

TABLE OF CONTENTS

	page
COVER PAGE	
TITLE PAGE	
FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT	
APPROVAL PAGE BY FINAL PAPER ADVISOR	i
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE	ii
ABSTRACT	iii
ABSTRAK	iv
PREFACE.....	v
TABLE OF CONTENTS.....	vii
LIST OF FIGURES	xi
LIST OF TABLES	xii
LIST OF APPENDICES.....	xiv
CHAPTER I INTRODUCTION	
1.1 Background of the Study	1
1.2 Problem Limitation.....	8
1.3 Problem Formulation.....	9
1.4 Objective of The Research.....	9
1.5 Benefit of The Research	10
1.5.1 Theoretical Benefit	10
1.5.2 Practical Benefit.....	10
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	
2.1 Theoretical Background.....	12
2.1.1 Hospitality Management.....	12
2.1.2 Hospitality Industry.....	13
2.1.3 Human Resources Management.....	15

2.1.4	Work Compensation.....	17
2.1.4.1	Definition of Work Compensation	17
2.1.4.2	Types of Work Compensation.....	19
2.1.4.3	Benefits of Work Compensation	20
2.1.4.4	Factors Influencing Work Compensation.....	21
2.1.4.5	Indicators of Work Compensation.....	22
2.1.5	Motivation.....	23
2.1.5.1	Definition of Motivation	23
2.1.5.2	Types of Motivation.....	24
2.1.5.3	Importance of Motivation	25
2.1.5.4	Factors Influencing Motivation.....	26
2.1.5.5	Indicators of Motivation.....	28
2.1.6	Discipline	29
2.1.6.1	Definition of Discipline.....	29
2.1.6.2	Advantage of Discipline.....	30
2.1.6.3	Factors Influencing Discipline	32
2.1.6.4	Indicators of Discipline	32
2.1.7	Employee Productivity.....	34
2.1.7.1	Definition of Employee Productivity	34
2.1.7.2	Benefits of Employee Productivity	34
2.1.7.3	Factors Influencing Employee Productivity.....	36
2.1.7.4	Indicators of Employee Productivity	37
2.1.8	The Effect of Work Compensation on Employee Productivity	38
2.1.9	The Effect of Motivation on Employee Productivity.....	39
2.1.10	The Effect of Discipline on Employee Productivity	40
2.1.11	The Effect of Work Compensation, Motivation, and Discipline on Employee Productivity	41
2.2	Previous Research.....	42
2.3	Hypothesis Development.....	45
2.4	Research Model	47
2.5	Framework of Thinking.....	48

CHAPTER III RESEARCH METHODOLOGY

3.1	Research Design	49
3.2	Population & Sample.....	50
3.3	Data Collection Method.....	52
3.4	Operational Definition and Variable Measurement.....	54
3.4.1	Operational Definition	54
3.4.2	Variable Measurement.....	57
3.5	Data Analysis Method	58
3.5.1	Test of Research Instrument	58
3.5.2	Descriptive Statistics.....	60
3.5.3	Classical Assumption Test.....	63
3.5.4	Multiple Linear Regression Analysis	65
3.5.5	Hypothesis Test.....	66

CHAPTER IV RESEARCH RESULT AND DISCUSSION

4.1	General View Of Emerald Garden International Hotel, Medan	69
4.1.1	Brief Overview	69
4.1.2	Vision and Mission	70
4.1.3	Organizational Structure	70
4.1.4	Job Description	71
4.2	Research Result	76
4.2.1	Test of Research Instrument	77
4.2.1.1	Validity Test Result	77
4.2.1.2	Reliability Test Result	79
4.2.2	Descriptive Statistics.....	80
4.2.2.1	Respondent's Characteristics	81
4.2.2.2	Explanation of Respondent's Answers	83
4.2.2.3	Mean, Median, Mode, and Standard Deviation	86
4.2.3	Result of Data Quality Testing	91
4.2.3.1	Classical Assumption Testing Results	91
4.2.3.2	Multiple Linear Regression Analysis	96

