

# TABLE OF CONTENTS

	Page
<b>COVER PAGE</b>	
<b>TITLE PAGE</b>	
<b>FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT.....</b>	<b>ii</b>
<b>APPROVAL PAGE BY FINAL PAPER ADVISOR.....</b>	<b>iii</b>
<b>APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....</b>	<b>iv</b>
<b>ABSTRACT .....</b>	<b>v</b>
<b>ABSTRAK .....</b>	<b>vi</b>
<b>PREFACE .....</b>	<b>vii</b>
<b>TABLE OF CONTENTS .....</b>	<b>ix</b>
<b>LIST OF FIGURES .....</b>	<b>xiii</b>
<b>LIST OF TABLES .....</b>	<b>xiv</b>
<b>LIST OF APPENDICES.....</b>	<b>xvi</b>
<b>CHAPTER I INTRODUCTION</b>	
1.1 Background of the Study .....	1
1.2 Problem Limitation.....	7
1.3 Problem Formulation .....	7
1.4 Objective of the Research .....	8
1.5 Benefit of the Research.....	8
1.5.1 Theoretical Benefit.....	8
1.5.2 Practical Benefit.....	9
<b>CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT</b>	
2.1 Theoretical Background.....	10
2.1.1 Hospitality Management .....	10
2.1.2 Restaurant Industry .....	11

2.1.3	Human Resource Management .....	12
2.1.4	Motivation .....	13
2.1.4.1	Definition of Motivation .....	13
2.1.4.2	Types of Motivation .....	14
2.1.4.3	Motivation Method .....	15
2.1.4.4	Indicators of Motivation .....	16
2.1.5	Work Environment.....	18
2.1.5.1	Definition of Work Environment .....	18
2.1.5.2	Types of Work Environment.....	19
2.1.5.3	Indicators of Work Environment.....	19
2.1.6	Employees' Performance.....	21
2.1.6.1	Definition of Employees' Performance .....	21
2.1.6.2	Goals of Employees' Performance .....	22
2.1.6.3	Indicators of Employees' Performance.....	23
2.1.7	Relationship between Motivation and Employees' Performance .....	24
2.1.8	Relationship between Work Environment and Employees' Performance..	25
2.1.9	Relationship among Motivation, Work Environment and Employees' Performance.....	26
2.2	Previous Research .....	27
2.3	Hypothesis Development .....	29
2.4	Research Model.....	30
2.5	Framework of Thinking .....	33

