini berjumlah 10 orang yang terdiri atas 1 General Manager, 1 Manajer Operasional, dan 8 Staff Operasional. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa (1) kinerja karyawan bagian operasional di Restoran Iga Galabag Bandung secara umum telah berjalan cukup baik berdasarkan *aspek task performance, contextual performance, interpersonal facilitation, job dedication*, dan *counterproductive work behavior*, namun masih diperlukan peningkatan pada ketepatan waktu penyelesaian pekerjaan, konsistensi administrasi operasional, tanggung jawab, dan kedisiplinan karyawan; serta (2) kendala yang memengaruhi kinerja karyawan meliputi beban kerja yang meningkat, kedisiplinan, pelaksanaan administrasi operasional, koordinasi dan pengawasan kerja, serta penentuan prioritas pekerjaan.

Kata Kunci: Kinerja Karyawan, Bagian Operasional, Restoran Iga Galabag.



ABSTRACT

This study was motivated by the suboptimal performance of operational employees at Iga Galabag Restaurant Bandung, as indicated by delays in task completion, inconsistent implementation of operational administrative duties, and employee discipline that still requires improvement. The objectives of this study were (1) to analyze the performance of operational employees at Iga Galabag Restaurant Bandung and (2) to identify the obstacles faced by employees in carrying out their duties that affect their performance. This study employed a qualitative research method with a descriptive approach. The informants consisted of 10 participants, including one General Manager, one Operational Manager, and eight Operational Staff. Data were collected through observation, interviews, and documentation. The results showed that (1) the performance of operational employees at Iga Galabag Restaurant Bandung was generally good based on the dimensions of task performance, contextual performance, interpersonal facilitation, job dedication, and counterproductive work behavior. However, improvements are still needed in terms of timely task completion, consistency in operational administrative work, responsibility, and employee discipline. Furthermore, (2) the obstacles affecting employee performance include increased workload, employee discipline, operational administrative implementation, work coordination and supervision, as well as work prioritization.

Keywords: Employee Performance, Operational Employees, Restaurant, Patnaik.

