

## **ABSTRACT**

**IRENE**

**1501020150**

### **THE INFLUENCE OF JOB SATISFACTION TOWARDS TRAINEE PERFORMANCE ON THE JOB TRAINING AT JW MARRIOTT HOTEL MEDAN**

(xiii+62 pages; 13 figures; 17 tables; 10 appendixes)

Based on surveys and reviews from JW Marriott Hotel Medan hotel guests, there are complaints on the performance in terms of the services provided by the hotel. To solve the emerging problem, it can be done by managing the job satisfaction and performance of the employees, which in these recent years, does also include trainees.

The population of this research is the trainees who does their job training at JW Marriott Hotel Medan. It is also the reason why, this research is more focused on discussing the trainees' job satisfaction and performance. This research mainly discusses about the correlation between their job satisfaction and performance.

This research is using quantitative research design that includes both descriptive research and correlational study. The sample of the research is obtained from convenience sampling method. The methods used in this research are descriptive analysis, validity test, reliability test, normality test, correlation coefficient test, determination coefficient test, simple linear regression analysis, and T-test.

The research shows that the trainees' job satisfaction level is very high with the mean value 4.21 out of 5. For job performance, the trainees show that they are performing good enough and have meet the company's expectation well, with the mean value of 89.8 out of 100.

According to the tests carried out in the study, it is revealed that job satisfaction influences the trainees' performance at JW Marriott Hotel Medan. This research also concludes that job satisfaction has a positive impact and is significant towards the trainees' performance. The job satisfaction covers 35.8% of the variance in job performance.

**Keywords: trainee, job satisfaction, job performance**

References: 10