

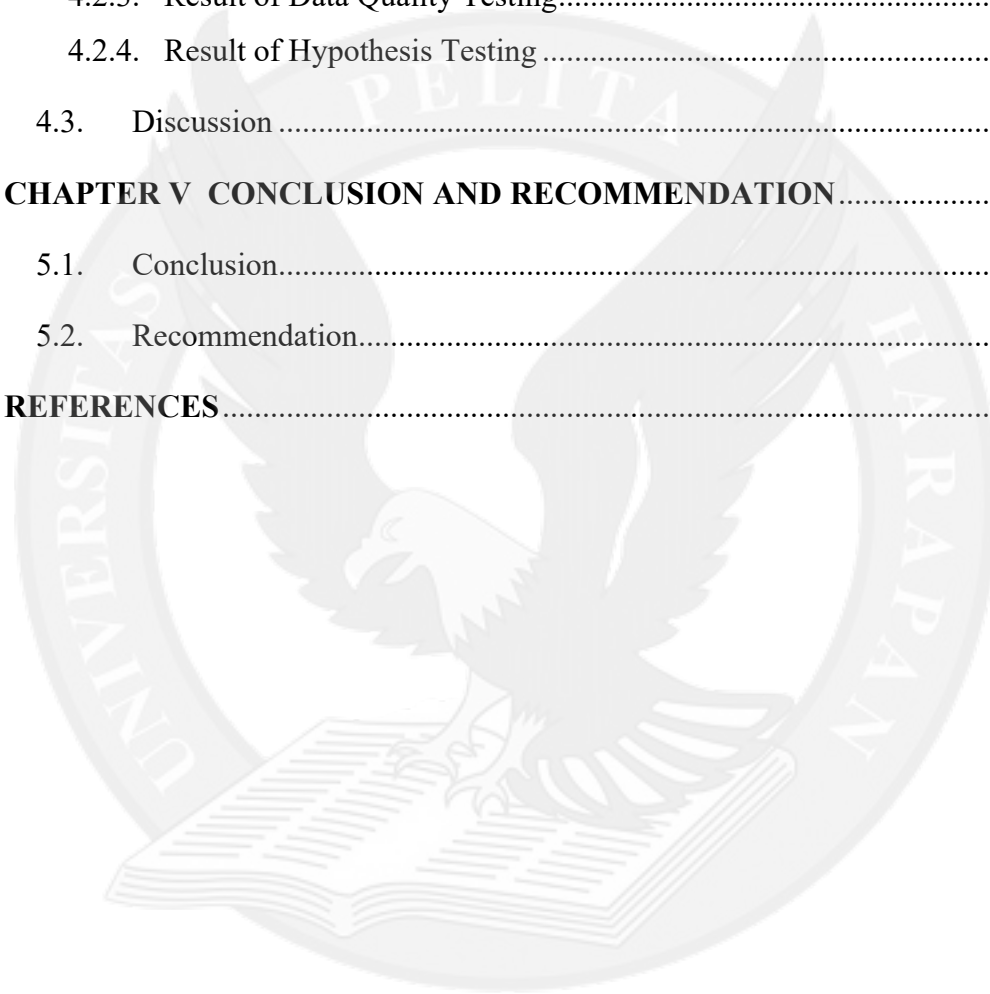
TABLE OF CONTENT

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
ABSTRACT.....	vii
PREFACE.....	viii
LIST OF FIGURES	xiv
LIST OF TABLES	xv
LIST OF APPENDICES.....	xviii
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Problem Limitation	9
1.3 Problem Formulation	10
1.4 Objective of the Research	11
1.5 Benefit of the Research	11
1.5.1 Theoretical Benefit.....	11
1.5.2 Practical Benefit.....	12
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	12
2.1 Theoretical Background.....	12
2.1.1 Hospitality Management.....	12
2.1.2 Human Resource Management	14
2.1.3 Motivation.....	15
2.1.4. Work Environment.....	24

