

TABLE OF CONTENTS

	page
COVER PAGE	
TITLE PAGE	
DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR	iv
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE	v
ABSTRACT	vi
ABSTRAK	vii
PREFACE	viii
TABLE OF CONTENTS.....	x
LIST OF FIGURES	xiv
LIST OF TABLES	xv
LIST OF APPENDICES.....	xviii
CHAPTER I INTRODUCTION	
1.1 Background of the Study.....	1
1.2 Problem Limitation.....	7
1.3 Problem Formulation	8
1.4 Objective of The Research	9
1.5 Benefit of The Research.....	9
1.5.1 Theoretical Benefit.....	9
1.5.2 Practical Benefit	10
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background.....	11
2.1.1 Hospitality Management.....	11
2.1.2 Hospitality Industry	11

2.1.3	Hotel Industry.....	12
2.1.4	Work Environment	13
2.1.4.1	Definition of Work Environment.....	13
2.1.4.2	Indicators of Work Environment	14
2.1.5	Motivation.....	15
2.1.5.1	Definition of Motivation.....	15
2.1.5.2	Types of Motivation	15
2.1.5.3	Indicators of Motivation	17
2.1.6	Leadership	18
2.1.6.1	Definition of Leadership.....	18
2.1.6.2	Types of Leadership	19
2.1.6.3	Indicators of Leadership	20
2.1.7	Employee Performance.....	20
2.1.7.1	Definition of Employee Performance.....	20
2.1.7.2	Indicators of Employee Performance	21
2.1.8	The Influence of Work Environment on Employee Performance....	22
2.1.9	The Influence of Motivation on Employee Performance	23
2.1.10	The Influence of Leadership on Employee Performance	24
2.1.11	The Influence of Work Environment, Motivation, and Leadership on Employee Performance	25
2.2	Previous Research.....	26
2.3	Hypothesis Development	27
2.4	Research Model	28
2.5	Framework of Thinking	30

CHAPTER III RESEARCH METHODOLOGY

3.1	Research Design	31
3.2	Population and Sample	32
3.3	Data Collection Method	33

3.4	Operational Definition and Variable Measurement.....	34
3.4.1	Operational Definition.....	34
3.4.2	Variable Measurement.....	38
3.5	Data Analysis Method.....	38
3.5.1	Test of Research Instrument	39
3.5.2	Descriptive Statistics	40
3.5.3	Classical Assumption Test.....	43
3.5.4	Multiple Linear Regression Analysis	45
3.5.5	Hypothesis Test.....	46

