

ABSTRACT

The purpose of this study is to investigate the presence of the glass ceiling phenomenon at Hotel Mirama, a three-star hotel in Balikpapan managed by a family. The research employs a qualitative method with a phenomenological approach. The study sample consists of five employees, including one Assistant Manager, two Kitchen staff, and two Housekeeping staff. The findings indicate that the glass ceiling exists at Hotel Mirama, particularly at the upper managerial level. Although only a few employees experience barriers to attaining managerial positions, this phenomenon remains present within the organization. Thus, while the glass ceiling is not a widespread obstacle, it still serves as a limiting factor for some employees' career mobility.

Keywords: Glass Ceiling, Family Business, Qualitative Research, Phenomenological Study.