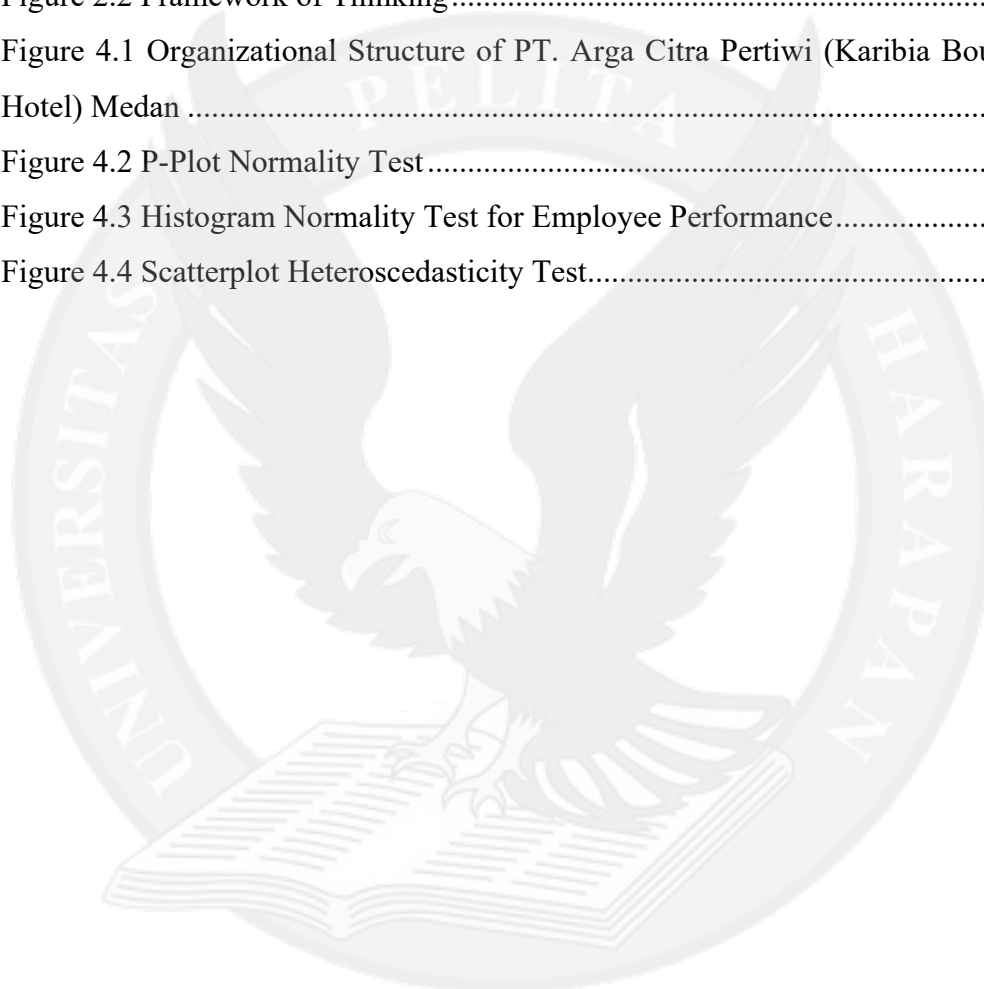
2.1.5.	Employee Performance	30
2.1.6.	Relationship between Motivation and Employee Performance	38
2.1.7.	Relationship between Work Environment and Employee Performance 38	
2.1.8.	Relationship among Motivation, Work Environment and Employee Performance	40
2.2	Previous Research	40
2.3	Hypothesis Development	42
2.4	Research Model.....	43
2.5	Framework of Thinking	46
CHAPTER III RESEARCH METHODOLOGY		47
3.1	Research Design.....	47
3.2	Population and Sample.....	49
3.2.1	Population	50
3.2.2	Sample.....	50
3.3	Data Collection Method	51
3.4	Operational Definition and Variable Measurement	53
3.4.1	Operational Definition	53
3.4.2	Variable Measurement	56
3.5	Data Analysis Method.....	57
3.5.1	Test of Research Instrument.....	58
3.5.2	Descriptive Statistic	60
3.5.3	Classical Assumption Tests.....	62
3.5.4	Multiple Linear Regression Analysis.....	64
3.5.5	Hypothesis Test.....	64
CHAPTER IV RESEARCH RESULT AND DISCUSSION		68
4.1.	General View of Research Object.....	68
4.1.1.	Brief Overview of Karibia Boutique Hotel, Medan.....	68

4.1.2.	Vision Mission	69
4.1.3.	Organizational Structure	69
4.1.4.	Job Description of Each Position	71
4.2.	Research Results	73
4.2.1.	Result of Research Instrument Tests.....	73
4.2.2.	Descriptive Statistic	77
4.2.3.	Result of Data Quality Testing.....	110
4.2.4.	Result of Hypothesis Testing	116
4.3.	Discussion	120
CHAPTER V CONCLUSION AND RECOMMENDATION.....		124
5.1.	Conclusion.....	124
5.2.	Recommendation.....	125
REFERENCES.....		128



