

## **ABSTRAK**

### **FUNGSI ADMINISTRASI PERKANTORAN DALAM MENDUKUNG KELANCARAN OPERASIONAL DEPARTEMEN *ENGINEERING* DI HOTEL GOLDEN TULIP SPRINGHILL LAMPUNG**

**Oleh**

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Penelitian ini dilatarbelakangi oleh pentingnya administrasi perkantoran dalam mendukung kelancaran operasional departemen *Engineering* di Hotel Golden Tulip Springhill Lampung. Penelitian ini bertujuan untuk mengetahui fungsi administrasi perkantoran dalam mendukung kelancaran operasional departemen *Engineering* dengan menggunakan metode kualitatif dan pendekatan deskriptif melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa administrasi perkantoran berperan penting melalui proses *store requisition*, *purchase requisition*, *cash advance*, dan *work order* dalam mendukung pengendalian pekerjaan, pengelolaan material, serta koordinasi operasional. Namun, masih terdapat kendala berupa keterlambatan pengadaan material dan proses persetujuan administrasi yang cukup panjang. Berdasarkan hasil penelitian, dapat disimpulkan bahwa fungsi administrasi perkantoran berperan penting dalam mendukung kelancaran operasional departemen *Engineering*, meskipun masih diperlukan peningkatan efisiensi proses administrasi agar operasional berjalan lebih optimal.

Kata kunci: administrasi perkantoran, operasional, *engineering*, hotel

## **ABSTRACT**

### ***THE FUNCTION OF OFFICE ADMINISTRATION IN SUPPORTING THE OPERATIONAL ACTIVITIES OF THE ENGINEERING DEPARTMENT AT GOLDEN TULIP SPRINGHILL LAMPUNG HOTEL***

***BY***

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*This study was motivated by the importance of office administration in supporting the operational activities of the Engineering department at Hotel Golden Tulip Springhill Lampung. This study aims to determine the function of office administration in supporting the operational activities of the Engineering Department using a qualitative method with a descriptive approach through observation, interviews, and documentation. The results showed that office administration plays an important role through store requisition, purchase requisition, cash advance, and work order processes in supporting work control, material management, and operational coordination. However, several obstacles were still found, such as delays in material procurement and lengthy administrative approval processes. Based on the results of the study, it can be concluded that office administration functions have an important role in supporting the operational activities of the Engineering Department, although improvements in administrative efficiency are still needed so that operational activities can run more optimally.*

*Keywords: office administration, operational activities, engineering, hotel*