

## TABLE OF CONTENTS

	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 FINAL PAPER ADVISOR.....</b>	<b>iv</b>
<b>APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....</b>	<b>v</b>
<b>ABSTRACT .....</b>	<b>vi</b>
<b>ABSTRAK .....</b>	<b>vii</b>
<b>PREFACE.....</b>	<b>viii</b>
<b>TABLE OF CONTENTS.....</b>	<b>xi</b>
<b>LIST OF FIGURES .....</b>	<b>xv</b>
<b>LIST OF TABLES .....</b>	<b>xvi</b>
<b>LIST OF APPENDICES.....</b>	<b>xviii</b>
<b>CHAPTER I INTRODUCTION</b>	
1.1 Background of the Study .....	1
1.2 Problem Limitation .....	7
1.3 Problem Formulation .....	7
1.4 Objective of The Research.....	8
1.5 Benefit of The Research .....	8
1.5.1 Theoretical Benefit.....	8
1.5.2 Practical Benefit.....	9
<b>CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT</b>	
2.1 Theoretically Background .....	10
2.1.1 Hospitality Industry .....	10
2.1.2 Human Resource .....	11

2.1.3 Compensation.....	13
2.1.3.1 Definition of Compensation .....	13
2.1.3.2 Function and Purpose of Compensation .....	14
2.1.3.3 Indicators of Compensation .....	15
2.1.4 Communication Skill .....	15
2.1.4.1 Definition of Communication Skill.....	15
2.1.4.2 Indicators of Communication Skill .....	16
2.1.5. Performance .....	18
2.1.5.1 Definition of Performance.....	18
2.1.5.2 Factors that affect Performance .....	19
2.1.5.3 Indicators of Performance .....	19
2.2 Previous Research.....	20
2.3 Hypothesis Development.....	24
2.3.1 Influence of Compensation towards Employee Performance .....	24
2.3.2 Influence of Communication Skill towards Employee Performance	25
2.3.3 Influence of Compensation and Communication Skill towards Employee Performance .....	26
2.4 Research Model .....	27
2.5 Framework of Thinking.....	28

### **CHAPTER III RESEARCH METHODOLOGY**

3.1 Research Design .....	29
3.2 Population and Sample .....	30
3.2.1 Population .....	30
3.2.2 Sample .....	30
3.3 Data Collection Method.....	30
3.4 Operational Definition and Variable Measurement.....	32
3.5 Data Analysis Method .....	34
3.5.1 Validity Test .....	34

3.5.2	Reliability Test.....	35
3.5.3	Descriptive Statistics Analysis .....	36
3.5.4	Classic Assumption Test.....	37
3.5.4.1	Normality Test .....	37
3.5.4.2	Linearity Test .....	37
3.5.4.3	Multicollinearity Test.....	38
3.5.4.4	Heteroscedasticity Test .....	38
3.5.5	Hypothesis Testing .....	39
3.5.5.1	Multiple Linear Regression.....	39
3.5.5.2	Coefficient of Correlation (r) .....	40
3.5.5.3	Coefficient of Determination ( $R^2$ ).....	40
3.5.5.4	T-test .....	41
3.5.5.5	F-test.....	42

