

TABLE OF CONTENTS

	page
COVER PAGE	
TITLE PAGE	
FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR	iii
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE	iv
ABSTRACT.....	v
ABSTRAK	vi
PREFACE.....	vii
TABLE OF CONTENTS	ix
LIST OF FIGURES	xii
LIST OF TABLES	xiii
LIST OF APPENDICES	xvi
CHAPTER I INTRODUCTION	
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.....	7
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background	8
2.1.1 Hospitality Management	8
2.1.2 Hotel Industry	9
2.1.3 Human Resource Management.....	15

2.1.4	Employee Training.....	16
2.1.4.1	Definition of Employee Training.....	16
2.1.4.2	The Importance of Employee Training.....	16
2.1.4.3	The Indicators of Employee Training.....	17
2.1.5	Definition of Motivation.....	18
2.1.5.1	Factors that Influence Work Motivation.....	19
2.1.5.2	Indicators of Motivation.....	19
2.1.6	Employee Performance.....	22
2.1.6.1	Definition of Employee Performance.....	22
2.1.6.2	Factors That Influence Employee Performance.....	22
2.1.6.3	Indicators of Employee Performance.....	25
2.1.7	Relationship Between Training and Employee Performance.....	25
2.1.8	Relationship Between Motivation and Employee Performance.....	26
2.1.9	Relationship Among Training, Motivation, and Employee Performance	27
2.2	Previous Research.....	27
2.3	Hypothesis Development.....	29
2.4	Research Model.....	29
2.5	Framework of Thinking.....	31

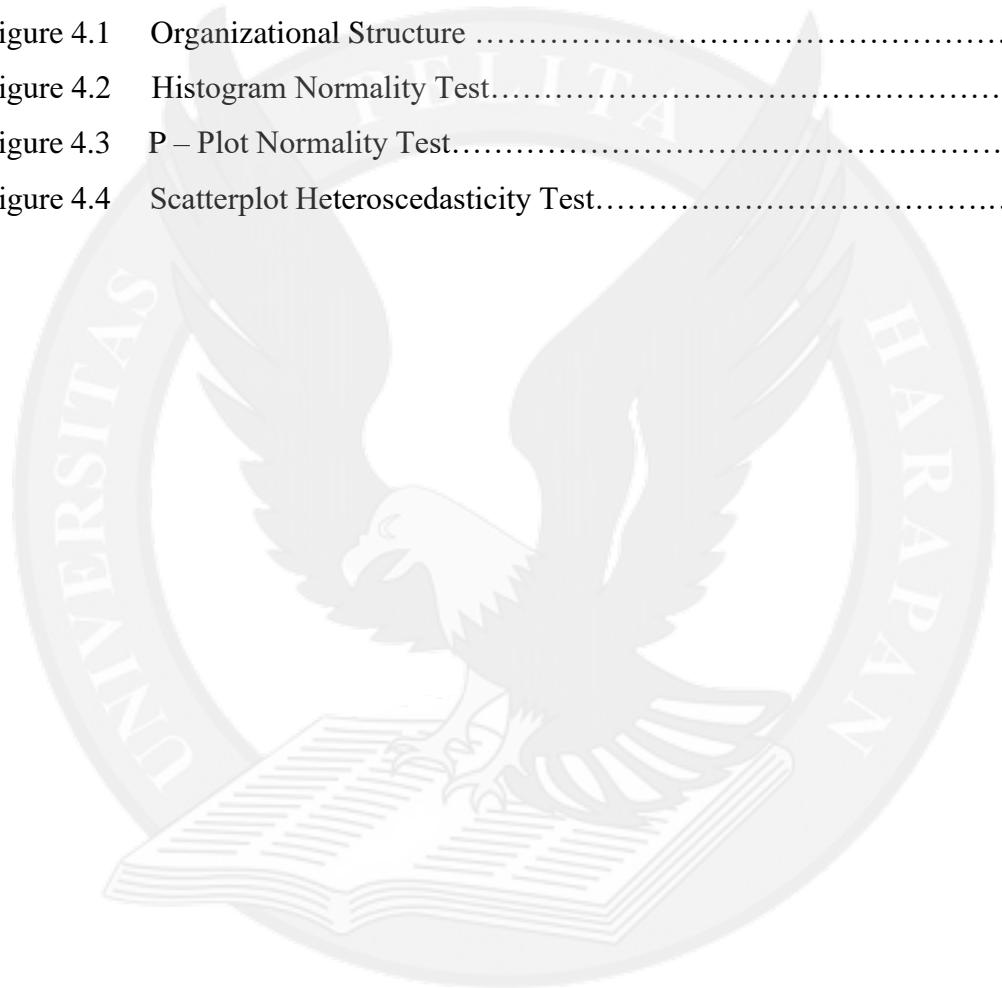
CHAPTER III RESEARCH METHODOLOGY

3.1	Research Design.....	32
3.2	Population and Sample.....	33
3.3	Data Collection Method.....	33
3.4	Operational Definition and Variable Measurement.....	35
3.5	Data Analysis Method.....	38
3.5.1	Test of Research Instrument.....	38
3.5.2	Descriptive Statistics.....	40
3.5.3	Classical Assumption Test.....	43
3.5.4	Multiple Linear Regression Analysis.....	44