### **CHAPTER III RESEARCH METHODOLOGY**

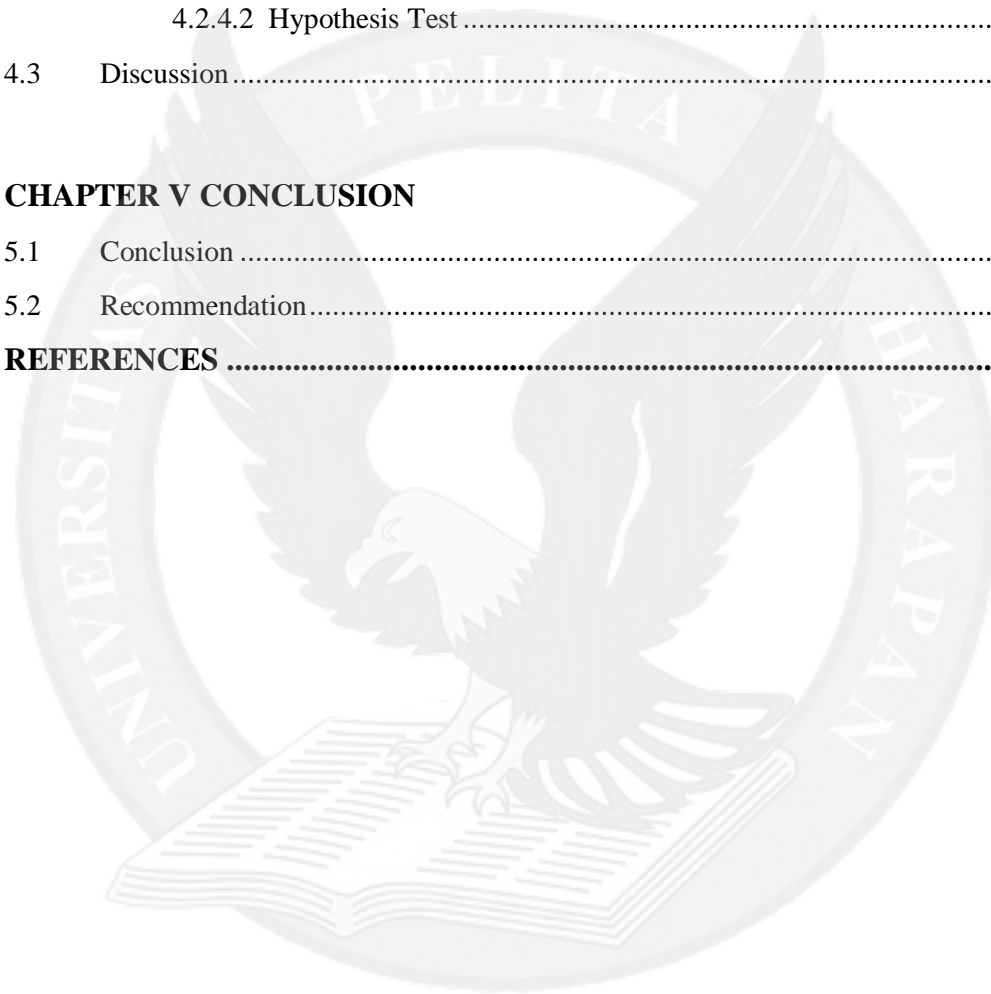
3.1	Research Design .....	34
3.2	Population and Sample .....	35
3.2.1	Population.....	35
3.2.2	Sample.....	35
3.3	Data Collection Method.....	36
3.3.1	Primary Data.....	36
3.3.2	Secondary Data .....	38

3.4	Operational Definition and Variable Measurement.....	38
3.4.1	Operational Definition.....	38
3.4.1.1	Independent Variable.....	39
3.4.1.2	Dependent Variable.....	40
3.4.2	Variable Measurement.....	42
3.5	Data Analysis Method.....	42
3.5.1	Test of Research Instrument.....	43
3.5.1.1	Validity test.....	43
3.5.2	Descriptive Statistics.....	45
3.5.3	Classical Assumption Test.....	47
3.5.3.1	Normality Test.....	48
3.5.3.2	Multicollinearity Test.....	48
3.5.3.3	Heteroscedasticity Test.....	49
3.5.4	Multiple Linear Regression Analysis.....	49
3.5.5	Hypothesis Test.....	50
3.5.5.1	Determination Test ( $R^2$ ).....	50
3.5.5.2	Partial Test (T-test).....	51
3.5.5.3	Simultaneous Test (F-test).....	52

