

## ABSTRAK

RINALDO DICAPRIO RUMAHORBO. NIM 2021119004. Pengaruh Pengaruh

Pelatihan dan Motivasi terhadap Kinerja Karyawan di Hotel Santika Premiere

Slipi Jakarta. Dibawah bimbingan Ibu Ismayanti. Penelitian ini dilatarbelakangi oleh isu menurunnya kualitas SDM di Hotel

Santika Premiere Slipi yang dibuktikan dari adanya keluhan para tamu yang diulas di aplikasi TripAdvisor, Booking.com, dan Agoda, tingkat absensi karyawan yang masih di bawah ketentuan standar hotel, dan juga belum optimalnya tingkat partisipasi karyawan dalam kegiatan pelatihan yang difasilitasi hotel pada periode

tahun 2023. Tujuan dari penelitian ini untuk mengetahui bagaimana pelatihan, motivasi, dan kinerja karyawan di Hotel Santika Premiere Slipi Jakarta sekaligus

menganalisis pengaruh pelatihan dan motivasi secara simultan dan parsial

terhadap kinerja karyawan. Metode analisis data yang digunakan adalah regresi

linier berganda dengan menggunakan software SPSS. Hasil penelitian

menunjukkan bahwa pelatihan karyawan, tingkat motivasi, dan kinerja karyawan

di Hotel Santika Premiere Slipi Jakarta dinilai sangat baik karena karyawan

berpartisipasi aktif dalam pelatihan yang difasilitasi oleh perusahaan serta

memiliki inisiatif untuk meningkatkan keterampilan (soft skill maupun hard skill)

mereka dalam rangka mengakselerasi peningkatan kinerja masing-masing

karyawan. Berdasarkan hasil uji hipotesis, diketahui bahwa pelatihan dan motivasi

berpengaruh secara simultan dan parsial terhadap kinerja karyawan Hotel Santika

Premiere Slipi. Kontribusi pengaruh variabel pelatihan dan motivasi terhadap

kinerja karyawan sebesar 50,4%, sedangkan sisanya dipengaruhi oleh variabel lain yang tidak diteliti dalam penelitian ini. Dengan demikian, untuk mendukung produktivitas dan kinerja karyawan yang optimal, perusahaan perlu memberikan fasilitasi pelatihan yang tepat sasaran dan tepat manfaat sesuai kebutuhan masing-masing departemen serta mendorong peningkatan motivasi individu melalui pelibatan aktif karyawan pada kegiatan perusahaan, pengelolaan sistem penggajian dan kompensasi yang ideal, serta mendukung pengembangan karir masing-masing individu untuk keberlangsungan perusahaan kedepannya. Kata kunci: Kinerja Karyawan, Motivasi, Pelatihan

## ABSTRACT

RINALDO DICAPRIO RUMAHORBO. NIM 2021119004. The Effect of Training and Motivation towards Employee Performance at Santika Premiere Slipi Jakarta Hotel. Under the guidance of Mrs. Ismayanti. This research is motivated by the issue of the declining quality of human resources at the Hotel Santika Premiere Slipi as evidenced by the guest's complaints reviewed on TripAdvisor, Booking.com, and Agoda, the level of employee absenteeism which is below the hotel's standard provisions, and also the level of employee participation in training activities in the period 2023 considered not optimal. This research aims to find out how the training, motivation, and employee performance at the Hotel Santika Premiere Slipi Jakarta, and analyze

the influence of training and motivation simultaneously and partially on employee performance. The multiple linear regression method is used for data analysis using SPSS software. The results show that employee training, motivation level and employee performance at Hotel Santika Premiere Slipi Jakarta are considered very good because employees actively participate in training facilitated by the company and have the initiative to improve their skills (soft skills and hard skills) due to maintain their performance. Based on the results of hypothesis testing, it is known that training and motivation have a simultaneous and partial effect on the performance of Hotel Santika Premiere Slipi employees. The contribution of the influence of training and motivation variables to employee performance is 50.4%, while the remainder is influenced by other variables not examined in this research. Thus, to support optimal employee productivity and performance, companies need to provide training facilities that are suitable according to the needs of each department and encourage individual motivation through active involvement in several company activities, the ideal management of payroll and compensation systems, as well as supporting the career development of each individual for the company future sustainability. Keywords: Employee Performance, Motivation, Training