

PREFACE

By the grace and blessing of the Almighty God, the writer has completed the final paper entitled: **“THE INFLUENCE OF REWARDS TOWARD FRONT OFFICE STAFF PERFORMANCE IN FAVEHOTEL, MEDAN”**.

This final paper is written as a partial fulfillment of the academic requirements to obtain the degree of *Sarjana Manajemen* at Management Study Program, Faculty of Economics and Business, Universitas Pelita Harapan Medan Campus.

The writer would like to express his/her sincere gratitude to the following people for their valuable contributions in assisting and supporting the writer from the beginning until the completion of this final paper:

1. Dr. (Hon). Jonathan L. Parapak, M. Eng. Sc., as the Rector of Universitas Pelita Harapan
2. Mr. Arifin, SE, MM, MBA, CBV, CMA, CSMA as the Associate Dean of Faculty of <Name of Faculty> UPH Medan Campus
3. Dr. Alfonsius, S.E.,M.Si, as the Department Chair of Management Study Program UPH Medan Campus
4. Ali Syah Putra, S.E, MM as the Final Paper Advisor who has guided and given valuable instructions and guidance for the completion of this final paper
5. All UPH Medan Campus lecturers who have transferred knowledge from the first till the last semester during the entire study period at UPH Medan

Campus

6. All UPH Medan Campus administrative staff who have assisted in the writing of this final paper
7. The President/Director/Manager/Supervisor of Favehotel Medan and their team for the opportunity to do the research and provision of valuable information and data needed
8. My beloved parent and family who constantly giving me support while doing this final paper
9. My beloved
10. Everyone who has provided suggestions, critics, encouragement, and motivation in order to finish this final paper

Finally, the writer acknowledges that there may still be inaccuracies and errors in this final paper. Therefore, constructive comments as well as inputs from the readers aimed at the improvement of this final paper content are welcomed and highly appreciated.

Medan, June 15, 2021

The Writer,



Evelyn

00000018093

TABLE OF CONTENTS

COVER PAGE	
TITLE PAGE	
DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR	iv
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....	v
ABSTRACT	vi
ABSTRAK.....	vii
PREFACE	viii
TABLE OF CONTENTS.....	x
LIST OF FIGURES	xiii
LIST OF TABLES	xiv
LIST OF APPENDICES.....	xvi
CHAPTER I INTRODUCTION	
1.1 Background of the Study.....	1
1.2 Problem Limitation	3
1.3 Problem Formulation	4
1.4 Objective of The Research	4
1.5 Benefit of The Research.....	4
1.5.1 Theoretical Benefit	4
1.5.2 Practical Benefit	5
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background.....	6
2.1.1 Human Resource Management	6
2.1.2 The Concept of Reward Management	8
2.1.4 The Indicators of Reward.....	13

2.1.5	The Importance of Employee Performance	13
2.1.6	Indicators of Employee Performance.....	15
2.1.7	The Relationship Between Reward and Employee Performance	17
2.2	Previous Research.....	17
2.3	Hypothesis Development	20
2.4	Research Model.....	20
2.5	Framework of Thinking	21

CHAPTER III RESEARCH METHODOLOGY

3.1	Research Design	23
3.2	Research Object.....	23
3.2.1	Place and Time of the Research	24
3.2.2	Population and Sample	24
3.3	Definitions of Operational Variables	25
3.4	Data Collection Method	26
3.5	Data Analysis Method.....	28
3.5.1	Test of Research Instrument.....	28
3.5.2	Descriptive Statistics.....	31
3.5.3	Classical Assumption Test	33
3.5.4	Linear Regression Analysis.....	35
3.5.5	Hypothesis Test	35

