

## TABLE OF CONTENT

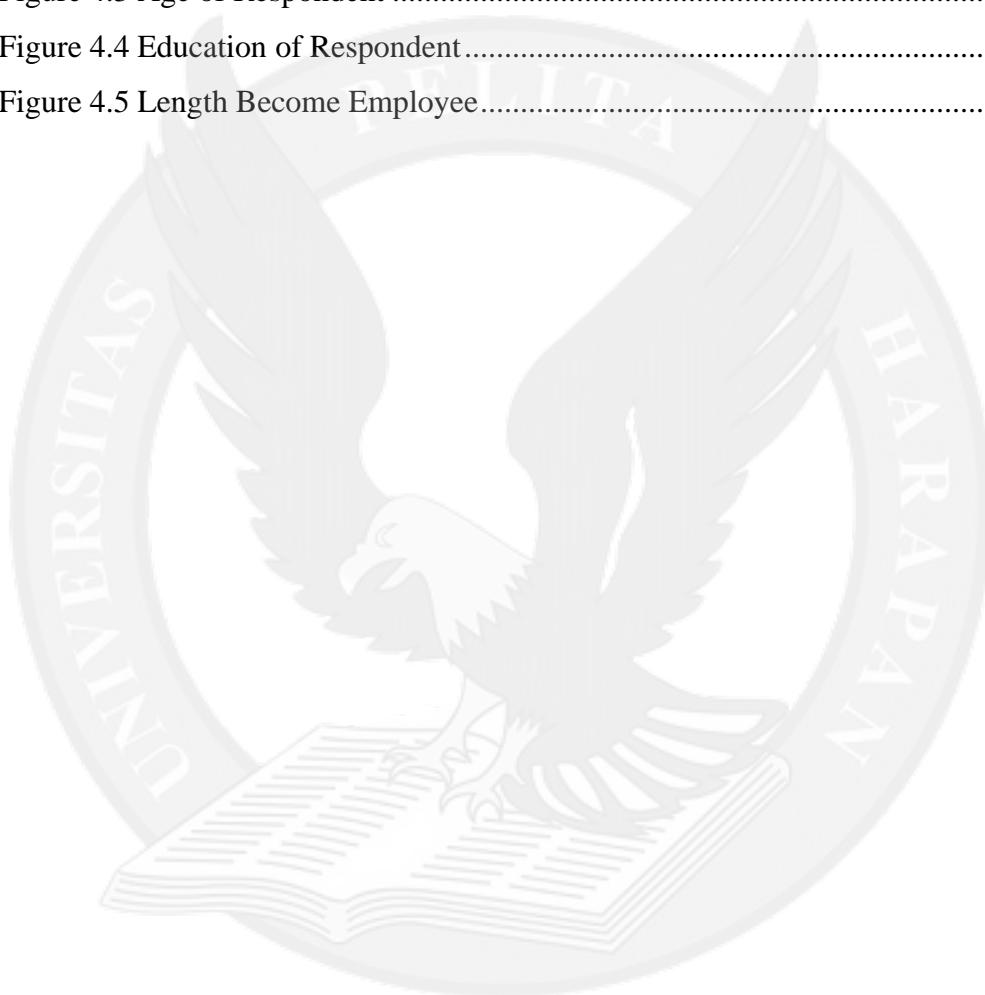
	Page
<b>COVER PAGE</b>	
<b>TITLE PAGE</b>	
<b>FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT .....</b>	<b>ii</b>
<b>APPROVAL PAGE BY FINAL PAPER ADVISOR .....</b>	<b>iv</b>
<b>APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE .....</b>	<b>v</b>
<b>ABSTRACT .....</b>	<b>vi</b>
<b>ABSTRAK .....</b>	<b>vii</b>
<b>PREFACE .....</b>	<b>viii</b>
<b>TABLE OF CONTENT .....</b>	<b>ix</b>
<b>LIST OF FIGURES.....</b>	<b>xii</b>
<b>LIST OF TABLES .....</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 .....	10
1.3. Problem Formulation= .....	11
1.4. Objectives of the Research.....	12
1.5. Benefit of the Research .....	12
1.5.1 Theoretical Benefit .....	12
1.5.2 Practical Benefit.....	13
<b>CHAPTER II LITERATURE REVIEW AND HYPOTHESIS</b>	
<b>DEVELOPMENT .....</b>	<b>13</b>
2.1 Theoretical Background .....	13
2.1.1 Hospitality .....	13
2.1.1.1 Definition of Hospitality.....	13
2.1.1.2 Type Of Hospitality Industry .....	14
2.1.2 Hotel .....	15

