**DAFTAR ISI**

HALAMAN SAMPUL DEPAN JUDUL............................................................... i

HALAMAN PERSYARATAN GELAR................................................................ ii

HALAMAN PERSETUJUAN PEMBIMBING TUGAS AKHIR......................... iii

HALAMAN PENGESAHAN TIM PENGUJI TUGAS AKHIR........................... iv

HALAMAN PERNYATAAN................................................................................. v

HALAMAN BIOGRAFI......................................................................................... vi

KATA PENGANTAR.............................................................................................. vii

ABSTRAK................................................................................................................ viii

*ABSTRACT*................................................................................................................ ix

DAFTAR ISI............................................................................................................. x

DAFTAR TABEL..................................................................................................... xii

DAFTARGAMBAR................................................................................................. xiii

DAFTARLAMPIRAN.............................................................................................. xiv

BAB I PENDAHULUAN............................................................................ 1

* + 1. Latar Belakang................................................................................... 1
		2. Rumusan Masalah.............................................................................. 4
		3. Tujuan Penelitian............................................................................... 4
		4. Manfaat Penelitian............................................................................. 4
			- 1. Manfaat Praktis...................................................................... 4
				2. Manfaat Teoritis..................................................................... 5

BAB II KAJIAN PUSTAKA......................................................................... 6

* + 1. Landasan Teori................................................................................... 6
			- 1. Definisi Supervisor............................................................... 6
				2. Tugas dan Tanggung jawab seorang Supervisor.................. 8
				3. Peranan................................................................................. 10
				4. Efektivitas Kerja................................................................... 11
				5. Peningkatan Kinerja............................................................. 13
				6. Tujuan Evaluasi Kinerja....................................................... 13
				7. Penilaian Kinerja Formatif dan Sumatif.............................. 14
				8. Food & Beverage Department............................................. 14
		2. Kerangka Berpikir.............................................................................. 31

BAB III METODE PENELITIAN................................................................. 33

* + 1. Jenis Penelitian.................................................................................. 33
		2. Waktu dan Tempat Penelitian........................................................... 33
		3. Fokus Penelitian................................................................................ 34
		4. Jenis dan Sumber Data..................................................................... 34
			- 1. Data Primer........................................................................... 34
				2. Data Sekunder...................................................................... 35
		5. Metode Pengumpulan Data............................................................... 35
			- 1. Interview (Wawancara)........................................................ 35
				2. Dokumentasi......................................................................... 36
		6. Analisis Penelitian............................................................................. 37

BAB IV HASIL DAN PEMBAHASAN........................................................ 38

* + 1. Gambaran Umum Hotel.................................................................... 38
			- 1. Sejarah Singkat Hotel Aryaduta Manado............................ 38
				2. Struktur Organisasi Hotel Aryaduta Manado...................... 39
		2. Karakteristik Informan...................................................................... 40
			- 1. Usia...................................................................................... 40
				2. Jenis Kelamin....................................................................... 41
				3. Lama Bekerja....................................................................... 42
				4. Status Kepegawaian............................................................. 43
				5. Pendidikan Terakhir............................................................. 43
		3. Hasil Wawancara.............................................................................. 45
		4. Analisis Hasil Wawancara................................................................ 47

BAB V PENUTUP........................................................................................ 52

* + 1. Kesimpulan....................................................................................... 52
		2. Saran................................................................................................. 52
		3. Bagi Perusahaan.................................................................. 53
		4. Bagi Politeknik.................................................................... 53

DAFTAR PUSTAKA.............................................................................................. 55

LAMPIRAN............................................................................................................ 56