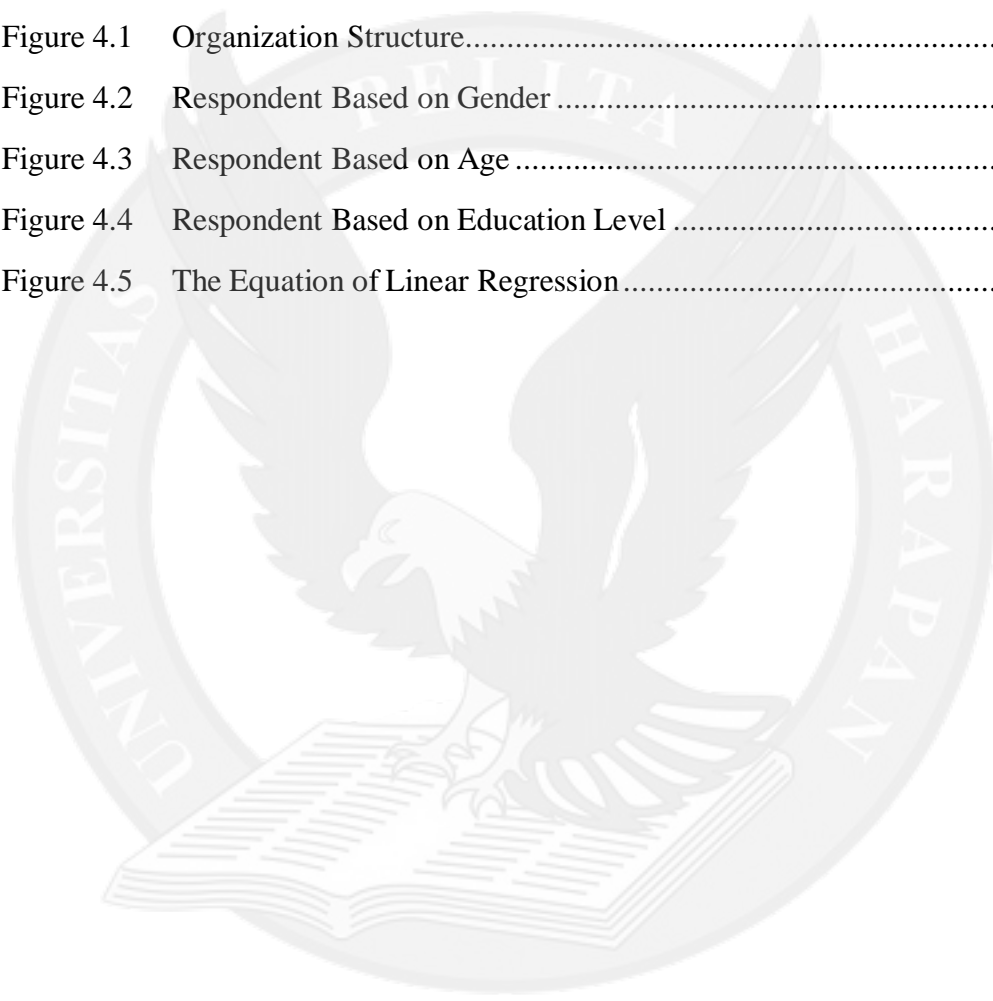
CHAPTER IV RESEARCH ANALYSIS AND DISCUSSION

4.1	General View of Research Object	38
4.1.1	The Overview of Favehotel Medan	38
4.1.2	Organizational Structure	39
4.2	Data Analysis	45
4.2.1	Descriptive Statistic.....	45
4.2.1.2	Reliability Test.....	47

4.2.2	Descriptive Statistics	48
4.2.2.1	Respondent Characteristics.....	48
4.2.2.2	Explanation of Respondents on Research Variables.....	50
4.2.3	Result of Data Quality Testing.....	61
4.2.3.1	Normality Test	61
4.2.3.2	Regression Equation.....	62
4.2.4	Result of Hypothesis Testing	64
4.2.4.1	Coefficient of Determination	64
4.2.4.2	Hypothesis Test.....	65
4.3	Discussion.....	66
CHAPTER V CONCLUSION		
5.1	Conclusion.....	68
5.2	Recommendation	69
REFERENCES		71
APPENDICES		

