

## ABSTRAK

Dalam lingkungan pekerjaan ada banyak hal yang terlibat di dalam meningkatkan performa kerja karyawan khususnya pada bidang perhotelan. Kinerja yang baik dari karyawan dapat meningkatkan pelayanan dari perusahaan untuk konsumen atau tamu. Persaingan hotel di Indonesia menjadi semakin ketat dengan semakin banyaknya penyedia hotel baru yang bersaing di bisnis ini. Salah satu perusahaan penyedia jasa hotel di Indonesia adalah Aston yang merupakan anak perusahaan dari *Archipelago International Hotels*. Aston sebagai perusahaan multinasional dalam bidang perhotelan yang selalu memberikan layanan dan harga yang terjangkau di Manado.

Penelitian ini bertujuan untuk mengetahui pengaruh faktor-faktor determinan (*Work Family Conflict*, *Perceived Supervisor Support*, *Monetary Reward*, dan *Non-Monetary Reward*) *Employee Engagement* dan konsekuensi (*Outcome*) dari *Employee Engagement*. Manfaat yang diharapkan dari penelitian ini adalah menambah khasanah ilmu pengetahuan di bidang manajemen sumber daya manusia khususnya besar pengaruh *Employee Engagement* sehingga meningkatkan *Employee Performance* dari karyawan di Hotel Aston Manado.

Penelitian ini merupakan penelitian kausal. Metode penelitian yang digunakan adalah metode kuantitatif dengan pengolahan data menggunakan SPSS. Pengumpulan data dilakukan dengan penyebaran kuesioner kepada 53 responden dengan karakteristik responden pria dan wanita berumur 18-50 tahun, status, dan masa kerja lebih dari 1 tahun.

Hasil penelitian menunjukkan bahwa *Work Family Conflict* berpengaruh signifikan dan negatif terhadap *Employee Engagement* dengan koefisien regresi sebesar 0.035; variabel moderasi *Perceived Supervisor Support* terhadap hubungan antara variabel *Work Family Conflict* dengan *Employee Engagement* dengan koefisien regresi sebesar 0.108; variabel *Monetary Reward* berpengaruh tidak signifikan terhadap *Employee Engagement* dengan koefisien regresi sebesar 0.701; variabel *Non-Monetary Reward* berpengaruh signifikan terhadap *Employee Engagement* dengan koefisien regresi sebesar 0.035; dan variabel *Employee Engagement* berpengaruh signifikan terhadap *Employee Performance* dengan koefisien regresi sebesar 0.000.

**Kata kunci:** *Work Family Conflict*, *Perceived Supervisor Support*, *Monetary Reward*, *Non-Monetary Reward*, *Employee Engagement*, dan *Employee Performance*

## ABSTRACT

In the work environment there are many things involved in improving employee performance especially in the field of hospitality. Good performance of employees can improve the services of the company to consumers or guests. Hotel competition in Indonesia is getting tighter with the increasing number of new hotel providers competing in this business. One of the hotel services company in Indonesia is Aston which is a subsidiary of Archipelago International Hotels. Aston as a multinational company in the field of hospitality that always provide services and affordable prices in Manado.

This study aims to determine the influence of determinant factors (Work Family Conflict, Perceived Supervisor Support, Monetary Reward, and Non-Monetary Reward) Employee Engagement and Consequently (Outcome) of the Employee Engagement. The expected benefit of this research is to increase the repertoire of knowledge in the field of human resource management especially the influence of Employee Engagement so as to increase Employee Performance from employees at Aston Manado Hotel.

This research is a causal research. The research method used is quantitative method with data processing using SPSS. Data collection was done by distributing questionnaires to 53 respondents with characteristic of male and female respondents aged 18-50 years, status, and tenure of more than 1 year.

The results showed that Work Family Conflict has significant and negative effect to Employee Engagement with regression coefficient of 0.035; moderate variables Perceived Supervisor Support to the relationship between Work Family Conflict variable with Employee Engagement with regression coefficient of 0.108; Monetary Reward variable has no significant effect on Employee Engagement with regression coefficient of 0.701; Non-Monetary Reward variable significantly influence Employee Engagement with regression coefficient of 0.035; and Employee Engagement variable have significant effect to Employee Performance with regression coefficient equal to 0.000.

**Keywords:** *Work Family Conflict, Perceived Supervisor Support, Monetary Reward, Non-Monetary Rewards, Employee Engagement, and Employee Performance*