

UNIVERSITAS INTERNASIONAL BATAM

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THE IMPACT OF EMPLOYEE EMPOWERMENT, DELEGATION AND MOTIVATION ON ORGANIZATIONAL PERFORMANCE OF TWO STAR AND THREE STAR HOTEL IN BATAM

NPM: 1441180
GERRIE CARMELLIA

Abstract

The target of this examination is to look at the effect of representative Empowerment, Delegation and Motivation on Organizational Performance of two star and three star lodging in Batam. The examination protest is the representatives work in 5 chosen inn which is D'Merlion Hotel, GGI Hotel, Hans Inn, Fresh One Hotel and Gloris Hotel. The objective populace for the examination was 176 workers of D'Merlion Hotel, GGI Hotel, Hans Inn, Fresh One Hotel and Gloris Hotel. Basic irregular examining strategy was received in choosing the respondents, the examples estimate that this exploration utilize was 122 chosen respondents. Essential information was gathered utilizing self-administrated surveys information gathered was broke down utilizing SPSS.

The outcome shows that the representative empowerment, delegation and motivation emphatically noteworthy impact on organizational performance. In view of the consequences of the research, the inns should consider to include representatives on basic leadership and to offer prizes to worker with great working execution.

Keywords: *Employee empowerment, delegation, motivation, organizational performance*