

ABSTRACT

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CORRELATION ANALYSIS OF KNOWLEDGE MANAGEMENT IMPLEMENTATION TOWARDS FOOD AND BEVERAGE PRODUCT EMPLOYEE PERFROMANCE AT TRANS LUXURY HOTEL BANDUNG

(xvii+76 pages; 11 figures; 55 tables; 8 appendices)

Knowledge Management has advanced over the last era to turn out to be one of the most contended management ideas. Many businesses have started implementing Knowledge Management in their organizations such as Ford, World Bank, Amazon. However, Knowledge Management in the hospitality industry has not accomplished the same measure of applications as in the other areas, mainly in the Trans Luxury Hotel Bandung.

Thus, this research objectives are to investigate Knowledge Management in Trans Luxury Hotel Bandung and its correlation to Food and Beverage Product employee performance. A total of 75 (seventy-five) people of F&B Product employee create this study's population, and 63 (sixty-three) samples will be taken in this research. Among them, 33 (thirty-three) valid and reliable questionnaires have been included in the data analysis.

The result of coefficient of determination (D) is shown as 0.631, which is equivalent to 63.1%. This result means that 63.1% of the variation in the dependent variable (Employee Performance) is accounted for by the variation in the independent variable (Knowledge Management). The rest of the variation, 0.369, or 36.9%, is unexplained.

Based on the result of coefficient of correlation, which is 0.794, and T test in Hypothesis Test with the result of 10.200, which is greater than T_{table} in 1.9996 for the significant level of 5%, this test statistically proved that Knowledge Management has a strong and positive significant towards Employee Performance at Trans Luxury Hotel Bandung.

Keywords: Knowledge Management, Employee Performance, Correlation, Hospitality Industry, Hospitality Management

References: 25

ABSTRAK

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ANALISIS KORELASI IMPLEMENTASI MANAJEMEN PENGETAHUAN TERHADAP KINERJA KARYAWAN DAN PRODUK MAKANAN DI TRANS LUXURY HOTEL BANDUNG

(xvii+76 halaman; 11 grafik; 55 tabel; 8 lampiran)

Manajemen Pengetahuan telah berkembang pesat selama era terakhir ini dan telah menjadi salah satu ide manajemen yang paling diperdebatkan. Banyak bisnis sudah mulai menerapkan Manajemen Pengetahuan di organisasi mereka seperti Ford, World Bank, Amazon. Namun, Manajemen Pengetahuan di industri perhotelan belum mencapai ukuran aplikasi yang sama seperti di bidang lain, terutama di Trans Luxury Hotel Bandung.

Dengan demikian, tujuan penelitian ini adalah untuk mengetahui Manajemen Pengetahuan di Trans Luxury Hotel Bandung dan seberapa besar korelasinya terhadap kinerja karyawan Produk Makanan dan Minuman. Sebanyak 75 (tujuh puluh lima) orang karyawan Produk F&B dijadikan populasi dalam penelitian ini, dan 63 (enam puluh tiga) sampel akan diambil dalam penelitian ini. Di antara mereka, 33 (tiga puluh tiga) kuesioner yang valid dan dapat diandalkan telah dimasukkan dalam analisis data.

Hasil koefisien determinasi (D) ditampilkan sebagai 0,631, yang setara dengan 63,1%. Hasil ini berarti bahwa 63,1% variasi dalam variabel dependen (Kinerja Karyawan) diperhitungkan oleh variasi dalam variabel independen (Manajemen Pengetahuan). Sisa variasi, 0,369, atau 36,9%, tidak dapat dijelaskan.

Berdasarkan hasil koefisien korelasi, yaitu 0,794, dan uji T pada Uji Hipotesis dengan hasil 10,200, yang lebih besar dari Ttabel pada 1,9996 untuk taraf signifikan 5%, uji ini secara statistik membuktikan bahwa Manajemen Pengetahuan memiliki kuat dan positif signifikan terhadap Kinerja Karyawan di Trans Luxury Hotel Bandung.

Kata kunci: Manajemen Pengetahuan, Kinerja Karyawan, Korelasi, Industri Perhotelan, Manajemen Perhotelan

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