CHAPTER IV RESEARCH RESULT AND DISCUSSION

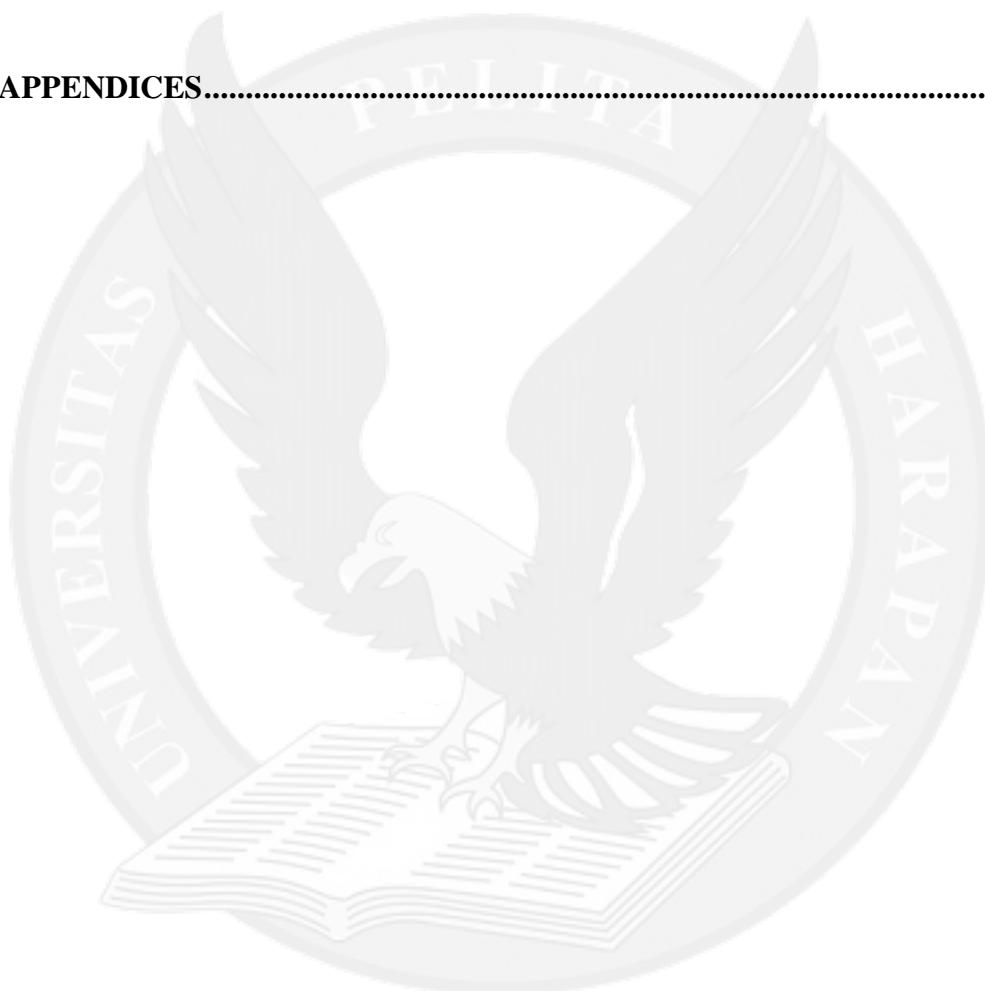
4.1	General View of Mega Express Hotel	49
4.1.1	Brief Overview.....	49
4.1.2	Organizational Structure.....	50
4.2	Research Result	52
4.2.1	Test of Research Instrument	52
4.2.1.1	Validity Test Result.....	52
4.2.1.2	Reliability Test Result	55
4.2.2	Descriptive Statistics	56
4.2.2.1	Respondent Characteristics.....	56
4.2.2.2	Explanation of Respondents on Research Variables.....	59
4.2.2.3	Mean, Median, Mode, Variance, and Standard Deviation	93
4.2.3	Result of Data Quality Testing.....	99
4.2.3.1	Classical Assumption Testing Result.....	99
4.2.3.2	Multiple Linear Regression Analysis	105
4.2.4	Result of Hypothesis Testing	108
4.2.4.1	Coefficient of Determination (R^2).....	108
4.2.4.2	Hypothesis Test (T-test)	109
4.2.4.3	Hypothesis Test (F-test)	111
4.3	Discussion	112

CHAPTER V CONCLUSION

5.1 Conclusion.....	119
5.2 Recommendation	120

REFERENCES	123
-------------------------	------------

APPENDICES.....	A-1
------------------------	------------



LIST OF FIGURES

	page
Figure 2.1 Research Model.....	29
Figure 2.2 Framework of Thinking.....	30
Figure 4.1 Organizational Structure of Mega Express Hotel	50
Figure 4.2 Histogram of Normality Test	101
Figure 4.3 P Plot of Normality Test	102
Figure 4.4 Scatterplot of Heteroscedasticity Test	105