LIST OF FIGURES

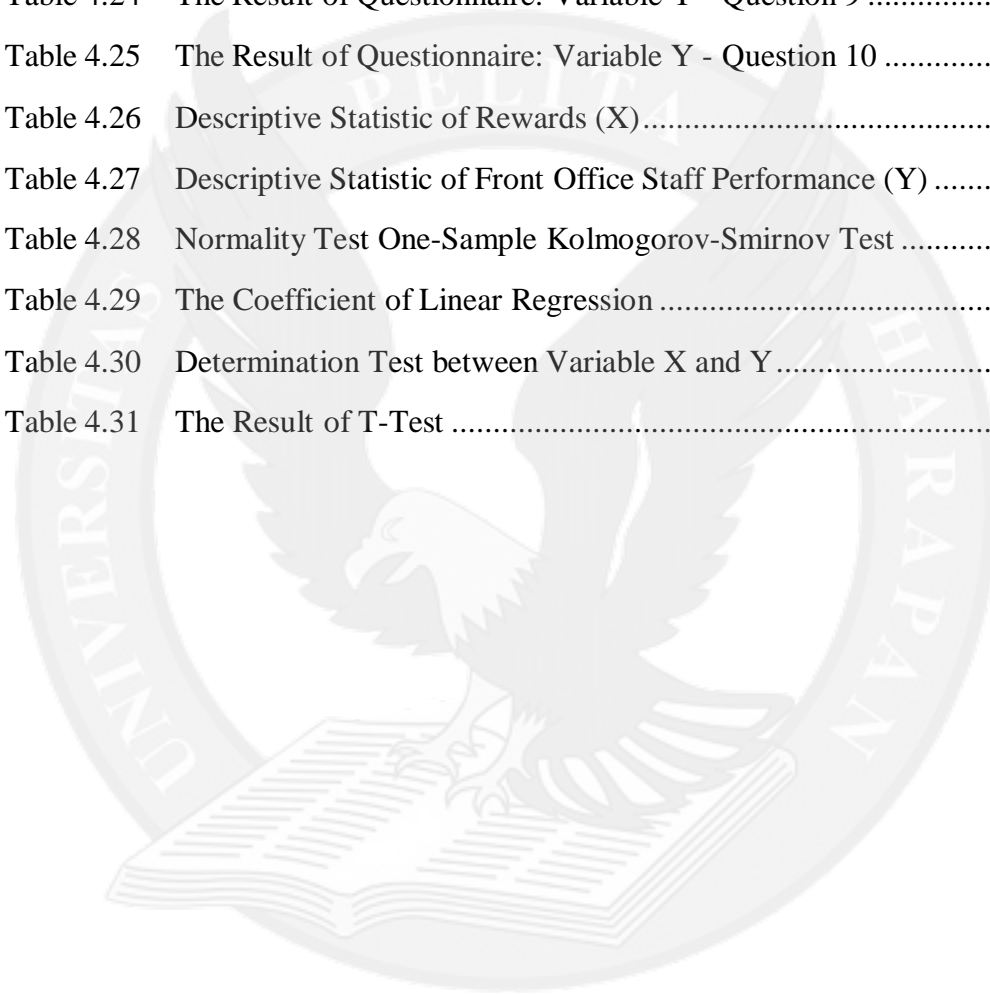
	Page
Figure 2.1 Components of “total reward”.....	11
Figure 2.2 Research Model.....	21
Figure 2.3 Framework of Thinking	22
Figure 4.1 Organization Structure.....	39
Figure 4.2 Respondent Based on Gender	48
Figure 4.3 Respondent Based on Age	49
Figure 4.4 Respondent Based on Education Level	50
Figure 4.5 The Equation of Linear Regression.....	63



LIST OF TABLES

		Page
Table 3.1	Table of Operation for Variable X	26
Table 3.2	Table of Operation for Variable Y	26
Table 3.3	Likert Scales.....	27
Table 3.4	Measurement of R (Validity)	29
Table 3.5	Measurement of α (Reliability)	30
Table 3.6	Measurement of Determination Test	36
Table 4.1	Validity Test for Questions in Variable Rewards (X)	46
Table 4.2	Validity Test for Questions in Variable Front Office Staff Performance (Y).....	47
Table 4.3	Reliability Test on Variable X and Y	47
Table 4.4	Respondent Based on Gender	48
Table 4.5	Respondent Based on Age	49
Table 4.6	Respondent Based on Education Level	50
Table 4.7	The Result of Questionnaire: Variable X - Question 1	51
Table 4.8	The Result of Questionnaire: Variable X - Question 2.....	51
Table 4.9	The Result of Questionnaire: Variable X - Question 3.....	52
Table 4.10	The Result of Questionnaire: Variable X - Question 4.....	52
Table 4.11	The Result of Questionnaire: Variable X - Question 5.....	53
Table 4.12	The Result of Questionnaire: Variable X - Question 6.....	53
Table 4.13	The Result of Questionnaire: Variable X - Question 7.....	54
Table 4.14	The Result of Questionnaire: Variable X - Question 8.....	54
Table 4.15	The Result of Questionnaire: Variable X - Question 9.....	55
Table 4.16	The Result of Questionnaire: Variable Y - Question 1	55
Table 4.17	The Result of Questionnaire: Variable Y - Question 2.....	56
Table 4.18	The Result of Questionnaire: Variable Y - Question 3.....	56

Table 4.19	The Result of Questionnaire: Variable Y - Question 4	57
Table 4.20	The Result of Questionnaire: Variable Y - Question 5	57
Table 4.21	The Result of Questionnaire: Variable Y - Question 6	58
Table 4.22	The Result of Questionnaire: Variable Y - Question 7	58
Table 4.23	The Result of Questionnaire: Variable Y - Question 8	59
Table 4.24	The Result of Questionnaire: Variable Y - Question 9	59
Table 4.25	The Result of Questionnaire: Variable Y - Question 10	60
Table 4.26	Descriptive Statistic of Rewards (X).....	60
Table 4.27	Descriptive Statistic of Front Office Staff Performance (Y)	61
Table 4.28	Normality Test One-Sample Kolmogorov-Smirnov Test	62
Table 4.29	The Coefficient of Linear Regression	63
Table 4.30	Determination Test between Variable X and Y	65
Table 4.31	The Result of T-Test	66



LIST OF APPENDICES

APPENDIX A: Research Questionnaire	A-1
APPENDIX B: Questionnaire Data of Reward	B-1
APPENDIX C: Questionnaire Data of Front Office Staff Performance	C-1
APPENDIX D: SPSS Output	D-1
APPENDIX E: Distribution of T-Table	E-1
APPENDIX F: Distribution of R-Table	F-1

