

UNIVERSITAS INTERNASIONAL BATAM

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***ANALYSIS OF FACTORS AFFECTING EMPLOYEE PERFORMANCE IN 4
(FOUR) STAR HOTEL IN BATAM***

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Abstract

The study was conducted with the aim of reviewing the influence of intrinsic rewards, extrinsic rewards, work environment, and leadership style on employee performance in four-star hotels in Batam. The growth of tourists who come and continue to grow, especially in Batam, is the main reason for this research.

This study took all hotels in Batam as a population and four-star hotels in Lubuk Baja sub-district as a sample frame based on consideration of purposive sampling conducted by researchers, namely in companies with the highest number of employees with a total of nine hotels. Timeframe of data collection with one shot study in which data is collected by distributing questionnaires directly.

The results of the study were variables of intrinsic rewards, extrinsic rewards, work environment, and leadership style which proved that the variables had a significant positive relationship to the dependent variable, namely employee performance. This shows that the factors under study have a crucial role in the company and requires companies to manage human resource management well and to improve employee performance towards the company.

Keywords: *intrinsic reward, extrinsic reward, work environment, leadership style, employee performance*