

number of products or targets set by the company, on the contrary, if employee performance decreases, employees tend not to care about work results and company targets will not be achieved. Employee performance at Platinum Hotel, Rantau Prapat declined seen from the work carried out less quickly thus creating consumer complaints.

Training is an essential and inseparable part of human resources management, especially in this industry. Though an employee once recruited into a specific position is expected to best suit the job description, it is unlikely that he possesses all the skills and knowledge required and immediately becomes fully functioning, regarding hospitality operations, training acts as a strategic tool to implement the differentiation strategy by creating a team of high-quality staff to provide an exceptional level of service and to meet the guests' expectations (Decenzo & Robbins 2018). The goal of training is to enhance the organization effectiveness and it also demands an influence on employee's performance, as well as in relation to organizational performance which is mediated by means of employee's performance (Shaheen , 2019). Training has been shown to improve knowledge and in turn, knowledge improves the delivery of hospitality business-related activities (Harris, 2018).

Training and development are essential in providing employees with the right skills for their present and future jobs. Therefore, in times of recession, decreasing the budgets of training programs is a way for companies in all industries to manage and minimize their financial losses. This is especially true in the hotel

industry where the industry can be affected by a variety of external factors that the hotel management is unable to control.

One of the things that is thought to cause a decrease in performance in this company is job training. However, after passing the training period employees do not get additional training so that their performance does not improve. One of the factors that cause a decrease in employee performance is training that is not optimal due to limited training methods, fewer professional trainers, and the time of participants who are not appropriate and willing to come on time to attend training. This condition is known from waiters who are less skilled in serving customers as seen from the way the waiters bring plates or trays when taking orders, how to speak less fluently, less smiling, less showing hospitality, and seem to be lazing in front of guests.

Platinum Hotel, Rantau Prapat is less the application of the reward system so that a lack of clarity for the employee criteria in obtaining the reward. The Reward is given in the form of an additional bonus to employees at Platinum Hotel, Rantau Prapat. Then the bonus amount given the absence of clarity sometimes makes employees confused, resulting in employees being less motivated in the implementation of work.

Based on interviews and observations conducted at the beginning of the study in Platinum Hotel, Rantau Prapat there is a decrease in employee performance as seen from the number of employee absenteeism and the number of complaints from customers due to negligence committed by Platinum Hotel, Rantau Prapat.

Table 1. 1 Absenteeism Data of Platinum Hotel, Rantau Prapat (2023)

Month	2023
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January	7 times
February	10 times
March	9 times
April	8 times
May	10 times
June	9 times
July	6 times
August	12 times
September	18 times
October	19 times
November	28 times
December	23 times

Sources: Prepared by the Writer (Platinum Hotel, Rantau Prapat, 2024)

Table 1.1 shows that This increase in attendance resulted in suboptimal performance which caused the work to be carried out not on time.

The mastery of the menu that is still lacking is known when guests ask further about what menus are provided by Platinum Hotel, Rantau Prapat. Lack of attention to job training needs can have an impact on the future job performance of Platinum Hotel, Rantau Prapat.

Based on interviews obtained related to the reward received by employees working at Platinum Hotel, Rantau Prapat is less satisfactory. The following data on the phenomenon of reward can be seen below:

Table 1.2 Data Phenomenon of Reward at Platinum Hotel, Rantau Prapat

Indicator of Reward	Results
Praise	Motivation is still little received by employees. A lot of motivation is received in the form of praise from the manager.
Bonuses	The employee does not receive a bonus for 2 years due to covid.
Promotion Opportunities	There is no promotion for 2020-2023 and employees do not know the promotion criteria
Facilities	Facilities and benefits that are still less supportive of employees

Sources: Prepared by the Writer (Platinum Hotel, Rantau Prapat, 2024)

Table 1.2

shows that the reward received by employees is still small, resulting in employees not enthusiastic in working. This is because the reward given is only in the form of craft money obtained by employees, there is no promotion for 2 years (2020-2022),

no bonus receipt for two years, there is also no salary increase, even in 2020-2023 the salary given per day. This is because many employees are not satisfied with the reward given by the owner Platinum Hotel, Rantau Prapat.

Based on the background described above, the researchers are interested in conducting research on employees at Platinum Hotel, Rantau Prapat under the topic **“The Effect of Employee Training and Reward on Employee Performance at Platinum Hotel, Rantau Prapat.”**

1.2 Problem Limitation

Due to the limitation of time and budget, this research focused on Platinum Hotel, Rantau Prapat where the independent variable used is the Employee Training (X_1) and Reward (X_2), and the dependent variable used is the Employee Performance (Y).

1.3 Problem Formulation

Based on the background of the study, the writer formulates several questions, as follows:

- a. Does Employee Training Influence Employee Performance at Platinum Hotel, Rantau Prapat?
- b. Does Reward Influence Employee Performance on Employee Productivity at Platinum Hotel, Rantau Prapat?
- c. Do Employee Training and Reward Influence Employee Performance at Platinum Hotel, Rantau Prapat?

1.4 Objective of the Research

Based on the problem formulation the objectives of this research are:

- a. To analyze whether Employee Training has influence on Employee Performance at Platinum Hotel, Rantau Prapat
- b. To discover whether Reward has influence on Employee Performance at Platinum Hotel, Rantau Prapat.
- c. To investigate whether Employee Training and Reward have influence on Employee Performance at Platinum Hotel, Rantau Prapat.

1.5 Benefit of the Research

The writer expects that this research can give benefits both theoretically and practically.

1.5.1 Theoretical Benefit

The research result can be used to expand, improve and develop the relevant theories especially in the Employee Training and Reward and its influence on Employee Performance in hospitality industry.

1.5.2 Practical Benefit

The practical benefits on this research are:

- a. For the writer

The writer as the researcher to get more experience in doing the research and as an addition to knowledge with regard to Employee Training, Reward and Employee Performance.

b. For the company

To provide useful suggestions for the company in increasing Employee Performance especially by improving the Employee Training and Reward.

c. For other researchers

To be an additional reference, reference material for further research and information to interested parties in assessing the problem the same in the future.