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

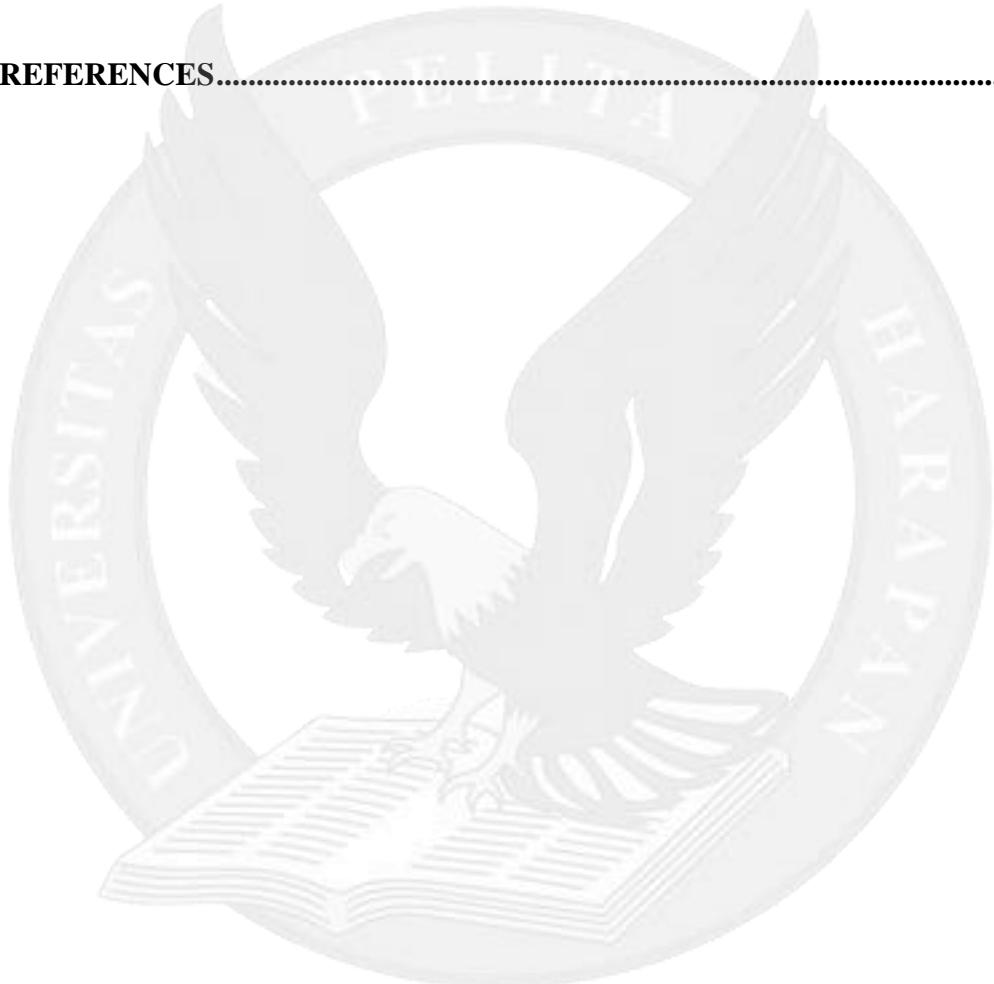
4.1	General View Of Kyriad Muraya Hotel .....	44
4.2	Research Result .....	45
4.2.1	Descriptive Statistic Analysis .....	45
4.2.1.1	Respondent Characteristics .....	46
4.2.2	Result of Data Quality Testing .....	56
4.2.2.1	Validity Test.....	56
4.2.2.2	Reliability Test .....	57
4.2.2.3	Normality Test .....	58
4.2.2.4	Linearity Test .....	60
4.2.2.5	Multicollinearity Test.....	61
4.2.2.6	Heteroscedasticity Test .....	62
4.2.3	Result of Hypothesis Testing .....	63
4.2.3.1	Multiple Linear Regression.....	63
4.2.3.2	Coefficient of Correlation (r) .....	64
4.2.3.3	Coefficient of Determination ( $R^2$ ).....	65
4.2.3.4	Partial Test (T-test) .....	66
4.2.3.5	Simultaneous Test (F-test) .....	68

4.3 Discussion.....	70
---------------------	----

## **CHAPTER V CONCLUSION**

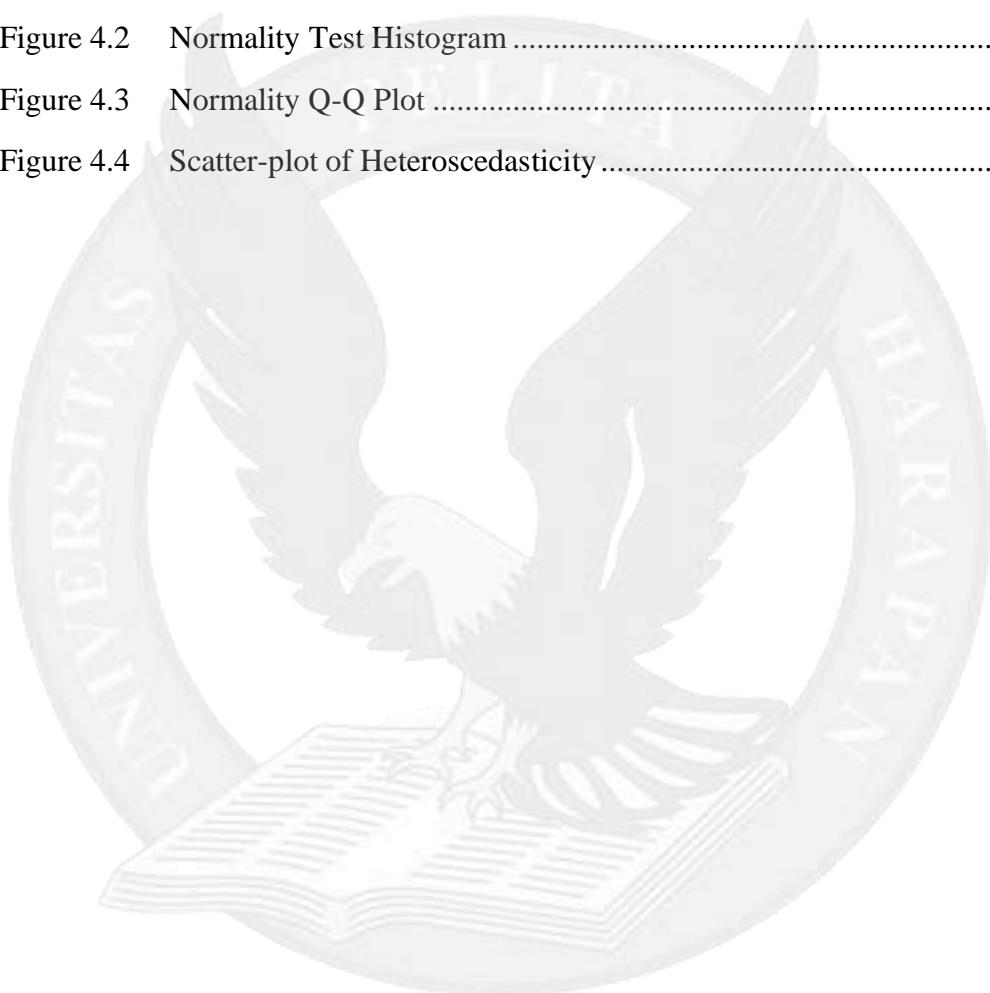
5.1 Conclusion .....	73
5.2 Recommendation .....	74

