

## REFERENCES

- Abdurrahman, N. H. (2018). The effect of interpersonal communication skills and work motivation on performance of marketing employee. *International Journal of Engineering & Technology*, 190-195.
- Afandi, P. (2018). *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)* (Vol. 1). Riau: Zanafa Publishing.
- Aima, H. A. (2017). Model of Employee Performance: Competence Analysis and Motivation (Case Study at PT. Bank Bukopin, Tbk Center). *Research in Business and Management*, 49-59.
- Anang Firmansyah, B. W. (2018). *Pengantar Manajemen*. Yogyakarta: DEEPUBLISH.
- Anulika, N. J. (2018). Impact of Motivation on Employee Performance: A Study of Alvan Ikoku Federal College of Education. *Journal of Management and Strategy*, 9(1).
- Apuke, O. D. (2017). Quantitative Research. *Quantitative Research Methods A Synopsis Approach*. *Quantitative*, 41.
- Arianty, N. B. (2016). *Manajemen Sumber Daya Manusia*. Medan: Perdana Publishing.
- Arikunto, S. (2019). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Bintoro, D. (2017). *Manajemen Penilaian Kinerja Karyawan (Cetakan 1)*. Yogyakarta: Gava Media.

- Bloomenthal, A. (2020, March 26). *Coefficient of Determination*. Retrieved from Investopedia: <https://www.investopedia.com/terms/c/coefficient-of-determination.asp>
- Bukit, B. M. (2017). *Pengembangan Sumber Daya Manusia*. Yogyakarta: Zahir Publishing.
- Busro, M. (2018). *Teori-Teori Manajemen Sumber Daya Manusia* (Vol. 1). Jakarta: Prenada Media Group.
- Busro, M. (2018). *Teori-Teori Manajemen Sumber Daya Manusia*. Jakarta: Prenamedia Group.
- Chih Pei Hu, Y. Y. (2017). John W. Creswell, Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. *Social and Administrative Sciences*.
- Clinton, C. B. (2016). Pengaruh Motivasi dan Lingkungan Kerja terhadap Kinerja Karyawan Park Hotel Jakarta. *Jurnal Human Capital Development*, 3(3), 46-68.
- David. (2017, March 14). *Should you use a one-tailed test or a two-tailed test for your data analysis?* Retrieved from Statistics Solutions: <https://www.statisticssolutions.com/should-you-use-a-one-tailed-test-or-a-two-tailed-test-for-your-data-analysis/#:~:text=This%20is%20because%20a%20two,groups%20in%20a%20specific%20direction.>
- Donohoe, A. (2019, June 7). *Employee Performance Definition*. Retrieved from <https://bizfluent.com/how-6885971-measure-employee-performance-production-metrics.html>

- Fahmi, I. (2016). *Pengantar Manajemen Sumber Daya Manusia Konsep & Kinerja*. Jakarta: Mitra Wacana Media.
- Faida, E. W. (2019). *Manajemen Sumber Daya Manusia dan Ergonomi Unit Kerja Rekam Medis* (Vol. 1). Sidoarjo: Indomedia Pustaka.
- Feradhita. (2019, May 20). *3 Metode Paling Umum untuk Memberi Penilaian Kinerja Karyawan*. Retrieved from Logique: <https://www.logique.co.id/blog/2019/05/20/metode-penilaian-kinerja-karyawan/>
- Fernando, J. (2021, February 23). *Correlation Coefficient*. Retrieved from Investopedia: <https://www.investopedia.com/terms/c/correlationcoefficient.asp>
- Ghozali, I. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23. Edisi 8*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hary Hermawan., E. B. (2018). *Pengantar Manajemen Hospitality*. Jawa Tengah: PT. Nasya Expanding Manajemen.
- Hasibuan, J. S. (2019). Pengaruh Disiplin dan Motivasi Terhadap Kinerja Karyawan Pada PT. Kemasindo Cepat Nusantara Medan. *Kumpulan Jurnal Dosen Universitas Muhammadiyah Sumatera Utara*, 418–428.
- Hasibuan, M. S. (2016). *Manajemen Sumber Daya Manusia (Revisi)*. Jakarta: PT Bumi Aksara.
- Hayati, R. (2019, June 4). *Pengertian Penelitian Deskriptif, Macam, Ciri, dan Cara Menulisnya*. Retrieved from [https://penelitianilmiah.com/penelitian-deskriptif/#Pengertian\\_Penelitian\\_Deskriptif](https://penelitianilmiah.com/penelitian-deskriptif/#Pengertian_Penelitian_Deskriptif)

