

# TABLE OF CONTENT

	Page
<b>COVER PAGE</b>	
<b>TITLE PAGE</b>	
<b>DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT .....</b>	<b>ii</b>
<b>APPROVAL PAGE BY <i>FINAL PAPER</i> ADVISOR .....</b>	<b>iv</b>
<b>APPROVAL PAGE BY <i>FINAL PAPER</i> COMMITTEE .....</b>	<b>v</b>
<b>ABSTRACT .....</b>	<b>vi</b>
<b><i>ABSTRAK</i> .....</b>	<b>vii</b>
<b>PREFACE .....</b>	<b>viii</b>
<b>TABLE OF CONTENTS.....</b>	<b>x</b>
<b>LIST OF FIGURES .....</b>	<b>xii</b>
<b>LIST OF TABLES .....</b>	<b>xiii</b>
<b>LIST OF APPENDICES .....</b>	<b>xv</b>

## CHAPTER I INTRODUCTION

1.1 Background of the Study.....	1
1.2 Problem Limitation .....	3
1.3 Problem Formulation .....	3
1.4 Objective of the Research .....	4
1.5 Benefits pf Research .....	4
1.5.1Theoritcal Benefit .....	4
1.5.2Pratical Benefit.....	5

## CHAPTER II LITERATURE REVIEW AND HYPOTHESIS

### DEVELOPMENT

2.1 Theoritcal Background.....	6
2.1.1 Hospitality .....	6
2.1.2 Comunication .....	6
2.1.3 Communication Indicators .....	10
2.1.4 Employee Performance .....	11

2.1.5 The Benefits of Employee Performance .....	12
2.1.6 Indicators of Employees' Performance .....	13
2.1.7 Relationship Between Communication and Employees' Performance ..	15
2.2 Previous Research .....	15
2.3 Hypothesis Development .....	18
2.4 Research Model.....	18
2.5 Framework of Thinking .....	19

### **CHAPTER III RESEARCH METHODOLOGY**

3.1 Research Design.....	20
3.2 Population and Sample.....	21
3.3 Data Collection Method .....	21
3.4 Operational Variable And Variable Measurement.....	22
3.5 Data Analysis Method.....	24
3.5.1 Descriptive Statistics .....	24
3.5.2 Validity Test.....	25
3.5.3 Reliability Test.....	26
3.6 Clasical Assumption Test.....	27
3.6.1 Normality Test .....	27
3.6.2 Heteroscedasticity Test .....	28
3.7 Determination Test.....	30
3.8 Simple Linear Regression Analysis .....	31
3.9 Hypothesis Test.....	31

### **CHAPTER IV RESEARCH RESULT AND DISCUSSION**

4.1 General Review of Research Object .....	31
4.1.1 Bried Overview of Aryaduta Hotel .....	31
4.1.2 The vision and Mission of the Aryaduta Hotel Medan .....	31
4.1.3 Organizational Structure of the Company.....	34
4.1.4 Job Descriptions .....	34
4.2 Research Result.....	45
4.2.1 Respodent Characteristics .....	45

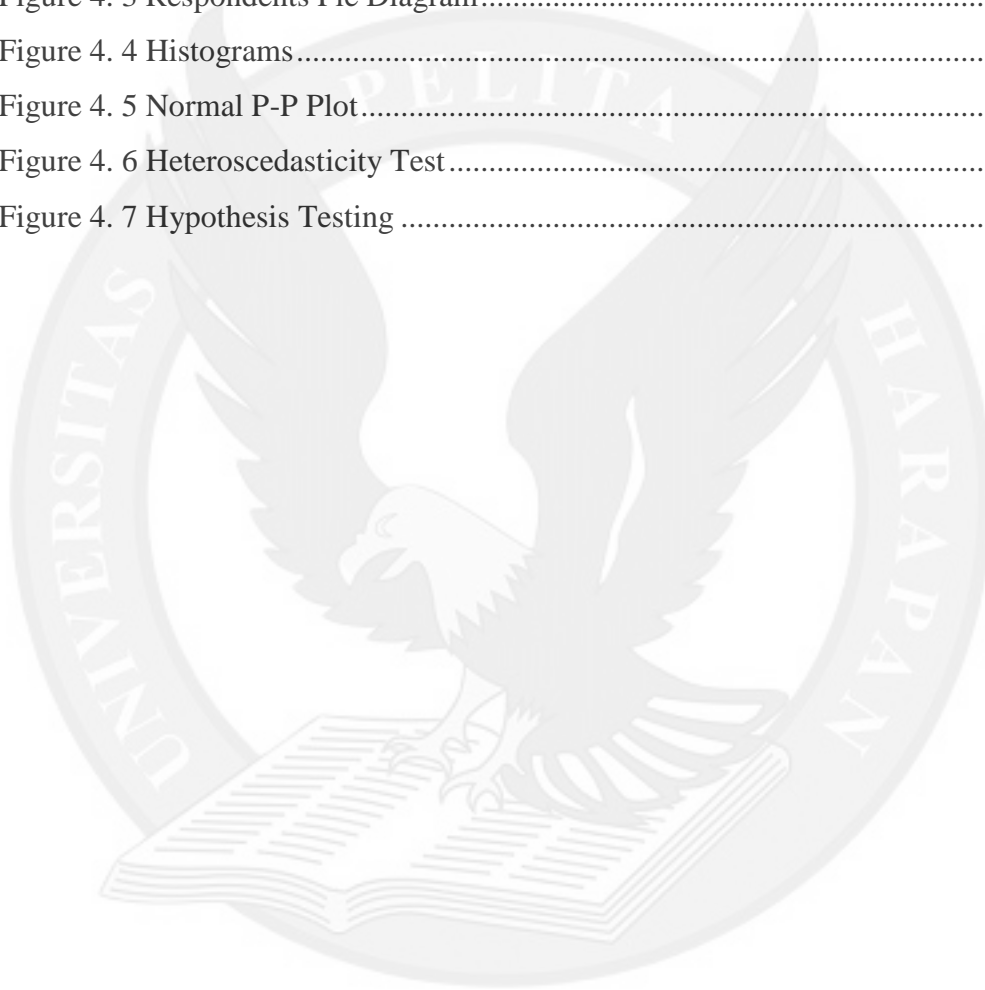
4.2.2 Test of Research Instrument.....	70
4.2.2.1 Validity test .....	70
4.2.2.2 Reliability Test .....	71
4.2.3 Result of Data Quality Testing.....	72
4.2.3.1 Normality Test.....	72
4.2.3.2 Heteroscedasticity Test.....	74
4.2.3.3 Linearity Test.....	76
4.2.3.4 Simple Linear Regression.....	77
4.2.3.5 Coefficient of Determination.....	77
4.2.3.6 Hypothesis Test .....	78
4.3 Discussion .....	79