<b>REFERENCES.....</b>	<b>75</b>
------------------------	-----------



## LIST OF FIGURES

	page
Figure 2.1 Research Model .....	27
Figure 2.2 Framework of Thinking .....	28
Figure 4.1 Organization Structure of Kyriad Muraya Hotel .....	45
Figure 4.2 Normality Test Histogram .....	59
Figure 4.3 Normality Q-Q Plot .....	59
Figure 4.4 Scatter-plot of Heteroscedasticity .....	63



## LIST OF TABLES

	page
Table 1.1 The Number of Domestic and International Tourists in Banda Aceh City.....	3
Table 2.1 Summary of Previous Research .....	23
Table 3.1 Likert Scale .....	33
Table 3.2 Operational Variables, Definition, Indicator, and Measurement/Scale .....	33
Table 4.1 Mean, Median, Mode for Compensation .....	45
Table 4.2 Mean, Median, Mode for Communication Skill .....	46
Table 4.3 Mean, Median, Mode for Employee Performance.....	46
Table 4.4 Respondents Gender .....	47
Table 4.5 Respondents Age .....	47
Table 4.6 Respondents Length of work .....	48
Table 4.7 Respondents Compensation .....	48
Table 4.8 Q1 I feel happy with the work given to me.....	49
Table 4.9 Q2 Rewards are given according to my performance .....	49
Table 4.10 Q3 I can finish my work according to the target.....	50
Table 4.11 Q4 I always do my work together with my co-workers.....	50
Table 4.12 Q5 Job promotions are always carried out to provide rewards and punishments to employees .....	51
Table 4.13 Q1 I always receive a salary according to my performance .....	51
Table 4.14 Q2 I receive incentives/bonuses for the work given of the activities carried out .....	52
Table 4.15 Q3 I receive an allowance provided by company .....	52
Table 4.16 Q4 I receive a compensation provided by the company such as facilities, and product discount .....	53
Table 4.17 Q1 I always do a personal communication with my co-workers.....	53

Table 4.18	Q2 I use interpersonal verbal communication in several situations and occasions .....	54
Table 4.19	Q3 I often communicate in groups in conveying the main ideas and vision of the organization.....	54
Table 4.20	Q4 communicate to the public regarding the company's products that are launched regularly .....	54
Table 4.21	Q5 I always communicate the state of the organization with superiors or fellow co-workers continuously .....	55
Table 4.22	Q6 In explaining things to my boss or to customers, I always use a proper language.....	55
Table 4.23	Validity test result .....	56
Table 4.24	Reliability test result .....	57
Table 4.25	Normality test result.....	58
Table 4.26	Linearity test of Compensation toward Employee Performance .....	60
Table 4.27	Linearity test of Communication Skill toward Employee Performance .....	60
Table 4.28	Multicollinearity test result .....	61
Table 4.29	Heteroscedasticity test result.....	62
Table 4.30	Multiple Linear Regression result.....	64
Table 4.31	Coefficient of Correlation table .....	65
Table 4.32	Coefficient of Determination table .....	66
Table 4.33	Correlation partially result .....	66
Table 4.34	T-test table .....	67
Table 4.35	F-test table.....	69

## **LIST OF APPENDICES**

APPENDIX A: RESEARCH QUESTIONNAIRE .....	A-1
APPENDIX B: RESPONDENTS ANSWERS FOR VALIDITY AND RELIABILITY TEST .....	B-1
APPENDIX C: SPSS DATA RESULT ON VALIDITY AND RELIABILITY TEST .....	C-1
APPENDIX D: R-TABLE .....	D-1
APPENDIX E: T-TABLE.....	E-1
APPENDIX F: F-TABLE .....	F-1
APPENDIX G: RESEARCH PERMISSION LETTER .....	G-1
APPENDIX H: KYRIAD MURAYA HOTEL BANDA ACEH .....	H-1
APPENDIX I: ORGANIZATION STRUCTURE OF KYRIAD MURAYA HOTEL BANDA ACEH .....	I-1