

**ANALYSIS OF NON-MONETARY INCENTIVE TOWARDS EMPLOYEE'S  
PERFORMANCE. CASE STUDY : FINE DINING RESTAURANTS X, Y, AND  
Z IN JAKARTA**

By

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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.

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## ABSTRACT

### ANALYSIS OF NON-MONETARY INCENTIVE TOWARDS EMPLOYEE'S PERFORMANCE. CASE STUDY : FINE DINING RESTAURANTS X, Y, AND Z IN JAKARTA

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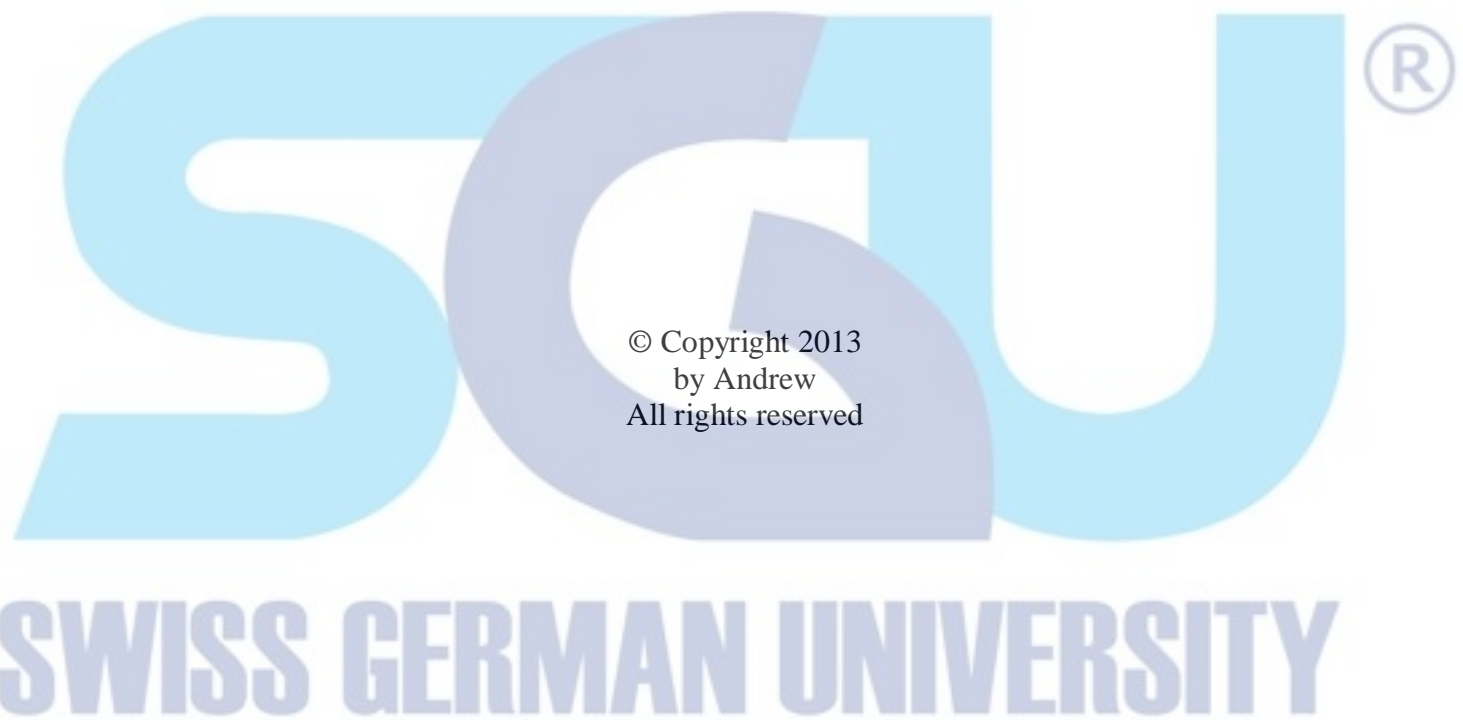
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Mr. Vishnuvardhana S. Soeprapto BA. MA., Advisor

Incentive is something that motivates an individual to perform an action (Yavuz, 2004). Incentive is the first thing that comes to mind in case of motivating employee in a lot of organizations. Based on Ministry of Tourism and Culture, food and beverage industry is growing each and every year in Jakarta. Performance from the employee is the main key to satisfy the needs of the guests and customers. This research would like to analyse the correlation of non-monetary incentives and employee's performance in fine dining restaurants in Jakarta. In this research, non-monetary incentives will be classified into three categories which are tangible non-monetary incentives, social non-monetary incentives, and job-related non-monetary incentives.

This research focuses on surveys of selected three fine dining restaurants in Jakarta. The methodology that used in this research is quantitative methods, with 75 respondents from 3 fine dining restaurants, which are Restaurants X, Y, and Z. As the result found, tangible non-monetary incentives, social non-monetary incentives, and job-related non-monetary incentives has a positive correlation with employee's performance. Based on the research, job-related non-monetary incentives should be maximized the most to increase the employee's performance.

*Keywords :employee's performance, job-related non-monetary incentives, social non-monetary incentives, tangible non-monetary incentives.*



## DEDICATION

I dedicate this thesis for my beloved parents who always took care of me and always support me no matter what. Thanks for your support for the thesis and for all the things that you've done to me. I really hope that this thesis could make you proud.

To the food and beverage industry, I hope that this thesis will help and contribute to the industry and it will give a positive impact to the industry.

To everyone that reads and needs the content of my thesis, I dedicate this thesis for you for a good purpose and I hope this thesis could help you and assist you for your further research.



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