#### **CHAPTER IV RESEARCH RESULT AND DISCUSSION**

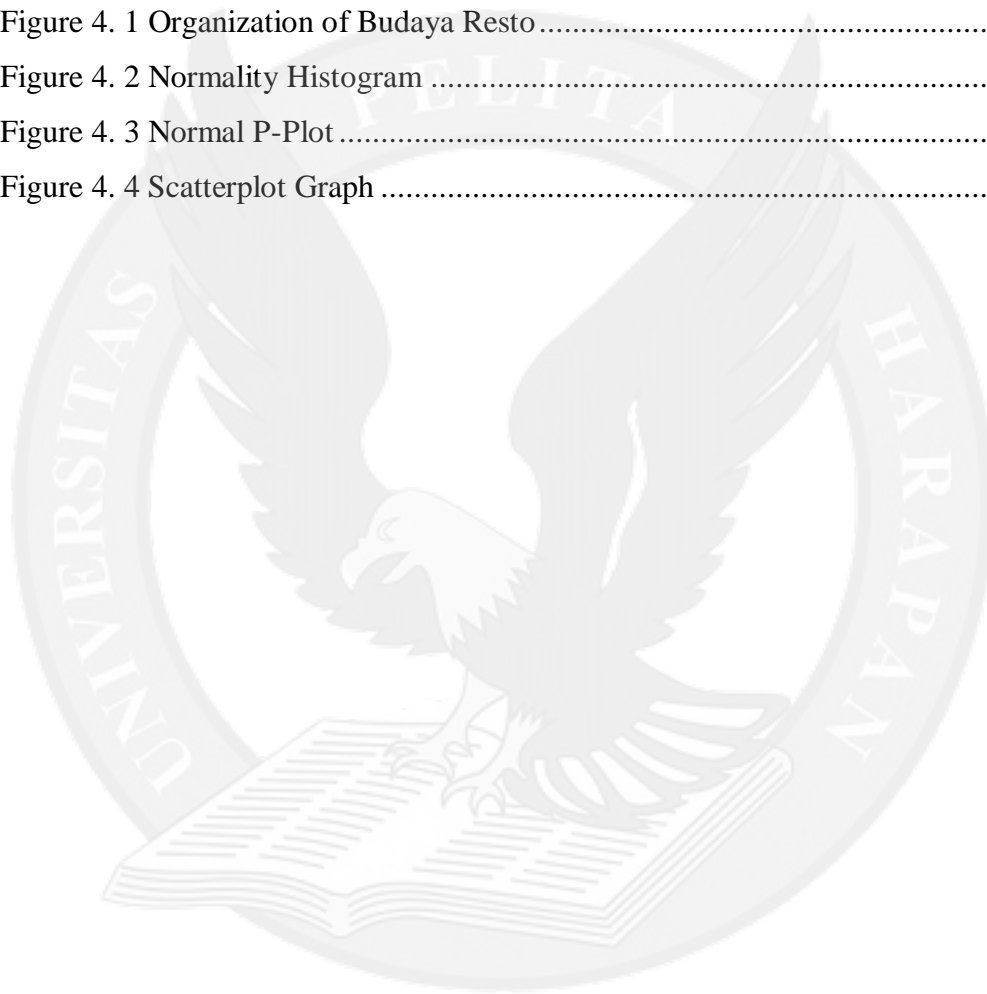
4.1	General View of the Research Object.....	54
4.1.1	Brief Overview of Budaya Resto, Medan.....	54
4.1.2	Vision and Mission.....	55
4.1.3	Organizational Structure.....	56
4.2	Research Result.....	58
4.2.1	Test of Research Instrument.....	58
4.2.1.1	Validity Test.....	58
4.2.1.2	Reliability Test.....	60
4.2.2	Descriptive Statistics.....	61
4.2.2.1	Respondents Characteristics.....	62
4.2.2.2	Explanation of Respondents Answers on Research Variables.....	64

4.2.2.3	Mean, Median, Mode and Standard Deviation.....	75
4.2.3	Result of Data Quality Testing .....	77
4.2.3.1	Classical Assumption Testing Results .....	77
4.2.3.2	Multiple Linear Regression Analysis .....	81
4.2.4	Result of Hypothesis Testing.....	83
4.2.4.1	Coefficient of Determination ( $R^2$ ) .....	83
4.2.4.2	Hypothesis Test .....	83
4.3	Discussion.....	86
 <b>CHAPTER V CONCLUSION</b>		
5.1	Conclusion .....	90
5.2	Recommendation.....	91
<b>REFERENCES .....</b>		<b>94</b>