LIST OF FIGURES

	page
Figure 1.1 Online Reviews (TripAdvisor 2018-2020; Traveloka 2018).....	5
Figure 1.2 Employee Tardiness (2019-2020).....	7
Figure 2.1 Research Model	44
Figure 2.2 Framework of Thinking.....	46
Figure 4.1 Organizational Structure of PT. Arga Citra Pertiwi (Karibia Boutique Hotel) Medan	70
Figure 4.2 P-Plot Normality Test.....	110
Figure 4.3 Histogram Normality Test for Employee Performance.....	111
Figure 4.4 Scatterplot Heteroscedasticity Test.....	113

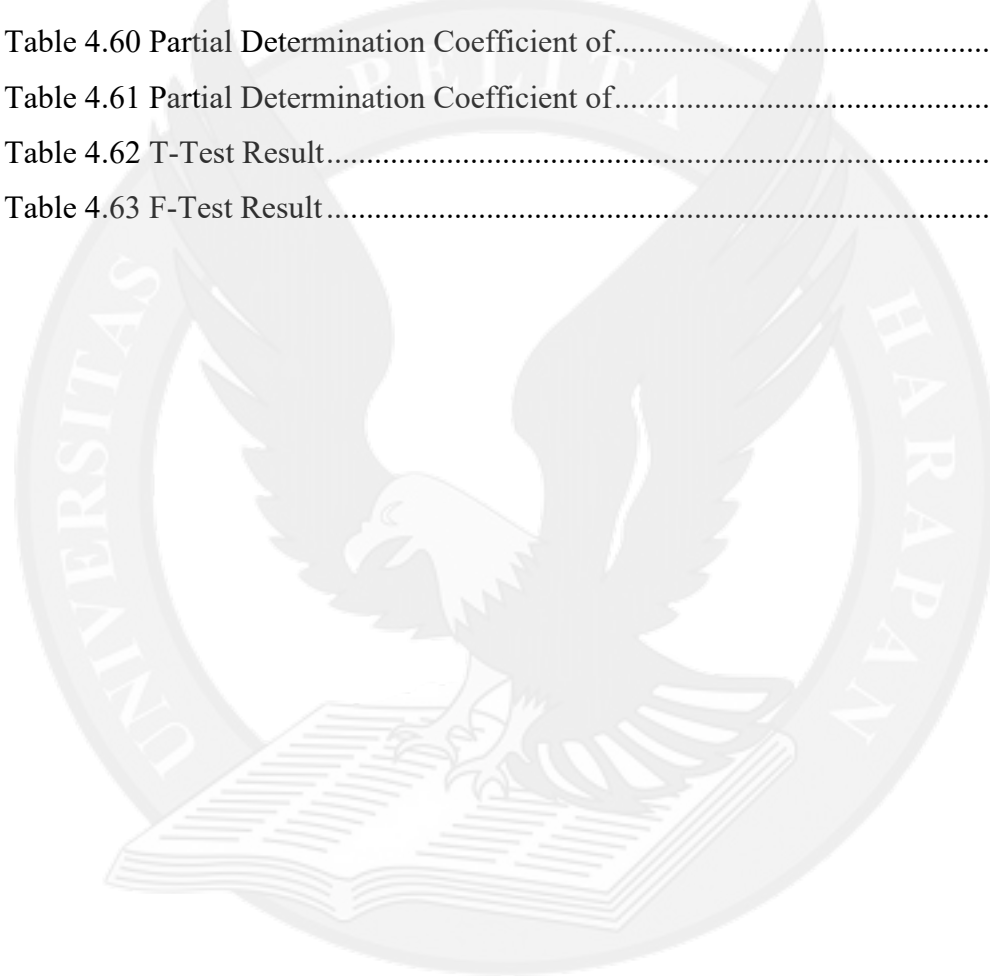


LIST OF TABLES

	page
Table 1.1 Employee Tardiness in 2019 (Number of Employee)	6
Table 1.2 Employee Tardiness in 2020 (Number of Employee)	7
Table 2.1 Previous Research	41
Table 3.1 Operational Variable X1 (Motivation)	54
Table 3.2 Operational Variable X2 (Work Environment)	55
Table 3.3 Operational Variable Y (Employee Performance).....	56
Table 3.4 Likert Scale	57
Table 3.5 Parameter of Normality.....	62
Table 3.6 Parameter of Multicollinearity	63
Table 3.7 Parameter of Heteroscedasticity.....	63
Table 4.1 Validity Test for Motivation Variable	74
Table 4.2 Validity Test for Work Environment Variable	75
Table 4.3 Validity Test for Employee Performance Variable.....	75
Table 4.4 Reliability Test for Motivation Variable.....	76
Table 4.5 Reliability Test for Work Environment Variable	76
Table 4.6 Reliability Test for Employee Performance.....	77
Table 4.7 The Respondents' Identity Based on Gender.....	78
Table 4.8 The Respondents' Identity Based on Age.....	78
Table 4.9 The Respondents' Identity Based on Education	79
Table 4.10 The Respondents' Identity Based on Working Period.....	79
Table 4.11 The Respondents' Identity Based on Department.....	80
Table 4.12 The Respondents' Answer on Variable X1 Q1.....	81
Table 4.13 The Respondents' Answer on Variable X1 Q2.....	82
Table 4.14 The Respondents' Answer on Variable X1 Q3.....	82
Table 4.15 The Respondents' Answer on Variable X1 Q4.....	83
Table 4.16 The Respondents' Answer on Variable X1 Q5.....	84
Table 4.17 The Respondents' Answer on Variable X1 Q6.....	84
Table 4.18 The Respondents' Answer on Variable X1 Q7.....	85
Table 4.19 The Respondents' Answer on Variable X1 Q8.....	86

Table 4.20 The Respondents' Answer on Variable X1 Q9.....	86
Table 4.21 The Respondents' Answer on Variable X1 Q10.....	87
Table 4.22 The Respondents' Answer on Variable X1 Q11.....	88
Table 4.23 The Respondents' Answer on Variable X1 Q12.....	88
Table 4.24 The Respondents' Answer on Variable X2 Q1.....	89
Table 4.25 The Respondents' Answer on Variable X2 Q2.....	90
