

TABLE OF CONTENTS

COVER PAGE

TITLE PAGE

FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR.....	iii
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE.....	iv
ABSTRACT	v
ABSTRAK	vi
PREFACE.....	vii
TABLE OF CONTENTS.....	ix
LIST OF FIGURES	xiii
LIST OF TABLES	xiv
LIST OF APPENDICES	xvi
CHAPTER I INTRODUCTION.....	2
1.1 Background of The Study.....	2
1.2 Problem Limitation.....	8
1.3 Problem Formulation.....	8
1.4 Objective of the Research.....	9
1.5 Benefit of the Research	9
1.5.1 Theoretical Benefit.....	Error! Bookmark not defined.
1.5.2 Practical Benefit.....	Error! Bookmark not defined.
CHAPTER II LITERATURE REVIEW AND HYPOTHESIS	
DEVELOPMENT	12
2.1 Theoretical Background	12
2.1.1. Hospitality.....	12
2.1.1.1. Definition of Hospitality.....	12
2.1.1.2. Type Of Hospitality Industry.....	13
2.1.2. Hotel.....	13
2.1.2.1. Definition of Hotel.....	13

2.1.2.2. Type Of Hotel	14
2.1.3. Emotional Intelligence.....	16
2.1.3.1. Definition Of Emotional Intelligence.....	16
2.1.3.2. Element Of Emotional Intelligence.....	17
2.1.3.3. Emotional Intelligence Model.....	20
2.1.3.4. Factor of Emotional Intelligence.....	23
2.1.3.5. Benefit Of Emotional Intelligence.....	26
2.1.3.6. Indicator Of Emotional Intelligence.	29
2.1.4. Performance Management	30
2.1.4.1. Definition of Performance Management.....	30
2.1.4.2. Element of Performance Management.....	31
2.1.4.3. Purpose of Performance Management.	31
2.1.4.4. Effective Management Performance System.	33
2.1.4.5. Step in Performance Management.	34
2.1.4.6. Process of Performance Management.....	38
2.1.4.7. Activity in Performance Management.	40
2.1.4.8. Performance Management Cycle.	42
2.1.4.9. Indicator of Performance Management.....	44
2.1.5. Organizational Learning.	45
2.1.5.1. Definition Of Organizational Learning.....	45
2.1.5.2. Level Of Organization Learning.	46
2.1.5.3. Perspective Organization Learning.	47
2.1.5.4. Ways To Managing The Organization Learning.	51
2.1.5.5. Element Of Organization Learning.....	52
2.1.5.6. Characteristic Of Organization Learning.	53
2.1.5.7. Process of Organization Learning.....	56
2.1.5.8. Phases Of Organization Learning.	57
2.1.5.9. Indicator Of Organization Learning.....	58
2.1.6. Employee Performance.....	59
2.1.6.1. Definition of Employee Performance.	59
2.1.6.2. Types of Employee Performance.....	60

2.1.6.3. Factors of Employee Performance.....	61
2.1.6.4 Indicators of Employee Performance.....	62
2.2 Previous Research	63
2.3 Hypothesis Development	69
2.4 Research Model.....	69
2.5 Framework Of Thinking.....	70
CHAPTER III RESEARCH METHODOLOGY	72
3.1 Research Design	72
3.2. Population and Sample.....	73
3.3 Data Collection Method	74
3.4 Operational Variable Definition and Variable Measurement.....	75
3.5 Data Analysis Method	77
3.5.1 Descriptive Statistic.....	77
3.5.2. Data Quality Test.....	77
3.5.2.1 Validity Test.....	77
3.5.2.2 Reliability Test.....	78
3.5.3 Classical Assumption.....	78
3.5.3.1 Normality Test.....	78
3.5.3.2 Multicollinearity Test.....	80
3.5.3.3 Heteroscedasticity Test	81
3.5.4 Hypothesis Testing	81
3.5.4.1 Multiple Linear Regression Analysis.....	82
3.5.4.2 T Test	82
3.5.4.3 F Test.....	83
3.5.4.4 Coefficient of Determination Analysis (Adjusted R ²) ...	84
CHAPTER IV RESEARCH RESULT AND DISCUSSION	85
4.1 General View of The Trans Resort Bali.....	85
4.1.1. Brief History of The Trans Resort Bali.....	85
4.1.2. Vision and Mission.	87
4.1.3. Organization Structure of The Trans Resort Bali.	89
4.1.4. Job Description.	89

4.2.	Research Result	93
4.2.1.	Descriptive Statistics.....	93
4.2.2.	Tested Result Of Data Quality.....	104
4.2.3.	Coefficient of Determination Test	110
4.2.4.	Regression Analysis.....	111
4.2.5.	T Test.	112
4.2.6.	F testing.....	113
4.3	Discussion	114
CHAPTER V CONCLUSION		124
5.1	Conclusion.....	124
5.2.	Recommendation.....	125
REFERENCES.....		128

LIST OF FIGURES

	Page
Figure 1.1. Customer Complaint of Emotional Intelligence.....	4
Figure 1.2. Customer Complaint of Performances Management.....	5
Figure 1.3. Customer complain of Organizational Learning.	6
Figure 2.1 Research Model	70
Figure 2.2. Framework of Thinking.....	71
Figure 4.1 Organization Structure.....	89
Figure 4.2. Histogram.	107
Figure 4.3. Normal P-P Plot.....	107
Figure 4.4 Scatter Plot Graph for Heteroskedasticity Test	110

LIST OF TABLES

	Page
Table 2.1. The Result of Previous Research.....	63
Table 3.1. Definition of Operational Variables	76
Table 4.1. Gender of Respondent	93
Table 4.2 Age of Respondent	94
Table 4.3. Length Become Employee	94
Table 4.4. Respondent's position/title	95
Table 4.5. Frequency Answer of Emotional Intelligence.....	95
Table 4.6. Frequency Answer of Performance Management	97
Table 4.7. Frequency Answer of Organizational Learning.	98
Table 4.8. Frequency Answer of Employee Performance.....	99
Table 4.9. The Interval Class for Emotional intelligence Variable	101
Table 4.10. The Interval Class for Performance management Variable	102
Table 4.11. The Interval Class for Organizational learning Variable	102
Table 4.12 The Interval Class for Employee performance Variable.....	102
Table 4.13. Mean, Median and Mode Calculation	103
Table 4.14. Validity Test of Emotional intelligence Variable.....	104
Table 4.15. Validity Test of Performance management Variable	105
Table 4.16. Validity Test of Organizational Learning Variable.....	105
Table 4.17. Validity Test of Employee performance Variable	105
Table 4.18. Reliability Test	106
Table 4.19. Normality Test.....	106
Table 4.20. Multicollinearity Test.....	108
Table 4.21. Glejser Test.....	109
Table 4.22. Coefficient of Determination Test Result	111
Table 4.23. Regression Analysis Test	111
Table 4.24. Regression Analysis Test	112
Table 4.25. F Test.....	113
Table 4.26. Variable Indicators of emotional intelligence	115

Table 4.27.	Variable Indicators of Performances Management	117
Table 4.28.	Variable Indicators of organizationa learning	119
Table 4.29.	Variable Indicators of employee performances.....	121



LIST OF APPENDICES

APPENDIX A	RESEARCH QUESTIONNAIRE	A-1
APPENDIX B	RESPONDENT'S ANSWER.....	B-6
APPENDIX C	PRETEST DATA	C-1
APPENDIX D	SPSS OUTPUT.....	D-1
APPENDIX E	STATISTIC TABLE	E-1