

## TABLE OF CONTENT

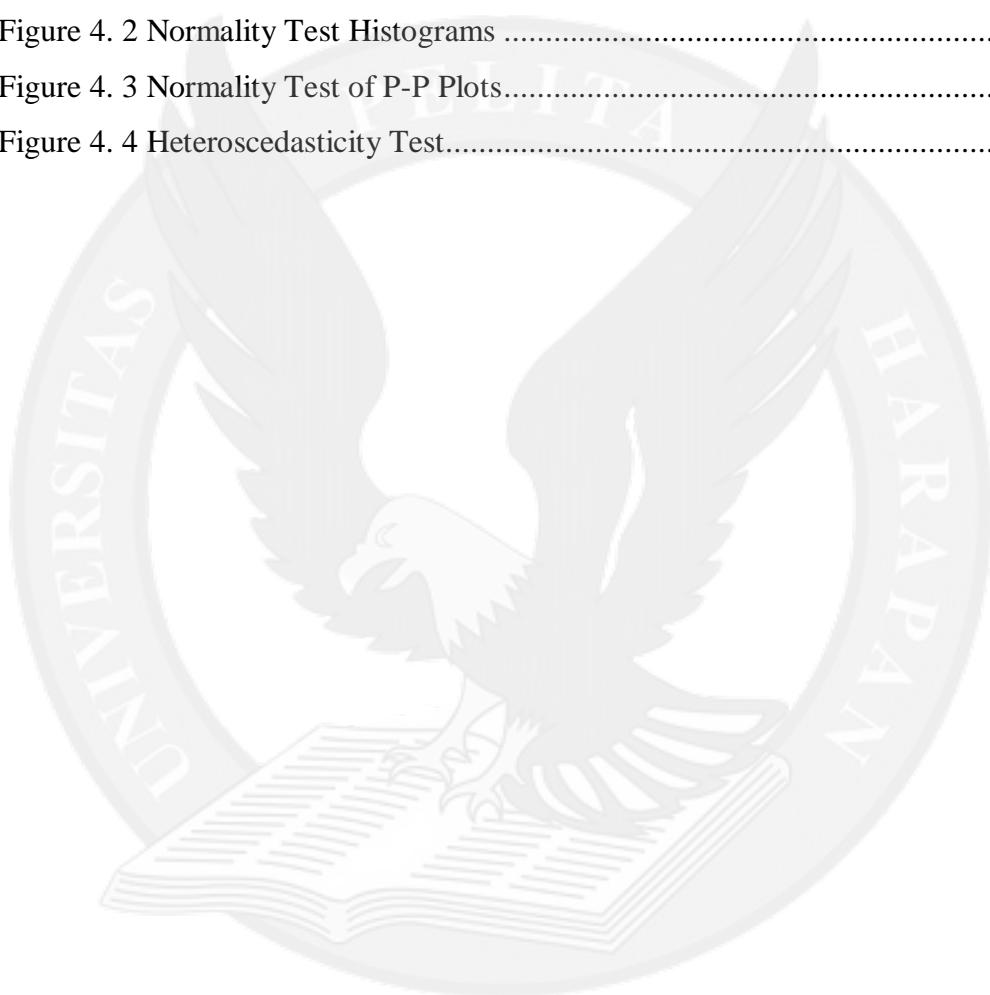
	Page
<b>COVER</b>	
<b>FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT.Error!</b>	
Bookmark not defined.	
<b>APPROVAL PAGE BY FINAL PAPER ADVISOR.....</b>	<b>iii</b>
<b>APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....</b>	<b>iv</b>
<b>ABSTRACT .....</b>	<b>v</b>
<b>ABSTRAK .....</b>	<b>vi</b>
<b>PREFACE .....</b>	<b>vii</b>
<b>TABLE OF CONTENT .....</b>	<b>iix</b>
<b>LIST OF FIGURE .....</b>	<b>xii</b>
<b>LIST OF TABLE .....</b>	<b>xiii</b>
<b>LIST OF APPENDICES.....</b>	<b>xv</b>
<b>CHAPTER I INTRODUCTION .....</b>	<b>1</b>
1.1 Background of the Study .....	1
1.2 Problem Limitation.....	6
1.3 Problem Formulation.....	6
1.4 Objective of the Research .....	7
1.5 Benefit of the Research.....	7
1.5.1 Theoretical Benefit .....	7
1.5.2 Practical Benefit.....	8
<b>CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT .....</b>	<b>9</b>