Table 4.26 The Respondents' Answer on Variable X2 Q3.....	90
Table 4.27 The Respondents' Answer on Variable X2 Q4.....	91
Table 4.28 The Respondents' Answer on Variable X2 Q5.....	92
Table 4.29 The Respondents' Answer on Variable X2 Q6.....	92
Table 4.30 The Respondents' Answer on Variable X2 Q7.....	93
Table 4.31 The Respondents' Answer on Variable X2 Q8.....	94
Table 4.32 The Respondents' Answer on Variable X2 Q9.....	94
Table 4.33 The Respondents' Answer on Variable X2 Q10.....	95
Table 4.34 The Respondents' Answer on Variable X2 Q11.....	95
Table 4.35 The Respondents' Answer on Variable X2 Q12.....	96
Table 4.36 The Respondents' Answer on Variable Y Q1.....	97
Table 4.37 The Respondents' Answer on Variable Y Q2.....	97
Table 4.38 The Respondents' Answer on Variable Y Q3.....	98
Table 4.39 The Respondents' Answer on Variable Y Q4.....	99
Table 4.40 The Respondents' Answer on Variable Y Q5.....	99
Table 4.41 The Respondents' Answer on Variable Y Q6.....	100
Table 4.42 The Respondents' Answer on Variable Y Q7.....	100
Table 4.43 The Respondents' Answer on Variable Y Q8.....	101
Table 4.44 The Respondents' Answer on Variable Y Q9.....	102
Table 4.45 The Respondents' Answer on Variable Y Q10.....	102
Table 4.46 The Respondents' Answer on Variable Y Q11.....	103
Table 4.47 The Respondents' Answer on Variable Y Q12.....	103
Table 4.48 The Interval Class for Motivation.....	105
Table 4.49 The Interval Class for Work Environment.....	105
Table 4.50 The Interval Class for Employee Performance.....	106
Table 4.51 Mean, Median, Mode, Standard Deviation.....	106

Table 4.52 Mean of Motivation (X1).....	107
Table 4.53 Mean of Work Environment (X2).....	108
Table 4.54 Mean of Employee Performance (Y).....	109
Table 4.55 One-Sample Kolmogory-Smirnov Normality Test.....	112
Table 4.56 Multicollinearity Test.....	113
Table 4.57 Heteroscedasticity Test	114
Table 4.58 Multiple Linear Regression.....	115
Table 4.59 Determination Coefficient.....	116
Table 4.60 Partial Determination Coefficient of.....	117
Table 4.61 Partial Determination Coefficient of.....	117
Table 4.62 T-Test Result.....	118
Table 4.63 F-Test Result.....	119



LIST OF APPENDICES

	page
Appendix A: Questionnaires	A-1
Appendix B: Kuisisioner	B-1
Appendix C: Questionnaire Data Tabulation (Pre-Test).....	C-1
Appendix D: Questionnaire Data Tabulation (Main-Test)	D-1
Appendix E: Data Calculation Results Using SPSS 25.0	E-1
Appendix F: R Table.....	F-1
Appendix G: T Table	G-1
Appendix H: Permission Letter from UPH Medan Campus.....	H-1
Appendix I: Company Letter	I-1