## LIST OF FIGURES

	page
Figure 1. 1 Customers' Review .....	4
Figure 2. 1 Research Model .....	31
Figure 2. 2 Framework of Thinking.....	33
Figure 4. 1 Organization of Budaya Resto.....	56
Figure 4. 2 Normality Histogram .....	78
Figure 4. 3 Normal P-Plot .....	79
Figure 4. 4 Scatterplot Graph .....	81



## LIST OF TABLES

	page
Table 2. 1 Summary of Previous Researchs.....	28
Table 3. 1 Operational Variable – Motivation ( $X_1$ ).....	40
Table 3. 2 Operational Variable – Work Environment ( $X_2$ ).....	41
Table 3. 3 Operational Variable – Employee Performance (Y).....	41
Table 3. 4 Likert Scale.....	42
Table 4. 1 Validity Test for Motivation.....	59
Table 4. 2 Validity Test for Work Environment.....	59
Table 4. 3 Validity Test for Employees’ Performance.....	60
Table 4. 4 Reliability Test for Motivation.....	60
Table 4. 5 Reliability Test for Work Environment.....	61
Table 4. 6 Reliability Test for Employees’ Performance.....	61
Table 4. 7 Characteristic of Respondents by Gender.....	62
Table 4. 8 Characteristic of Respondents by Age.....	62
Table 4. 9 Characteristic of Respondents by Last Education.....	63
Table 4. 10 Characteristic of Respondents by Working Period.....	63
Table 4. 11 Question 1.....	64
Table 4. 12 Question 2.....	64
Table 4. 13 Question 3.....	65
Table 4. 14 Question 4.....	65
Table 4. 15 Question 5.....	65
Table 4. 16 Question 6.....	66
Table 4. 17 Question 7.....	66
Table 4. 18 Question 8.....	67
Table 4. 19 Question 9.....	67
Table 4. 20 Question 10.....	67
Table 4. 21 Question 11.....	68
Table 4. 22 Question 12.....	68
Table 4. 23 Question 13.....	68
Table 4. 24 Question 14.....	69

Table 4. 25 Question 15 .....	69
Table 4. 26 Question 16 .....	70
Table 4. 27 Question 17 .....	70
Table 4. 28 Question 18 .....	70
Table 4. 29 Question 19 .....	71
Table 4. 30 Question 20 .....	71
Table 4. 31 Question 21 .....	71
Table 4. 32 Question 22 .....	72
Table 4. 33 Question 23 .....	72
Table 4. 34 Question 24 .....	73
Table 4. 35 Question 25 .....	73
Table 4. 36 Question 26 .....	73
Table 4. 37 Question 27 .....	74
Table 4. 38 Question 28 .....	74
Table 4. 39 Question 29 .....	74
Table 4. 40 Question 30 .....	75
Table 4. 41 Mean, Median, Mode and Standard Deviation of Variables .....	75
Table 4. 42 Mean, Median, Mode and Standard Deviation of Motivation .....	76
Table 4. 43 Mean, Median, Mode and Standard Deviation of Work Environment .....	76
Table 4. 44 Mean, Median, Mode and Standard Deviation of Employees' Performance .....	77
Table 4. 45 Result of Normality Test.....	78
Table 4. 46 Result of Multicollinearity Test .....	80
Table 4. 47 Result of Heteroscedasticity Park Test .....	80
Table 4. 48 Multiple Linear Regression Equation.....	82
Table 4. 49 Coefficient of Determination .....	83
Table 4. 50 Result of Partial Test .....	84
Table 4. 51 Result of Simultaneous Test .....	85

## LIST OF APPENDICES

	page
Appendices A : Research Questions .....	A-1
Appendices B : Kuesioner Penelitian .....	B-1
Appendices C : Pre-Test Data Tabulations .....	C-1
Appendices D : Main Test Data Tabulations .....	D-1
Appendices E : SPSS Output.....	E-1
Appendices F : R Table.....	F-1
Appendices G : T Table .....	G-1
Appendices H : F Table .....	H-1
Appendices I : Approval Letter .....	I-1
Appendices J : Pictures .....	J-1

