

ABSTRACT

This study aims to determine the effect of training, standard operating procedures, and motivation on employee performance at the ASTON Canggus Beach Resort Hotel. The independent variables in this research are training (X1), standard operating procedures (X2), motivation (X3) and the dependent variable is employee performance (Y). The sampling technique in this study was saturated sampling, namely employees at the ASTON Canggus Beach Resort Hotel as many as 52 respondents. This research uses primary data, data was collected by distributing questionnaires to the entire research sample. The analysis method used was the classical assumption test, multiple linear regression test, correlation test, determination coefficient test, and hypothesis test with the help of the SPSS 26.0 program. The results showed that there was a positive and significant influence between training (X1), standard operating procedures (X2), and motivation (X3) on employee performance at the ASTON Canggus Beach Resort Hotel. Proven by the regression equation $Y = 2,824 + 0,285 X1 + 0,222 X2 + 0,617 X3$, the value of f count = 57,907 is greater than f table = 2,80 with a significant level of 0,000 which meets the requirements of significance <0,05. This means that better training (X1), standard operating procedures (X2), and motivation (X3) will further improve employee performance.

Keywords: Employee Performance, Training, Standard Operating Procedures and Motivation

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh pelatihan, standar operasional prosedur dan motivasi terhadap kinerja karyawan pada Hotel ASTON Canggü *Beach Resort*. Variabel independent dalam penelitian ini adalah pelatihan (X_1), standar operasional prosedur (X_2), motivasi (X_3) dan kinerja karyawan (Y). Teknik penentuan sampel dalam penelitian ini adalah *sampling jenuh* yaitu karyawan pada Hotel ASTON Canggü *Beach Resort* sebanyak 52 responden. Penelitian ini menggunakan data primer, data dikumpulkan dengan cara menyebarkan kuesioner kepada seluruh sampel penelitian. Metode analisis yang digunakan adalah uji asumsi klasik, uji regresi linear berganda, uji korelasi, uji koefisien determinasi dan uji hipotesis dengan bantuan program SPSS 26.0 Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara pelatihan (X_1), standar operasional prosedur (X_2) dan motivasi (X_3) terhadap kinerja karyawan pada Hotel ASTON Canggü *Beach Resort*. Dibuktikan dengan persamaan regresi $Y = 2,824 + 0,285 X_1 + 0,222 X_2 + 0,617 X_3$, nilai $f_{hitung} = 57,907$ lebih besar dari $f_{tabel} = 2,80$ dengan tingkat signifikan sebesar 0,000 yang memenuhi ketentuan signifikannya $< 0,05$. Hal ini berarti semakin baik pelatihan (X_1), standar operasional prosedur (X_2) dan motivasi (X_3) maka semakin meningkatkan kinerja karyawan.

Kata Kunci: Kinerja karyawan, Pelatihan, Standar Operasional Prosedur dan Motivasi