4.2.4	Result of Hypothesis Testing	98
4.2.4.1	T-Test.....	98
4.2.4.2	F-Test.....	99
4.2.4.3	Coefficient of Determination Test	100
4.3	Discussion.....	101

CHAPTER V CONCLUSION

5.1	Conclusion	106
5.2	Recommendation	107
REFERENCES.....		111
APPENDICES		A-1

LIST OF FIGURES

	page
Figure 2.1 Research Model	47
Figure 2.2 Framework of Thinking	48
Figure 4.1 Organizational Structure of Emerald Garden International Hotel, Medan	71
Figure 4.2 P-P Plot Normality Test.....	92
Figure 4.3 Scatterplot Heteroscedasticity Test.....	95

LIST OF TABLES

	page
Table 1.1 Negative Guests' Review of Emerald Garden International Hotel, Medan	3
Table 1.2 Employee Lateness Report at Emerald Garden International Hotel, Medan January-June 2022	7
Table 3.1 Sample Calculation	51
Table 3.2 Operational Definition X ₁	55
Table 3.3 Operational Definition X ₂	56
Table 3.4 Operational Definition X ₃	56
Table 3.5 Operational Definition Y	57
Table 3.6 Likert 1-5 Scale Answer and Score	58
Table 4.1 Validity Test for Work Compensation (X ₁).....	77
Table 4.2 Validity Test for Motivation (X ₂)	78
Table 4.3 Validity Test for Discipline (X ₃)	78
Table 4.4 Validity Test for Employee Productivity (Y)	79
Table 4.5 Reliability Test for Work Compensation (X ₁).....	79
Table 4.6 Reliability Test for Motivation (X ₂)	79
Table 4.7 Reliability Test for Discipline (X ₃).....	80
Table 4.8 Reliability Test for Employee Productivity (Y)	80
Table 4.9 Respondent's Characteristics Based on Gender	81
Table 4.10 Respondent's Characteristics Based on Age	81
Table 4.11 Respondent's Characteristics Based on Latest Education	82
Table 4.12 Respondent's Characteristics Based on Department	82
Table 4.13 Respondent's Characteristics Based on Length of Working	83
Table 4.14 Respondent's Answer on Work Compensation (X ₁)	84
Table 4.15 Respondent's Answer on Motivation (X ₂).....	84
Table 4.16 Respondent's Answer on Discipline (X ₃)	85
Table 4.17 Respondent's Answer on Employee Productivity (Y).....	85
Table 4.18 Interval Class for Likert Scale	86

Table 4.19	Interval Class for Work Compensation (X_1).....	87
Table 4.20	Interval Class for Motivation (X_2)	87
Table 4.21	Interval Class for Discipline (X_3)	88
Table 4.22	Interval Class for Employee Productivity (Y)	88
Table 4.23	Descriptive Statistics Results per Question – Work Compensation (X_1).....	88
Table 4.24	Descriptive Statistics Results per Question – Motivation (X_2).....	89
Table 4.25	Descriptive Statistics Results per Question – Discipline (X_3).....	89
Table 4.26	Descriptive Statistics Results per Question – Employee Productivity (Y).....	89
Table 4.27	Mean, Median, Mode, and Standard Deviation	90
Table 4.28	Normality Test Result.....	93
Table 4.29	Multicollinearity Test Result	94
Table 4.30	Heteroscedasticity Test Result.....	95
Table 4.31	Multiple Linear Regression Test Result	96
Table 4.32	T-Test Result.....	98
Table 4.33	F-Test Result.....	99
Table 4.34	Coefficient of Determination Test Result – X_1 , X_2 , X_3 , and Y.....	100

LIST OF APPENDICES

Appendix A: Negative Guests' Reviews.....	A-1
Appendix B: Research Questionnaire	B-1
Appendix C: Pre-Test Data Tabulation.....	C-1
Appendix D: Main Test Data Tabulation.....	D-1
Appendix E: SPSS Output	E-1
Appendix F: R Table.....	F-1
Appendix G: T Table	G-1
Appendix H: F Table.....	H-1
Appendix I: Company Letter	I-1
Appendix J: Photo Documentation	J-1

