

TABLE OF CONTENT

APPROVAL PAGE BY FINAL PAPER ADVISOR.....	ii
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....	iii
ABSTRACT	iv
ABSTRAK.....	v
PREFACE	vi
TABLE OF CONTENT	viii
LIST OF FIGURE	xi
LIST OF TABLE	xii
LIST OF APPENDICES.....	xiv
CHAPTER I INTRODUCTION	1
1.1 Background of the Study.....	1
1.2 Problem Limitation.....	5
1.3 Problem Formulation	5
1.4 Objective of the Research	6
1.5 Benefit of the Research	6
1.5.1 Theoretical Benefit	6
1.5.2 Practical Benefit	6
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS	
DEVELOPMENT	7
2.1 Theoretical Background.....	7
2.1.1 Hospitality Management	7
2.1.2 Work Environment	7
2.1.3 Motivation	14
2.1.4 Employee Performance	19
2.1.5 The Influence of Work Environment on Employee Performance	22
2.1.6 The Influence of Motivation on Employee Performance.....	23

2.1.7 The Influence of Work Environment and Motivation on Employee Performance	23
2.2 Previous Research.....	23
2.3 Hypothesis Development	25
2.4 Research Model	26
2.5 Framework of Thinking	27
CHAPTER III RESEARCH METHODOLOGY	28
3.1. Research Design	28
3.2. Population And Sample	28
3.2.1. Population.....	28
3.2.2. Sample.....	29
3.3. Data Collection Method.....	29
3.4. Operational Definition and Variable Measurement.....	31
3.4.1. Operational Definition	31
3.5.4. Multiple Linear Regression Analysis.....	42
3.5.5. Coefficient of Determination.....	42
3.5.6 Hypothesis Test	43
CHAPTER IV RESEARCH RESULT AND DISCUSSION.....	46
4.1 General View of Hotel Grand Mercure Medan Angkasa	46
4.1.1 Brief Overview	46
4.1.2 Vision and Mission of Hotel Grand Mercure Medan Angkasa.....	47
4.1.3 Organizational structure.....	47
4.2 Research Result	48
4.2.1 Test of Research Instrument.....	48
4.2.2 Descriptive Statistics.....	50
4.2.3 Result of Data Quality Testing	62
4.2.4 Result of Hypothesis Testing	69
4.3 Discussion	71

CHAPTER V CONCLUSION.....	76
5.1 Conclusion.....	76
5.2 Recommendation	77
REFERENCES	79

LIST OF FIGURE

Figure 2. 1 Research Model	26
Figure 2. 2 Framework of Thinking.....	27
Figure 4. 1 Organizational Structure of Hotel Grand Mercure Medan Angkasa ..	48
Figure 4. 2 Characteristics of Respondents by Gender.....	50
Figure 4. 3 Characteristics of Respondents by Age.....	51
Figure 4.4 Normality Test Histograms	63
Figure 4.5 Normality Test of P-P Plots.....	63
Figure 4.6 Heteroscedasticity Test	65

LIST OF TABLE

Table 1. 1 Employee Performance Appraisal Data	2
Table 2. 1. Previous Research	24
Table 3.1 Operational Definition and Variable Measurement	32
Table 4.1 Test Results for the Validity (X_1).....	49
Table 4. 2Test Results for the Reliability.....	49
Table 4. 3 Work Environment Variable (X_1) - Question 1	51
Table 4.4 Work Environment Variable (X_1) - Question 2	52
Table 4.5 Work Environment Variable (X_1) - Question 3	52
Table 4.6 Work Environment Variable (X_1) - Question 4	52
Table 4.7 Work Environment Variable (X_1) - Question 5	53
Table 4.8 Work Environment Variable (X_1) - Question 6	53
Table 4.9 Motivation Variable (X_2) - Question 1	53
Table 4.10 Motivation Variable (X_2) - Question 2	54
Table 4.11 Motivation Variable (X_2) - Question 3	54
Table 4.12 Motivation Variable (X_2) - Question 4	54
Table 4.13 Motivation Variable (X_2) – Question 5	55
Table 4.14 Motivation Variable (X_2) – Question 6	55
Table 4.15 Motivation Variable (X_2) – Question 7	55
Table 4.16 Motivation Variable (X_2) – Question 8	56
Table 4.17 Motivation Variable (X_2) – Question 9	56
Table 4.18 Motivation Variable (X_2) – Question 10	57
Table 4.19 Employee Performance Variable (Y) - Question 1	57
Table 4.20 Employee Performance Variable (Y) - Question 2	57
Table 4.21 Employee Performance Variable (Y) - Question 3	58
Table 4.22 Employee Performance Variable (Y) - Question 4	58
Table 4.23 Employee Performance Variable (Y) - Question 5	58
Table 4.24 Employee Performance Variable (Y) - Question 6	59
Table 4.25 Employee Performance Variable (Y) - Question 7	59

Table 4.26 Employee Performance Variable (Y) - Question 8	59
Table 4.27 Measurement Score of Descriptive Statistics	60
Table 4.28 Descriptive Statistics for Work Environment (X_1) Variable	60
Table 4.29 Descriptive Statistics for Motivation (X_2) Variable	61
Table 4.30 Descriptive Statistics for Employee Performance (Y) Variable	62
Table 4.31 Normality Test	64
Table 4.32 Multicollinearity Test	65
Table 4.33 Heteroscedasticity Test.....	66
Table 4.34 Linearity Test for Work Environment	67
Table 4.35 Linearity Test for Motivation.....	67
Table 4.36 Multiple Linear Regression Analysis	68
Table 4.37 Determination Test	69
Table 4.38 Partial Test	69
Table 4.39 Simultaneously Test	70

LIST OF APPENDICES

Appendix A-1 <i>Kuesioner Penelitian</i>	A-1
Appendix B-1 Tabulation Data (Pretest).....	B-1
Appendix C-1 Output of Pretest	C-1
Appendix D-1 Tabulation Data (Full Sampling).....	D-1
Appendix E-1 Output of Full sampling.....	E-1
Appendix F-1 Table Statistics	F-1
Appendix G-1 Letter	G-1
Appendix H-1 Turnitin Report	H-1