

ABSTRACT

D'Oasis Resto & Lounge is one of Graha Tirta Siliwangi's bussiness unit which moves in hospitality industry. As a new company which has only been going for less than a year, there are still so many things that need the company's attention. Considering that human resources play a big role in a future of a company, the relationship between a leader and subordinates should become one great thing that needs company's attention.

Each employee has different skills and motives, and those things should be well understood by a leader. Hersey-Blanchard situasional leadership theory is one of many theories which discuss about leadership. This theory said that a leader leadership style in every situation should be the answer of his/her subordinates' maturity. Therefore, this observation is being done for this several purposes, such as to get to know employee's maturity and leaders' leadership style based on Hersey-Blanchard leadership theory, to give a recommendation about the most suitable leadership style for company employee's smaturity, and to give recommended programs that could be used to improve employee's maturity.

From the observation results could be learned that employee's maturity of D'Oasis Resto & Lounge is already high, especially in job maturity. However, there are some employees who are still lack in pscychological maturity. Therefore, some programs are recommended in this obsevation in order to improve employee's maturity, those programs are delegating system, corporate training, team work, rolling of leader's role, carier development program, and reforming compensation system. There are also programs which being recommended based on company's capabilities, such as improvement of company's compensation system and sharing vision to improve employee's commitment, upward communication program and career planning to improve employee's motivation, and career development program to improve employee's self confidence.

Keywords: Hersey-Blanchard leadership theory, leadership style, employee's maturity, job maturity, pscychological maturity.