

ABSTRACT

This study aims to examine the influence of training, motivation, and work environment on employee performance at Hotel NEO+ Kuta Legian. A quantitative research approach was employed, utilizing data collection techniques such as observation, questionnaires, and documentation. The research population comprised all employees of Hotel NEO+ Kuta Legian, with a sample of 72 respondents. Data analysis was conducted using descriptive statistics, instrument validity and reliability tests, classical assumption testing, multiple linear regression, t-tests, F-tests, and the coefficient of determination. The findings reveal that training has a positive and significant effect on employee performance, motivation has a positive and significant effect on employee performance, and the work environment also has a positive and significant impact on employee performance. Collectively, training, motivation, and work environment account for 76.9% of the variance in employee performance. Based on these results, it is recommended that the management of Hotel NEO+ Kuta Legian continue to enhance and sustain the quality of training programs, foster employee motivation, and improve the work environment to achieve optimal performance. Furthermore, it is essential to consistently deliver service excellence in line with guest expectations and to pursue continuous innovation in the hotel's facilities to remain competitive in the hospitality industry.

Keywords: Training, Motivation, Work Environment, Employee Performance, Hotel Management.

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh pelatihan, motivasi dan lingkungan kerja terhadap kinerja karyawan. Lokasi penelitian ini di Hotel NEO+ Kuta Legian. Teknik pengumpulan data yang digunakan adalah observasi, kuesioner dan dokumentasi. Populasi menggunakan jumlah karyawan pada Hotel NEO+ Kuta Legian, dengan sampel sebanyak 72 responden. Teknik analisis data yang digunakan adalah Analisis Statistik Deskriptif, Uji Instrumen Data, Asumsi Klasik, Regresi Linear Berganda, Uji t, Uji f, Determinasi. Berdasarkan hasil penelitian memperoleh hasil bahwa pelatihan memiliki pengaruh positif dan signifikan terhadap kinerja karyawan, motivasi memiliki pengaruh positif dan signifikan terhadap kinerja karyawan, begitu juga dengan lingkungan kerja memiliki pengaruh positif dan signifikan terhadap kinerja karyawan. Pelatihan, motivasi dan lingkungan kerja memiliki pengaruh sebesar 76,9% terhadap kinerja karyawan. Saran yang dapat diberikan oleh peneliti adalah sebaiknya tetap mempertahankan serta meningkatkan pelatihan, motivasi dan kualitas lingkungan kerja dalam persaingan, sehingga dapat meningkatkan kinerja karyawan. Dan juga memberikan pelayanan yang terbaik sesuai yang diharapkan wisatawan, dan selalu memberikan inovasi dalam fasilitas yang diberikan.

Kata kunci: Pelatihan, Motivasi, Lingkungan Kerja, Kinerja Karyawan