- Hayati, R. (2020, June 29). *Pengertian Penelitian Kausal, Ciri, Kelebihan, Kekurangan, dan Contohnya*. Retrieved from Penelitian Ilmiah: <https://penelitianilmiah.com/penelitian-kausal/>
- Heathfield, S. M. (2021, February 28). *What Is a Human Resource?* . Retrieved from The Balance Careers: <https://www.thebalancecareers.com/what-is-a-human-resource-1918144>
- Isdarmanto. (2018). Hotel Introduction. *Operasional Managemen Hotel*, 24.
- Kasmir, K. (2016). *Manajemen Sumber Daya Manusia (Teori dan Praktik)-Cetakan Kesatu*. Jakarta: PT Rajagrafindo Persada.
- Kozak, M. &. (2016). Surprise, Hospitality, and Customer Delight in Hotel Service. *Literature Review*, 129.
- Kundu, S. C. (2019). Diversity focused HR practices and perceived firm performance: mediating role of procedural justice. *Journal of Asia Business Studies*, 1-44.
- Kunwar, R. R.-T. (2016). A Study of Hospitality Internship in Gokarna Forest Resort, Nepal. *Introduction*, 103.
- Kuvaas, B. B. (2017). Do intrinsic and extrinsic motivation relate differently to employee outcomes? *Journal of Economic Psychology*, 244-258.
- Majaski, C. (2020, January 27). *Hypothesis Testing*. Retrieved from Investopedia: <https://www.investopedia.com/terms/h/hypothesistesting.asp>
- Mangkunegara, A. A. (2017). *Manajemen Sumber Daya Manusia* . Bandung: Remaja Rosdakarya.
- Middleton, F. (2019, July 3). *Reliability vs Validity: What's the difference?* Retrieved from <https://www.scribbr.com/methodology/reliability-vs->



- Sileyew, K. J. (2019, August 7). *Research Design and Methodology*. Retrieved from Intech Open: <https://www.intechopen.com/books/cyberspace/research-design-and-methodology>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sunyoto, D. (2016). *Metodologi Penelitian Akuntansi*. Bandung: PT Refika Aditama.
- Sutrisno, E. (2016). *Manajemen Sumber Daya Manusia*. Jakarta: Kencana Prenada Media Group.
- Trochim, P. W. (2020, March 10). *Descriptive Statistics*. Retrieved from <https://conjointly.com/kb/descriptive-statistics/#:~:text=Descriptive%20Statistics-,Descriptive%20Statistics,ever%20quantitative%20analysis%20of%20data>.
- Rathnayaka, R. M. (2018). Impact of Employee Motivation on Employee Performance With Special Reference to Faculty Lecturers of SLITHM. *Global Journal of Management And Business Research*, 35-43.
- Ekundayo, O. A. (2018). The Impact of Motivation on Employee Performance in Selected Insurance Companies in Nigeria. *International Journal of African Development*, 31-42.
- Patil, B. &. (2017). A Study on Working Environment and Its Impact on Employees' performance in Hospitality Industry, Belagavi. *International Journal of Research and Scientific Innovation*, 124-126.

- Waktola, B. S. (2019). Boosting Employee Performance; Impact of Working Environment on Employees Performance: Case study on Ethio Telecom at Ambo Branch. *Global Journal of Management and Business Research*, 43-50.
- Saidi, N. S. (2019). The Relationship Between Working Environment and Employee Performance. *Journal of Cognitive Sciences and Human Developmen*, 5, 14-22.
- Riyanto, S. S. (2017). The Impact of Working Motivation and Working Environment on Employees Performance in Indonesia Stock Exchange. *International Review of Management and Marketing*, 7(3), 342-348.
- Kenton, W. (2021, July 31). *Organizational Structure*. Retrieved from Investopedia: <https://www.investopedia.com/terms/o/organizational-structure.asp#:~:text=An%20organizational%20structure%20is%20a,betwee%20levels%20within%20the%20company.>
- Ahmadi, F. I. (Ed.). (2019). *ISET 2019: Proceedings of the 5th International Conference on Science, Education and Technology, ISET 2019, 29th June 2019, Semarang, Central Java, Indonesia*. EAI Publishing.
- Pratama, B. C. (Ed.). (2020). *ICBAE 2020: Proceedings of the 2nd International Conference of Business, Accounting and Economics, ICBAE 2020, 5 - 6 August 2020, Purwokerto, Indonesia*. EAI Publishing.
- K, S. (2017). *Pygmalion Effect - a Manager's Introspection Paperback*. Notion Press, Inc.