2.1.2.1 Definition of Hotel .....	15
2.1.2.2 Type Of Hotel.....	16
2.1.2.3 Function Department at Hotel .....	18
2.1.3 Communication .....	27
2.1.3.1 Definition of Communication.....	27
2.1.3.2 Direction of Communication .....	28
2.1.3.3 Barrier of Communication.....	29
2.1.3.4 Function of Communication.....	31
2.1.3.5 Indicator of Communication.....	32
2.1.4 Leadership Style .....	33
2.1.4.1 Definition of Leadership Style .....	33
2.1.4.2 Type of Leadership Style.....	34
2.1.4.3 Characteristic of Leadership Style.....	38
2.1.4.4 Indicator of Leadership Style .....	39
2.1.5 Employee Satisfaction .....	42
2.1.5.1 Definition of Employee Satisfaction .....	42
2.1.5.2 Factor That Influence Employee Satisfaction.....	43
2.1.5.3 Component Of Employee Satisfaction .....	44
2.1.5.4 Indicator of Employee Satisfaction .....	45
2.2 Previous Research.....	46
2.3 Hypothesis Development.....	51
2.4 Research Model .....	52
2.5 Framework Of Thinking .....	53
<b>CHAPTER III RESEARCH METHODOLOGY .....</b>	<b>54</b>
3.1 Research Design .....	54
3.2. Population and Sample .....	55
3.3 Data Collection Method.....	57
3.4 Operational Variable Definition and Variable Measurement .....	58
3.5 Data Analysis Method .....	60
3.5.1 Research Instrument .....	60

3.5.2 Classic Assumption Test .....	62
3.5.3 Result Analysis.....	63
3.5.4 Coefficient of Correlation.....	65
3.5.5 Coefficient of Determination ( $R^2$ ) .....	66
3.5.6 Linear Regression Analysis .....	67
3.5.7 Hypothesis Testing .....	67
<b>CHAPTER IV RESEARCH RESULT AND DISCUSSION.....</b>	<b>66</b>
4.1 General View of Renaissance Uluwatu Resort & Spa .....	66
4.2 Research Result.....	80
4.2.1 Descriptive Statistic .....	80
4.2.2 Result of Data Quality Testing .....	100
4.2.3 Result of Hypothesis Testing.....	105
4.3. Discussion .....	109
<b>CHAPTER V CONCLUSION .....</b>	<b>122</b>
5.1 Conclusion .....	122
5.2 Recommendation .....	124
<b>REFERENCES.....</b>	<b>129</b>

## **LIST OF FIGURES**

	Page
Figure 4.1 Organization Structure of Front Office Department.....	73
Figure 4.2 Gender of Respondent .....	80
Figure 4.3 Age of Respondent .....	81
Figure 4.4 Education of Respondent.....	82
Figure 4.5 Length Become Employee.....	83



## LIST OF TABLES

	Page
Table 1.1 The Number of Employee That Resign From The Company in Year 2020-2022 .....	7
Table 2.1 The Result of Previous Research .....	46
Table 3.1 Definition of Operational Variables.....	58
Table 3.2 Likert Scale Categories .....	60
Table 3.3 Reliability Criteria.....	62
Table 4.1 Respondents Characteristic According to Gender .....	80
Table 4.2 Respondents Characteristic According to Age .....	81
Table 4.3 Respondents Characteristic According to Latest Education .....	82
Table 4.4 Respondents Characteristic According to Length Become Employee .	82
Table 4.5 Frequency Answer of Service Recovery .....	83
Table 4.6 Frequency Answer of Leadership Style .....	87
Table 4.7 Frequency Answer of Employee Satisfaction .....	91
Table 4.8 The Frequency Intervals for the Communication Variable.....	94
Table 4.9 The Frequency Intervals for the Leadership style Variable .....	94
Table 4.10The Frequency Intervals for the Employee satisfaction Variable .....	95
Table 4.11 Statistic Descriptive .....	95
Table 4.12 Interval Class Per Questions .....	97
Table 4.13 Mean, Median, Mode and Std Deviation .....	97
Table 4.14 Validity of Communication Question .....	101
Table 4.15 Validity of Leadership style Question.....	101
Table 4.16 Validity of Employee satisfaction Question .....	101
Table 4.17 Reliability Testing.....	102
Table 4.18 Normality Test .....	103
Table 4.19 Multicollinearity Test.....	103
Table 4.20 Glejser Test .....	104
Table 4.21 Linearity Test .....	104
Table 4.22 Coefficient Correlations Test Result.....	105

Table 4.23 Coefficient Determination Between Communication and Leadership style with Employee satisfaction Test Result.....	106
Table 4.24 Regression Analysis Testing Between Communication and Leadership style with Employee satisfaction.....	107
Table 4.25 T Test .....	108
Table 4.26 F Test.....	108



## **LIST OF APPENDICES**

APPENDIX A	QUESTIONNAIRE .....	A-1
APPENDIX B	KUESIONER.....	B-1
APPENDIX C	RESPONDENT ANSWER.....	C-1
APPENDIX D	PRETEST DATA .....	D-1
APPENDIX E	OUTPUT DATA SPSS.....	E-1
APPENDIX F	STATISTIC TABLE.....	F-1
APPENDIX G	RESEARCH PERMIT LETTER FROM RENAISSANCE BALI ULUWATI RESORT & SPA.....	G-1

