

TABLE OF CONTENTS

page

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	v
PREFACE	vi
TABLE OF CONTENTS.....	viii
LIST OF FIGURES	xi
LIST OF TABLES	xii
LIST OF APPENDICES.....	xiv
CHAPTER I INTRODUCTION	
1.1 Background of the Study.....	1
1.2 Problem Limitation	6
1.3 Problem Formulation	6
1.4 Objective of The Research	7
1.5 Benefit of The Research.....	7
1.5.1 Theoretical Benefit	7
1.5.2 Practical Benefit	8
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background.....	9
2.1.1 Marketing.....	9
2.1.2 Human Resource Management	10

2.1.3	Training	11
2.1.3.1	Definition of Training	11
2.1.3.2	Benefit of Training.....	12
2.1.3.3	Indicator of Training	13
2.1.4	Motivation.....	14
2.1.4.1	Definition of Motivation	14
2.1.4.2	Factors Affect to Motivation	15
2.1.4.3	Indicator of Motivation	17
2.1.5	Employee Performance.....	18
2.1.5.1	Definition of Employee Performance	18
2.1.5.2	Factors Affect to Employee Performance	19
2.1.5.3	Indicator of Employee Performance	22
2.1.6	Relationship Between Training and Employee Performance	22
2.1.7	Relationship Between Motivation and Employee Performance	23
2.2	Previous Research.....	23
2.3	Hypothesis Development	24
2.4	Research Model	25
2.5	Framework of Thinking	26

CHAPTER III RESEARCH METHODOLOGY

3.1	Research Design	27
3.2	Population and Sample	28
3.2.1	Research Location and Time	28
3.2.2	Population	28
3.2.3	Sample	28
3.3	Data Collection Method	28
3.4	Operational Definition and Variable Measurement.....	29
3.5	Data Analysis Method.....	32
3.5.1	Test of Research Instrument	32
3.5.2	Descriptive Statistics	34
3.5.3	Classical Assumption Tests	36

3.5.4	Multiple Linear Regression Analysis	39
3.5.5	Hypothesis Test.....	40

CHAPTER IV RESEARCH RESULT AND DISCUSSION

4.1	General View of Research Object	43
4.1.1	General Description of Medan International Convention Center ...	43
4.1.2	Organizational Structure of Medan International Convention Center	43
4.2	Research Result	50
4.2.1	Test of Research Instrument	50
4.2.1.1	Validity Test	50
4.2.1.2	Reliability Test.....	52
4.2.2	Descriptive Statistics	52
4.2.2.1	Respondent Characteristics.....	53
4.2.2.2	Explanation of Respondents on Research Variable	55
4.2.2.3	Mean, Median, Mode, and Standard Deviation	61
4.2.3	Result of Data Quality Testing.....	68
4.2.3.1	Classical Assumption Testing Results	68
4.2.3.2	Multiple Linear Regression Analysis.....	72
4.2.4	Result of Hypothesis Testing	73
4.2.4.1	Coefficient of Determination	73
4.2.4.2	T test	73
4.2.4.3	F test	74
4.3	Discussion	75

