

## **ABSTRACT**

Employee performance is a crucial factor in ensuring service quality in the hospitality industry. Motivation, effective communication, and job training are important elements that can influence employee performance. This study aims to analyze the influence of motivation, communication, and job training on employee performance. This study was conducted at Hotel La Reserve 1785 in Pererenan Bali. The population used the number of employees at the La Reserve 178 hotel, with a sample of 50 respondents. Data collection was carried out through questionnaires and observations. The method used is a quantitative approach. Data analysis techniques include validity and reliability tests, classical assumption tests (normality, multicollinearity, and heteroscedasticity), partial correlation analysis, multiple correlation, multiple linear regression analysis, coefficient of determination, t-test and F-test. The results of the study indicate that simultaneously, motivation, communication, and job training have a positive and significant effect on employee performance with a sig value of  $0.000 < 0.05$ . In conclusion, the three independent variables are statistically proven to be able to improve employee performance. The suggestion that researchers can provide is that management is expected to further strengthen internal communication strategies, hold regular training, and provide incentives to encourage work motivation.

Keywords: Motivation, Communication, Job Training, Employee Performance

## ABSTRAK

Kinerja karyawan menjadi faktor krusial dalam menjamin kualitas pelayanan pada industri perhotelan. Motivasi, komunikasi yang efektif, dan pelatihan kerja merupakan elemen penting yang dapat memengaruhi kinerja karyawan. Penelitian ini bertujuan untuk menganalisis pengaruh motivasi, komunikasi, dan pelatihan kerja terhadap kinerja karyawan. Penelitian ini dilakukan di Hotel La Reserve 1785 di Pererenan Bali. Populasi menggunakan jumlah karyawan pada hotel La Reserve 178, dengan sampel sebanyak 50 responden. Pengumpulan data dilakukan melalui kuesioner dan observasi. Metode yang digunakan adalah pendekatan kuantitatif. Teknik analisis data mencakup uji validitas dan reliabilitas, uji asumsi klasik (normalitas, multikolinearitas, dan heteroskedastisitas), analisis korelasi parsial, korelasi berganda, analisis regresi linier berganda, koefisien determinasi, uji t dan uji F. Hasil penelitian menunjukkan bahwa secara simultan, motivasi, komunikasi, dan pelatihan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan dengan nilai sig sebesar  $0,000 < 0,05$ . Kesimpulannya, ketiga variabel bebas tersebut secara statistik terbukti mampu meningkatkan kinerja karyawan. Saran yang dapat diberikan peneliti adalah pihak manajemen diharapkan semakin memperkuat strategi komunikasi internal, mengadakan pelatihan secara berkala, serta memberikan insentif untuk mendorong motivasi kerja.

**Kata Kunci:** Motivasi, Komunikasi, Pelatihan Kerja, Kinerja Karyawan