3.5.5 Hypothesis Test.....	45
CHAPTER IV RESEARCH RESULT AND DISCUSSION	
4.1 General View Of Research Object.....	48
4.1.1 Brief Overview of Hotel Luxury, Bireun.....	48
4.1.2 Organizational Structure.....	49
4.2 Research Result.....	51
4.2.1 Research Instrument Test.....	51
4.2.1.1 Validity Test.....	52
4.2.1.2 Reliability Test.....	54
4.2.2 Descriptive Statistic.....	56
4.2.2.1 Respondent Characteristics.....	56
4.2.2.2 Explanation of Respondents Answers on Research Variable	57
4.2.2.3 Mean, Median, Mode, and Standard Deviation.....	72
4.2.3 Result of Data Quality Testing.....	78
4.2.3.1 Classical Assumption Testing Result.....	78
4.2.3.2 Multiple Linear Regression Analysis.....	82
4.2.4 Result of Hypothesis Testing.....	83
4.2.4.1 Coefficient of Determination Test.....	83
4.2.4.2 Partial Test (t – test).....	85
4.2.4.3 Simultaneous Test (f – test).....	86
4.3 Discussion.....	87
CHAPTER V CONCLUSION	
5.1 Conclusion.....	90
5.2 Recommendation.....	92
REFERENCES.....	95

LIST OF FIGURES

	page
Figure 1.1 Guests Complaints on Hotel Luxury.....	3
Figure 2.1 Research Model	30
Figure 2.2 Framework of Thinking.....	31
Figure 4.1 Organizational Structure	49
Figure 4.2 Histogram Normality Test.....	78
Figure 4.3 P – Plot Normality Test.....	79
Figure 4.4 Scatterplot Heteroscedasticity Test.....	81



LIST OF TABLES

	page
Table 2.1 Summary of Previous Research	28
Table 3.1 Likert Scale.....	35
Table 3.2 Operational Variable (X1).....	36
Table 3.3 Operational Variable (X2).....	37
Table 3.4 Operational Variable (Y).....	38
Table 4.1 Validity Test of Training (X1).....	53
Table 4.2 Validity Test of Motivation (X2).....	54
Table 4.3 Validity Test of Employee Performance (Y).....	54
Table 4.4 Reliability Test of Training (X1)	55
Table 4.5 Reliability Test of Motivation (X2)	55
Table 4.6 Reliability Test of Employee Performance (Y).....	55
Table 4.7 Respondent Characteristics Based on Gender.....	56
Table 4.8 Respondent Characteristics Based on Age.....	56
Table 4.9 Question no 1 (X1).....	57
Table 4.10 Question no 2 (X1).....	58
Table 4.11 Question no 3 (X1).....	58
Table 4.12 Question no 4 (X1).....	59
Table 4.13 Question no 5 (X1).....	59
Table 4.14 Question no 6(X1).....	60
Table 4.15 Question no 7 (X1).....	60
Table 4.16 Question no 8(X1).....	61
Table 4.17 Question no 9 (X1).....	61
Table 4.18 Question no 10 (X1).....	62
Table 4.19 Question no 1 (X2).....	62
Table 4.20 Question no 2 (X2).....	63
Table 4.21 Question no 3 (X2).....	63

Table 4.22 Question no 4 (X2).....	64
Table 4.23 Question no 5 (X2).....	64
Table 4.24 Question no 6 (X2).....	65
Table 4.25 Question no 7 (X2).....	65
Table 4.26 Question no 8 (X2).....	66
Table 4.27 Question no 9 (X2).....	66
Table 4.28 Question no 10 (X2).....	67
Table 4.29 Question no 11 (X2).....	67
Table 4.30 Question no 12 (X2).....	68
Table 4.31 Question no 13 (X2).....	68
Table 4.32 Question no 14 (X2).....	69
Table 4.33 Question no 1 (Y).....	69
Table 4.34 Question no 2 (Y).....	70
Table 4.35 Question no 3 (Y).....	70
Table 4.36 Question no 4 (Y).....	71
Table 4.37 Question no 5 (Y).....	71
Table 4.38 Question no 6 (Y).....	72
Table 4.39 Mean, Median, Mode, Standard Deviation of Training (Variable X1)	72
Table 4.40 Mean, Median, Mode, Standard Deviation of Motivation (Variable X2)	73
Table 4.41 Mean, Median, Mode, Standard Deviation of Employee Performance (Y)	74
Table 4.42 The Class Interval of Training (X1).....	75
Table 4.43 The Class Interval of Motivation (X2).....	76
Table 4.44 The Class Interval of Employee Performance (Y).....	76
Table 4.45 Mean, Median, Mode, and Standard Deviation.....	77
Table 4.46 Kolmogorov Smirnov Test.....	80
Table 4.47 Multicollinearity Test.....	81
Table 4.48 Glejser Test.....	82

Table 4.49 Multiple Linear Regression Test.....	82
Table 4.50 Partial Determination Coefficient of Training (X1) and Employee Performance (Y).....	83
Table 4.51 Partial Determination Coefficient of Motivation (X2) and Employee Performance (Y).....	84
Table 4.52 Determination of Coefficient (R^2) of Training (X1), Motivation (X2), Employee Performance (Y).....	84
Table 4.53 t – test Table.....	85
Table 4.54 f – test Table.....	86

LIST OF APPENDICES

Appendix A: Kuesioner	A-1
Appendix B: Data Respondent from Pre-Test	B-1
Appendix C: SPSS Output for Validity and Reliability Test	C-1
Appendix D: Data Respondent from Main Test	D-1
Appendix E: SPSS Output (Main Test)	E-1
Appendix F: Critical Value for Pearson's r Table	F-1
Appendix G: t-distribution Table	G-1
Appendix H: Letter and Documentation	H-1