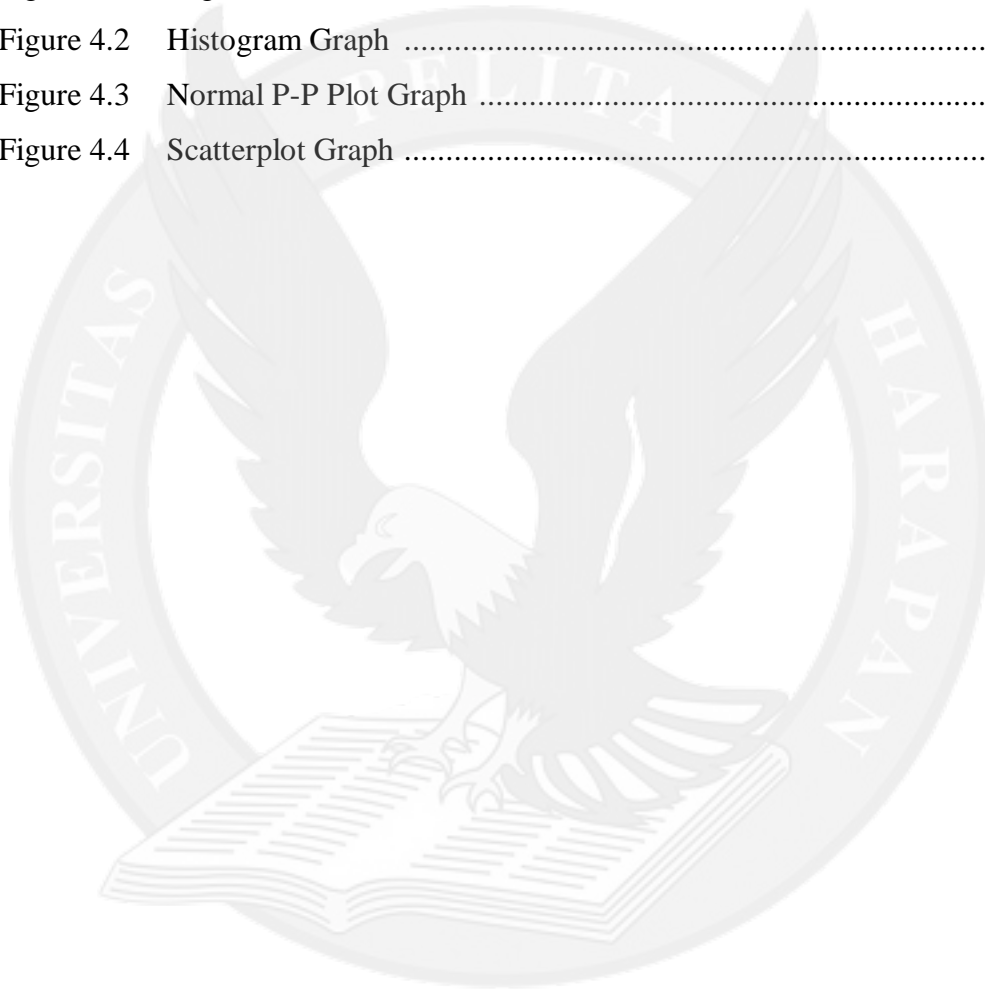
CHAPTER V CONCLUSION

5.1	Conclusion.....	78
5.2	Recommendation	79

REFERENCES	81
-------------------------	-----------

LIST OF FIGURES

	page
Figure 2.1 Research Model	25
Figure 2.2 Framework of Thinking	26
Figure 4.1 Organizational Structure	44
Figure 4.2 Histogram Graph	68
Figure 4.3 Normal P-P Plot Graph	69
Figure 4.4 Scatterplot Graph	71



LIST OF TABLES

	page
Table 1.1 Revenue Data of Medan International Convention Center.....	3
Table 1.2 Employee Training Methods at MICC	4
Table 1.3 Complaint Data of Medan International Convention Centre	5
Table 2.1 Previous Research	24
Table 3.1 Likert Scale	30
Table 3.2 Operational of Research Variable	31
Table 4.1 Validity Test for Training (X1).....	51
Table 4.2 Validity Test for Motivation (X2).....	51
Table 4.3 Validity Test for Employee Performance (Y)	52
Table 4.4 Reliability Test	52
Table 4.5 Characteristics of Respondents Based on Gender	53
Table 4.6 Characteristics of Respondents Based on Age.....	53
Table 4.7 Characteristics of Respondents Based on Department	53
Table 4.8 Characteristics of Respondents Based on Education.....	54
Table 4.9 Characteristics of Respondents Based on Length of Work	54
Table 4.10 Frequency of Responses for Training (X1).....	55
Table 4.11 Frequency of Responses for Motivation (X2).....	57
Table 4.12 Frequency of Responses for Employee Performance (Y)	59
Table 4.13 Interval Class for Training	62
Table 4.14 Interval Class for Motivation	62
Table 4.15 Interval Class for Employee Performance	63
Table 4.16 Mean, Median, Mode and Standard Deviation	64
Table 4.17 Mean, Median, Mode and Standard Deviation of Training	64
Table 4.18 Mean, Median, Mode and Standard Deviation of Motivation	66
Table 4.19 Mean, Median, Mode and Standard Deviation of Employee Performance	67
Table 4.20 One Sample Kolmogorov Smirnov	69
Table 4.21 Multicollinearity Test	70

Table 4.22	Glejser Test	71
Table 4.23	Regression Test	72
Table 4.24	Determination Test	73
Table 4.25	T Test.....	73
Table 4.26	F Test	74



LIST OF APPENDICES

Appendix A: Questionnaire.....	A-1
Appendix B: Data Tabulation SPSS Output	B-1
Appendix C: Data of Respondent Answer Form Questionnaire	C-1
Appendix D: SPSS Output	D-1
Appendix E: Distribution R Table	E-1
Appendix F: Distribution T Table	F-1
Appendix G: Distribution F Table	G-1
Appendix H: Company Letter	H-1