2.1 Theoretical Background.....	9
2.1.1 Hospitality Management .....	9
2.1.2 Human Resource Management.....	10
2.1.3 Reward .....	10
2.1.4 Work Environment .....	14
2.1.5 Employee Performance .....	20
2.1.6 The Influence of Reward on Employee Performance .....	23
2.1.7 The Influence of Work Environment on Employee Performance ....	23
2.1.8 The Influence of Reward and Work Environment on Employee Performance .....	24
2.2 Previous Research .....	24
2.3 Hypothesis Development .....	28
2.4 Research Model.....	28
2.5 Framework of Thinking .....	29
<b>CHAPTER III RESEARCH METHODOLOGY .....</b>	<b>30</b>
3.1. Research Design .....	30
3.2. Population And Sample .....	31
3.2.1. Research Location and Time .....	31
3.2.2. Population.....	31
3.2.3. Sample.....	31
3.3 Data Collection Method.....	32
3.4. Operational Definition and Variable Measurement .....	33
3.5 Data Analysis Method .....	35
3.5.1 Research Instrument Test .....	36
3.5.2 Descriptive Statistics.....	37

3.5.3 Classical Assumption Test .....	40
3.5.4 Multiple Linear Regression Analysis .....	42
3.5.5 Hypothesis Test .....	43
<b>CHAPTER IV RESEARCH RESULT AND DISCUSSION.....</b>	<b>45</b>
4.1 General Review of Genzo Café, Medan .....	45
4.1.1 Brief Overview .....	45
4.1.2 Organizational structure.....	46
4.2 Research Result .....	51
4.2.1 Test of Research Instrument.....	51
4.2.2 Descriptive Statistics.....	53
4.2.3 Result of Data Quality Testing .....	70
4.2.4 Result of Hypothesis Testing .....	76
4.3 Discussion .....	76
<b>CHAPTER V CONCLUSION.....</b>	<b>84</b>
5.1 Conclusion .....	84
5.2 Recommendation.....	85
<b>REFERENCES .....</b>	<b>87</b>

## LIST OF FIGURE

Figure 1. 1 Absenteeism Data of Genzo Café, Medan .....	4
Figure 2. 1Research Model .....	28
Figure 2. 2 Framework of Thinking.....	29
Figure 4. 1 Organizational Structure of Genzo Café .....	46
Figure 4. 2 Normality Test Histograms .....	71
Figure 4. 3 Normality Test of P-P Plots.....	71
Figure 4. 4 Heteroscedasticity Test.....	74



