

ABSTRACT

This study aims to determine: 1) the partial effect of internal communication on employee performance at The Double View Mansions. 2) the partial effect of work facilities on employee performance at The Double View Mansions. 3) the partial effect of work environment on employee performance at The Double View Mansions and 4) the simultaneous effect of internal communication, work facilities and work environment on employee performance at The Double View Mansions. This study was conducted at The Double View Mansions located at Jalan Babadan No.200, Pererenan Village, Mengwi District, Badung Regency, Bali. The reasons behind the researcher conducting research at The Double View Mansions which is a business engaged in tourism, especially hotels, must be able to provide quality service to tourists, and the support of expert opinions used by the author. This study uses quantitative analysis using survey results and SPSS 23.0 applications with multiple linear regression analysis methods. The results of the study show that internal communication, work facilities and work environment partially and simultaneously have a positive effect on the performance of employees at The Double View Mansions Pererenan and these three variables contribute 71.3% to the performance (Y) of employees at The Double View Mansions Pererenan, indicating that the remaining 28.7% is influenced by contributions from other variables outside of these variables.

Keywords: work performance, internal communication, work facilities, work environment, human resource management

ABSTRAK

Penelitian ini bertujuan untuk mengetahui : 1) pengaruh komunikasi internal secara parsial terhadap kinerja karyawan pada The Double View Mansions.2) pengaruh fasilitas kerja secara parsial terhadap kinerja karyawan pada The Double View Mansions.3) pengaruh lingkungan kerja secara parsial terhadap kinerja karyawan pada The Double View Mansions dan 4) pengaruh komunikasi internal, fasilitas kerja dan lingkungan kerja secara simultan terhadap kinerja karyawan pada The Double View Mansions. Penelitian ini dilakukan di The Double View Mansions yang berlokasi di Jalan Babadan No.200 Desa Pererenan,Kecamatan Mengwi, Kabupaten Badung, Bali. Alasan yang melatar belakangi peneliti melakukan penelitian pada The Double View Mansions yang merupakan usaha yang bergerak dalam bidang pariwisata khususnya perhotelan, harus mampu memberikan kualitas layanan kepada wisatawan, dan adanya dukungan dari pendapat ahli yang digunakan oleh penulis. Penelitian ini menggunakan analisis kuantitatif dengan menggunakan hasil survey dan aplikasi SPSS 23.0 dengan metode analisis regresi linier berganda. Hasil penelitian menunjukkan bahwa komunikasi internal, fasilitas kerja dan lingkungan kerja secara partial dan simultan berpengaruh terhadap kinerja karyawan The Double View Mansions Pererenan serta ketiga variable tersebut memberikan kontribusi 71,3% terhadap kinerja (Y) karyawan The Double View Mansions Pererenan yang menandakan bahwa sisanya yaitu 28, 7% dipengaruhi oleh kontribusi dari variable lain diluar variable tersebut

Kata kunci: Kinerja Karyawan, Komunikasi Internal, Fasilitas Kerja, Lingkungan Kerja, Manajemen Sumber Daya Manusia