LIST OF TABLES

	page	
Table 1.1	Reviews of Employee Performance at Mega Express Hotel	3
Table 3.1	Operational Variable X1	36
Table 3.2	Operational Variable X2.....	36
Table 3.3	Operational Variable X3.....	37
Table 3.4	Operational Variable Y.....	37
Table 3.5	Variable Measurement.....	38
Table 4.1	Validity Test Result of Work Environment (X1).....	53
Table 4.2	Validity Test Result of Motivation (X2)	53
Table 4.3	Validity Test Result of Leadership (X3)	54
Table 4.4	Validity Test Result of Employee Performance (Y)	54
Table 4.5	Reliability Test Result of Variable X1, X2, X3, and Y	55
Table 4.6	Characteristics of Respondents by Gender	56
Table 4.7	Characteristics of Respondents by Age	56
Table 4.8	Characteristics of Respondents by Last Education	57
Table 4.9	Characteristics of Respondents by Department	58
Table 4.10	Characteristics of Respondents by Working Period.....	58
Table 4.11	Respondents' Answers on Question 1	59
Table 4.12	Respondents' Answers on Question 2.....	60
Table 4.13	Respondents' Answers on Question 3	61
Table 4.14	Respondents' Answers on Question 4.....	62
Table 4.15	Respondents' Answers on Question 5	63
Table 4.16	Respondents' Answers on Question 6	64
Table 4.17	Respondents' Answers on Question 1	65
Table 4.18	Respondents' Answers on Question 2	66
Table 4.19	Respondents' Answers on Question 3	67

Table 4.20	Respondents' Answers on Question 4.....	68
Table 4.21	Respondents' Answers on Question 5.....	69
Table 4.22	Respondents' Answers on Question 6.....	70
Table 4.23	Respondents' Answers on Question 7.....	71
Table 4.24	Respondents' Answers on Question 8.....	72
Table 4.25	Respondents' Answers on Question 9.....	73
Table 4.26	Respondents' Answers on Question 10.....	74
Table 4.27	Respondents' Answers on Question 1.....	75
Table 4.28	Respondents' Answers on Question 2.....	76
Table 4.29	Respondents' Answers on Question 3.....	77
Table 4.30	Respondents' Answers on Question 4.....	78
Table 4.31	Respondents' Answers on Question 5.....	79
Table 4.32	Respondents' Answers on Question 6.....	80
Table 4.33	Respondents' Answers on Question 7.....	81
Table 4.34	Respondents' Answers on Question 8.....	82
Table 4.35	Respondents' Answers on Question 1.....	83
Table 4.36	Respondents' Answers on Question 2.....	84
Table 4.37	Respondents' Answers on Question 3.....	85
Table 4.38	Respondents' Answers on Question 4.....	86
Table 4.39	Respondents' Answers on Question 5.....	87
Table 4.40	Respondents' Answers on Question 6.....	88
Table 4.41	Respondents' Answers on Question 7.....	89
Table 4.42	Respondents' Answers on Question 8.....	90
Table 4.43	Respondents' Answers on Question 9.....	91
Table 4.44	Respondents' Answers on Question 10.....	92
Table 4.45	Interval Class of Each Question.....	93
Table 4.46	Mean, Median, Mode, Variance, Standard Deviation of Each Question	94

Table 4.47	Interval Class of Work Environment (X1)	95
Table 4.48	Interval Class of Motivation (X2)	95
Table 4.49	Interval Class of Leadership (X3)	96
Table 4.50	Interval Class of Employee Performance (Y).....	96
Table 4.51	Mean, Median, Mode, Variance, Standard Deviation of Each Variable.....	97
Table 4.52	Kolmogorov-Smirnov Test of Normality Test	100
Table 4.53	Result of Multicollinearity Test	103
Table 4.54	Glejser Test of Heteroscedasticity Test.....	104
Table 4.55	Result of Multiple Linear Regression Analysis	106
Table 4.56	Coefficient of Determination	108
Table 4.57	Result of T-test.....	109
Table 4.58	Result of F-test.....	111

LIST OF APPENDICES

Appendix A: Research Questionnaire.....	A-1
Appendix B: Kuesioner Penelitian	B-1
Appendix C: Questionnaire Data Tabulation of Pre-Test	C-1
Appendix D: Validity Test and Reliability Test.....	D-1
Appendix E: Questionnaire Data Tabulation of Actual Test	E-1
Appendix F: Descriptive Statistics	F-1
Appendix G: Classical Assumption Test	G-1
Appendix H: Hypothesis Test	H-1
Appendix I: R-Table	I-1
Appendix J: T-Table	J-1
Appendix K: F-Table	K-1
Appendix L: Company Letter.....	L-1
Appendix M: Photo Documentation.....	M-1
Appendix N: Turnitin Result.....	N-1