

**DETERMINING THE EFFECT OF REWARD MANAGEMENT SYSTEM
TOWARDS JOB PERFORMANCE. CASE STUDY: HOTEL X LAMPUNG,
INDONESIA**

By

James Ona Kembara
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SWISS GERMAN UNIVERSITY
EduTown BSD City
Tangerang 15339
Indonesia

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

James Ona Kembara

Student

Date

Approved by:

Munawaroh

Thesis Advisor

Date

Prof. Eric Jos Nasution, MBA, M.A., PhD.

Dean

Date

ABSTRACT

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By

James Ona Kembara
Munawaroh, Advisor

SWISS GERMAN UNIVERISTY

Research on reward management system has been conducted in several business industries to find out what sort of reward motivates employees to perform well in their job. Most of these researches are done in several developing countries and banking industries. However, there is little research done in the hospitality industry such as hotels where human capital is the main concern. Therefore, this research aims to analyze the effect of reward management system towards the 2 dimensions of job performance which is the task-related and contextual. In this research reward management system will include the monetary and non-monetary reward. This research will be conducted in X hotel which is located at Bandar Lampung by distributing 109 questionnaires to its employees. The result shows that non-monetary reward has the most impact towards employee's job performance. Furthermore, this research has found out that contextual dimension of job performance has the most effect toward the reward management system.

Keywords: Reward Management System, Monetary, Non-Monetary, Job Performance, Task-Related, Contextual



DEDICATION

I dedicate my thesis for beloved family and friends.



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