

## TABLE OF CONTENTS

	page
<b>COVER PAGE</b>	
<b>TITLE PAGE</b>	
<b>FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT .....</b>	<b>i</b>
<b>APPROVAL PAGE BY FINAL PAPER ADVISOR .....</b>	<b>ii</b>
<b>APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE .....</b>	<b>iii</b>
<b>ABSTRACT .....</b>	<b>iv</b>
<b>ABSTRAK .....</b>	<b>v</b>
<b>PREFACE .....</b>	<b>vi</b>
<b>ABSTRAK.....</b>	<b>vii</b>
<b>TABLE OF CONTENTS.....</b>	<b>viii</b>
<b>LIST OF FIGURES.....</b>	<b>xi</b>
<b>LIST OF TABLES.....</b>	<b>xii</b>
<b>LIST OF APPENDICES.....</b>	<b>xiv</b>

### **CHAPTER I INTRODUCTION**

1.1 Background of the Study.....	1
1.2 Problem Limitation.....	5
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 .....	7

### **CHAPTER II LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT**

2.1 Theoretical Background.....	9
2.1.1 Human Resource Management.....	9
2.1.2 Work Environment .....	11
2.1.2.1 Definition of Work Environment .....	11

2.1.2.2 Factors Affect to Work Environment .....	12
2.1.2.3 Indicators of Work Environment.....	13
2.1.3 Discipline.....	14
2.1.3.1 Definition of Discipline .....	14
2.1.3.2 Factors Affect to Discipline .....	15
2.1.3.4 Indicators of Discipline .....	16
2.1.4 Employee Performance.....	17
2.1.4.1 Definition of Employee Performance .....	17
2.1.4.2 Methods to Measure Performance Appraisal .....	18
2.1.4.3 Indicators of Employee Performance .....	19
2.1.5 The Effect of Work Environment on Employee Performance.....	20
2.1.6 The Effect of Work Discipline on Employee Performance.....	21
2.1.7 The Effect of Work Environment and Work Discipline on Employee Performance .....	21
2.2 Previous Research .....	22
2.3 Hypothesis Development.....	23
2.4 Research Model.....	24
2.5 Framework of Thinking.....	26

### **CHAPTER III RESEARCH METHODOLOGY**

3.1 Research Design.....	26
3.2 Population and Sample .....	27
3.2.1 Research Location and Time.....	27
3.2.2 Population.....	27
3.2.3 Sample .....	27
3.3 Data Collection Method .....	28
3.4 Operational Variable Definition and Variable Measurement.....	29
3.5 Data Analysis Method .....	31
3.5.1 Test of Research Instrument .....	31
3.5.2 Descriptive Statistics .....	32
3.5.3 Classic Assumption Test .....	35
3.5.4 Multiple Linear Regression Test .....	37
3.5.5 Hypothesis Test .....	38

### **CHAPTER IV RESEARCH RESULT AND DISCUSSION**

4.1	General View of Research Object.....	41
4.1.1	Brief Overview of Kalang Ulu Berastagi Hotel.....	41
4.1.2	Organizational Structure of Kalang Ulu Berastagi Hotel .....	42
4.2	Research Result.....	55
4.2.1	Test of Research Instrument.....	55
4.2.1.1	Validity Test Results.....	56
4.2.1.2	Reliability Test Results .....	58
4.2.2	Descriptive Statistics .....	58
4.2.2.1	Respondent Characteristics .....	58
4.2.2.2	Explanation of Respondents on Research Variable.....	61
4.2.2.3	Mean, Median, Mode, and Standard Deviation .....	69
4.2.3	Result of Data Quality Testing .....	76
4.2.3.1	Classical Assumption Testing Results .....	76
4.2.3.2	Multiple Linear Regression Analysis.....	80
4.2.4	Result of Hypothesis Testing .....	81
4.2.4.1	Coefficient of Determination.....	81
4.2.4.2	T test.....	82
4.2.4.3	F test .....	83
4.3	Discussion.....	83

## **CHAPTER V CONCLUSION**

5.1	Conclusion .....	87
5.2	Recommendation.....	87

## **BIBLIOGRAPHY .....** 90

## LIST OF FIGURES

	page
Figure 2.1 Research Model.....	24
Figure 2.2 Framework of Thinking .....	25
Figure 4.1 Organizational Structure .....	42
Figure 4.2 Histogram Graph .....	76
Figure 4.3 Normal P-P Plot Graph .....	77
Figure 4.4 Scatterplot Graph.....	79

## LIST OF TABLES

	page
Table 1.1 Revenue Data of Kalang Ulu Berastagi Hotel .....	3
Table 1.2 Yearly Data of Employee Tardiness at Kalang Ulu Berastagi Hotel .	3
Table 1.3 Hotel Room Environment Review at Kalang Ulu Berastagi Hotel ....	4
Table 1.4 Employee Violation Data at Kalang Ulu Berastagi Hotel .....	5
Table 2.1 Summary of Previous Research.....	22
Table 3.1 Operational of Research Variable.....	30
Table 4.1 Validity Test of Work Environment .....	56
Table 4.2 Validity Test of Work Environment .....	56
Table 4.3 Validity Test of Work Discipline.....	57
Table 4.4 Validity Test of Employee Performance .....	57
Table 4.5 Reliability Test.....	58
Table 4.6 Characteristics of Respondents Based on Gender.....	59
Table 4.7 Characteristics of Respondents Based on Age.....	59
Table 4.8 Characteristics of Respondents Based on Education.....	60
Table 4.9 Characteristics of Respondents Based on Length of Work.....	60
Table 4.10 Respondent Answer on Variable Work Environment .....	61
Table 4.11 Respondent Answer on Variable Work Discipline .....	64
Table 4.12 Respondent Answer on Variable Employee Performance .....	66
Table 4.13 Interval Class of Work Environment .....	69
Table 4.14 Interval Class of Work Discipline.....	70
Table 4.15 Interval Class of Employee Performance .....	70
Table 4.16 Mean, Median, Mode and Standard Deviation .....	71
Table 4.17 Mean, Median, Mode and Standard Deviation of Work Environment.....	72
Table 4.18 Mean, Median, Mode and Standard Deviation of Work Discipline .	73
Table 4.19 Mean, Median, Mode and Standard Deviation of Employee Performance .....	74

Table 4.20	One Sample Kolmogorov Smirnov.....	77
Table 4.21	Multicollinearity Test .....	78
Table 4.22	Glejser Test.....	79
Table 4.23	Multiple Linear Regression Analysis Test .....	80
Table 4.24	Determination Test .....	81
Table 4.25	T Test.....	82
Table 4.26	F Test.....	83



## **LIST OF APPENDICES**

Appendix A: Questionnaire.....	A-1
Appendix B: Data Tabulation SPSS Output .....	B-1
Appendix C: Data of Respondent Answer from Questionnaire.....	C-1
Appendix D: SPSS Output.....	D-1
Appendix E: Distribution R Table .....	E-1
Appendix F: Distribution T Table.....	F-1
Appendix G: Letter .....	G-1

