

## ABSTRAK

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### **ANALISIS PENGARUH *TRAINING*, *SOP*, *DECISION MAKING*, *COMMUNICATION* DAN *DELEGATION OF AUTHORITY* TERHADAP *EMPLOYEE PERFORMANCE* PADA HOTEL XYZ DI SURABAYA**

Keberhasilan suatu perusahaan atau organisasi sangat dipengaruhi oleh kinerja setiap pegawainya. Perusahaan akan memberikan tugas yang berat kepada karyawannya untuk dapat bersaing dengan kompetitor lainnya. Hal ini dilakukan oleh perusahaan untuk bisa mencapai tujuan dan memenuhi visi dan misi perusahaan. Untuk memenuhi prestasi yang diinginkan perusahaan. Hotel XYZ merupakan salah satu hotel bintang 4 yang ada di Surabaya. Hotel ini berada daerah Surabaya selatan dan sudah berdiri sejak 10 tahun yang lalu. Jumlah karyawan di Hotel XYZ ini adalah 54 orang. dari hasil survey awal yang dilakukan dan beberapa data dari penelitian sebelumnya tentang adanya pengaruh beberapa faktor terhadap kinerja pegawai. Sehingga penelitian ini berfokus pada pengaruh *training*, *SOP*, *decision making*, *communication* dan *delegation of authority* terhadap *employee performance*, maka dari itu penelitian ini berjudul “Analisis Pengaruh *Training*, *SOP*, *Decision Making*, *Communication* Dan *Delegation Of Authority* Terhadap *Employee Performance* Pada Hotel XYZ Di Surabaya”. Tujuan penelitian ini adalah untuk mengetahui apakah *Training*, *SOP*, *Decision Making*, *Communication* Dan *Delegation Of Authority* berpengaruh terhadap *Employee Performance*. Hasil dari penelitian ini adalah variabel *Training* berpengaruh signifikan terhadap *Employee Performance*, variabel *SOP* berpengaruh signifikan terhadap *Employee Performance*, variabel *Decision Making* tidak berpengaruh signifikan terhadap *Employee Performance*, variabel *Communication* tidak berpengaruh signifikan terhadap *Employee Performance*, variabel *Delegation of Authority* tidak berpengaruh signifikan terhadap *Employee Performance*.

**Kata kunci :** *training*, *SOP*, *decision making*, *communication*, *delegation of authority*, *employee performance*.

## ***ABSTRACT***

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### **ANALYSIS OF THE INFLUENCE OF TRAINING, SOP, DECISION MAKING, COMMUNICATION, AND DELEGATION OF AUTHORITY ON EMPLOYEE PERFORMANCE AT HOTEL XYZ IN SURABAYA**

*The success of a company or organization is greatly influenced by the performance of each employee. Companies assign demanding tasks to their employees to compete with other competitors. This is done to achieve the company's goals and fulfill its vision and mission. To meet the desired achievements, Hotel XYZ is one of the four-star hotels located in Surabaya. This hotel has been established for ten years and has a total of 54 employees. Based on an initial survey and previous research data on the influence of various factors on employee performance, this study focuses on the impact of training, standard operating procedures (SOP), decision-making, communication, and delegation of authority on employee performance. Therefore, this research is titled "Analysis of the Influence of Training, SOP, Decision Making, Communication, and Delegation of Authority on Employee Performance at Hotel XYZ in Surabaya." The purpose of this study is to determine whether training, SOP, decision-making, communication, and delegation of authority have an effect on employee performance. The results of the study indicate that the training variable has a significant impact on employee performance, the SOP variable also has a significant impact on employee performance, while the decision-making variable does not have a significant effect on employee performance, the communication variable does not significantly affect employee performance, and the delegation of authority variable does not significantly affect employee performance.*

***keywords: training, SOP, decision making, communication, delegation of authority, employee performance.***