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THE INFLUENCE OF MOTIVATION, REWARDS, TRAINING, AND WORK ENVIRONMENT TOWARD THE EMPLOYEE PERFORMANCE ON 4 STAR HOTEL

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Abstract

The existence of human resource management is very important for companies in managing, organize, take care of, and using human resources so that it can function productively, effectively, and efficiently to achieve company goals. In the era of Asean Economic Community (MEA), the competitiveness is getting stronger among ASEAN countries because foreign workers will enter freely. One of the sectors that participated in facing the MEA (ASEAN Economic Community) is hospitality. Government and related institutions are required to promote and improve the quality of Indonesian human resources competence in order to compete with the human resources of other ASEAN countries.

This study aims to analyze the factors that can affect the performance of star hotel employees in Batam, especially 4 star hotel in Lubuk Baja Batam. Factors analyzed are motivation, rewards, training, and work environment. The sample in this research is employees who work at 4 star hotel in Kecamatan Lubuk Baja Batam. The questionnaire were distributed totaling 325 sheets. The collected data will be analyzed by statistical application of SPSS (Statistical Package for the Social Science).

The results of this study indicate that the variables of motivation, rewards, training, and work environment have a significant positive influence on employee performance.

Keywords: Motivation, Rewards, Training, Work Environment, and Employee Performance