## **CHAPTER V CONCLUSION**

5.1 Conclusion .....	83
5.2 Recommendation.....	84
<b>REFERENCES .....</b>	<b>86</b>

## LIST OF FIGURES

	Page
Figure 2. 1 Research Model .....	18
Figure 2. 2 Framework of Thinking .....	19
Figure 4. 1 Structure Organization .....	34
Figure 4. 2 Respondents Pie Diagram .....	46
Figure 4. 3 Respondents Pie Diagram .....	47
Figure 4. 4 Histograms .....	73
Figure 4. 5 Normal P-P Plot .....	73
Figure 4. 6 Heteroscedasticity Test .....	75
Figure 4. 7 Hypothesis Testing .....	79



## LIST OF TABLE

	Page
Table 3. 1 Likert Scale Application in the Questionnaire .....	22
Table 3. 2 Operational Definitions and Variable Measurements .....	23
Table 4. 1 Characteristics of Respondents by Age .....	46
Table 4. 2 Characteristics of Respondents by Gender .....	47
Table 4. 3 Questionnaire 1 – Communication .....	62
Table 4. 4 Questionnaire 2 – Communication .....	62
Table 4. 5 Questionnaire 3 – Communication .....	62
Table 4. 6 Questionnaire 4 – Communication .....	63
Table 4. 7 Questionnaire 5 – Communication .....	63
Table 4. 8 Questionnaire 6 – Communication .....	64
Table 4. 9 Questionnaire 7 – Communication .....	64
Table 4. 10 Questionnaire 8 – Communication .....	65
Table 4. 11 Questionnaire 1 – Employee Performance.....	65
Table 4. 12 Questionnaire 2 – Employee Performance.....	66
Table 4. 13 Questionnaire 3 – Employee Performance.....	66
Table 4. 14 Questionnaire 4 – Employee Performance.....	66
Table 4. 15 Questionnaire 5 – Employee Performance.....	67
Table 4. 16 Questionnaire 6 – Employee Performance.....	67
Table 4. 17 Questionnaire 7 – Employee Performance.....	68
Table 4. 18 Questionnaire 8 – Employee Performance.....	68
Table 4. 19 The Interval Tables .....	69
Table 4. 20 Descriptive Statistics.....	69
Table 4. 21 Validity Test of Communication (X) .....	70
Table 4. 22 Validity of Employee Performance (Y).....	71
Table 4. 23 Test Reliability of Communication (X) .....	71
Table 4. 24 Test Reliability of Employee Performance (Y) .....	72
Table 4. 25 Kolmogorov Smirnov Test .....	74
Table 4. 26 Heteroscedasticity Test .....	76
Table 4. 27 Linearity Test .....	76
Table 4. 28 Simple Linear Regression Analysis .....	77

Table 4. 29 Determination Coefficient Test..... 78  
Table 4. 30 Partial Test ..... 78



## LIST OF APPENDICES

APPENDIX A	QUESTIONNAIRE .....	A-1
APPENDIX B	TABULATION QUESTIONNAIRE DATA .....	B-1
APPENDIX C	TABULATION QUESTIONNAIRE DATA .....	C-1
APPENDIX D	SPSS OUPUT .....	D-1
APPENDIX E	R TABLE .....	E-1
APPENDIX F	T TABLE .....	F-1
APPENDIX G	F TABLE .....	G-1
APPENDIX H	LETTER .....	H-1

