

ABSTRACT

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THE INFLUENCE OF TRAINING ON EMPLOYEE PERFORMANCE; THE MEDIATING FACTOR OF TEAMWORK AT THE RITZ-CARLTON, BALI

(xv+107 pages; 8 figures; 42 tables; 11 appendixes)

The Ritz-Carlton, Bali, a five-star resort, received guest feedback regarding employee performance and services. The feedback mostly indicated that the services did not meet guest expectations, and guests expressed dissatisfaction with employee performance. The purpose of this research is to find out the influence of training (X) towards employee performance (Y) with teamwork (Z) as the mediating factor at The Ritz-Carlton, Bali. This research uses quantitative methods. Data is collected by distributing the questionnaires using Google Form. The population in this research are all employees at The Ritz-Carlton, Bali, with a total sample of 134 individuals that were determined using the Slovin formula. All the data results have successfully passed the validity and reliability tests conducted using SPSS software. Furthermore, the results for all data have also met the criteria of both the inner model and outer model tests conducted using SmartPLS software version 4.0. The findings regarding path coefficients and P-values demonstrate that training influences employee performance, training influences teamwork, and training influences employee performance through teamwork, signifying that training holds the greatest influence on performance. However, according to the path coefficient, teamwork demonstrates a negative influence on employee performance, with a resulting value of -0.296. To enhance employee performance at The Ritz-Carlton, Bali, hotel management may want to consider implementing a regular schedule for employee training initiatives to foster collaboration among their colleagues and improve their overall performance.

Keywords: Employee Performance, Teamwork, The Ritz-Carlton Bali, Training

References: 65 (2018-2023)

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The Ritz-Carlton, Bali, sebuah resor bintang lima, menerima umpan balik tamu mengenai kinerja karyawan dan layanan. Umpan balik tersebut sebagian besar mengindikasikan bahwa layanan tersebut tidak memenuhi ekspektasi tamu, dan tamu menyatakan ketidakpuasan terhadap kinerja karyawan. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh pelatihan (X) terhadap kinerja karyawan (Y) dengan kerja sama tim (Z) sebagai faktor mediasi di The Ritz-Carlton, Bali. Penelitian ini menggunakan metode kuantitatif. Data dikumpulkan dengan mendistribusikan kuesioner menggunakan Google Form. Populasi dalam penelitian ini adalah semua karyawan di The Ritz-Carlton, Bali, dengan jumlah sampel sebanyak 134 individu yang ditentukan menggunakan rumus Slovin. Semua hasil data telah berhasil melewati uji validitas dan reliabilitas yang dilakukan dengan menggunakan perangkat lunak SPSS. Selain itu, hasil dari semua data juga memenuhi kriteria uji outer model dan inner model yang dilakukan dengan menggunakan perangkat lunak SmartPLS versi 4.0. Temuan path coefficient dan nilai P menunjukkan bahwa pelatihan memengaruhi kinerja karyawan, pelatihan memengaruhi kerja sama tim, dan pelatihan memengaruhi kinerja karyawan melalui kerja sama tim, menandakan bahwa pelatihan memiliki pengaruh terbesar terhadap kinerja. Namun, menurut path coefficient, kerja sama tim menunjukkan pengaruh negatif terhadap kinerja karyawan, dengan nilai akhir -0.296. Untuk meningkatkan kinerja karyawan di The Ritz-Carlton, Bali, manajemen hotel mungkin ingin mempertimbangkan untuk menjadwalkan program pelatihan rutin bagi karyawan guna mendorong kerja sama di antara rekan-rekan mereka dan meningkatkan kinerja secara keseluruhan.

Kata Kunci: Kerja Sama Tim, Kinerja Karyawan, Pelatihan, The Ritz-Carlton Bali
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