## LIST OF TABLE

Table 1.1 Data Phenomenon of Employee Performance at Genzo Café, Medan....	3
Table 1.2 Absenteeism Data of Genzo Café, Medan (January-June 2022) .....	3
Table 1.3 Online Review at Genzo Café, Medan .....	4
Table 1.4 Data Phenomenon of Reward at Genzo Café, Medan.....	5
Table 1.5 Data Phenomenon of Work Environment at Genzo Café, Medan .....	5
Table 2. 1 Previous Research .....	27
Table 3.1 Indicator of Operational Definition Reward .....	34
Table 3.2 Indicator of Operational Definition Work Environment .....	34
Table 3.3 Indicator of Operational Definition Employee Performance.....	35
Table 3.4 Likert Scale .....	35
Table 4. 1 Validity Test Results of Reward (X <sub>1</sub> ).....	51
Table 4. 2 Validity Test Results of Work Environment (X <sub>2</sub> ).....	52
Table 4. 3 Validity Test Results of Employee Performance (Y).....	52
Table 4. 4Test Results for the Reliability of Reward .....	53
Table 4. 5Test Results for the Reliability of Work Environment.....	53
Table 4. 6Test Results for the Reliability of Employees Performance .....	53
Table 4. 7 Characteristics of Respondents by Gender .....	54
Table 4. 8 Characteristics of Respondents by Age .....	54
Table 4. 9 Reward Variable (X <sub>1</sub> ) - Question 1 .....	55
Table 4. 10 Reward Variable (X <sub>1</sub> ) - Question 2 .....	55
Table 4. 11Reward Variable (X <sub>1</sub> ) - Question 3 .....	56
Table 4. 12Reward Variable (X <sub>1</sub> ) - Question 4 .....	56
Table 4. 13 Reward Variable (X <sub>1</sub> ) - Question 5 .....	56
Table 4. 14 Reward Variable (X <sub>1</sub> ) - Question 6 .....	57
Table 4. 15 Reward Variable (X <sub>1</sub> ) - Questionnaire 7 .....	57
Table 4. 16 Reward Variable (X <sub>1</sub> ) - Question 8 .....	58
Table 4. 17 Work Environment Variable (X <sub>2</sub> ) - Question 1 .....	58
Table 4. 18 Work Environment Variable (X <sub>2</sub> ) - Question 2 .....	58
Table 4. 19 Work Environment Variable (X <sub>2</sub> ) - Question 3 .....	59

Table 4. 20 Work Environment Variable ( $X_2$ ) - Question 4 .....	59
Table 4. 21 Work Environment Variable ( $X_2$ ) – Question 5.....	60
Table 4. 22 Work Environment Variable ( $X_2$ ) – Question 6.....	60
Table 4. 23 Work Environment Variable ( $X_2$ ) – Question 7.....	60
Table 4. 24 Work Environment Variable ( $X_2$ ) – Question 8.....	61
Table 4. 25 Employees Performance Variable (Y) - Question 1.....	61
Table 4. 26 Employees Performance Variable (Y) - Question 2.....	61
Table 4. 27 Employees Performance Variable (Y) - Question 3.....	62
Table 4. 28 Employees Performance Variable (Y) - Question 4.....	62
Table 4. 29 Employees Performance Variable (Y) - Question 5.....	63
Table 4. 30 Employees Performance Variable (Y) - Question 6.....	63
Table 4. 31 Employees Performance Variable (Y) - Question 7.....	63
Table 4. 32 Employees Performance Variable (Y) - Question 8.....	64
Table 4. 33 Employees Performance Variable (Y) - Question 9.....	64
Table 4. 34Employees Performance Variable (Y) - Question 10.....	64
Table 4. 35 Measurement Score of Descriptive Statistics .....	65
Table 4. 36 Descriptive Statistics for Reward.....	65
Table 4. 37 The Interval For Reward ( $X_1$ ) and Work Environment ( $X_2$ ) .....	66
Table 4. 38 Descriptive Statistics for Reward.....	67
Table 4. 39 Descriptive Statistics for Work Environment .....	68
Table 4. 40 The Interval for Employee Performance (Y) .....	69
Table 4. 41 Descriptive Statistics for Employee Performance.....	69
Table 4. 42 Normality Test of Kolmogorov Smirnov .....	72
Table 4. 43 Multicollinearity Test .....	73
Table 4. 44 Heteroscedasticity Test .....	74
Table 4. 45Multiple Linear Regression Analysis .....	75
Table 4. 46Partial Test .....	76
Table 4. 47 Simultaneously Test .....	77
Table 4. 48 Determination Test .....	77

## **LIST OF APPENDICES**

Appendix A-1 Kuesioner Penelitian .....	A-1
Appendix B-1 Tabulation Pretest .....	B-1
Appendix C-1 Tabulation Sample Test.....	C-1
Appendix D-1 Output Spss .....	D-1
Appendix E-1 Statistic Table .....	E-1
Appendix F-1 Letter.....	F-1
Appendix G-1 Documentation .....	G-1
Appendix H-1 Turnitin.....	H-1