THE IMPACT OF TRAINING PROGRAMS AT HOTEL X ON EMPLOYEEE WORK PERFORMANCE

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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

THE IMPACT OF TRAINING PROGRAMS AT HOTEL X ON EMPLOYEEE WORK PERFORMANCE

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Human Resource Department plays an important role in organizations. It is concerned with training, developing and educating their employees. Human Resource Management also calls as a learning department that could increase the opportunity of improving performance and organizational growth.

To improve the employee work performance, training programs sets inside the organization should be based on their needs. So, training programs could run effectively for both employee and industries.

This research is a quantitative research. The data was gained from questionnaire that distributed to 109 respondents who are working at hotel X. The questionnaire using Likert scale to measure the agreement and disagreement of each indicator in this research study.

To analyze the data, simple regression analysis is used in this research. Based on analysis using SPSS system, there is significant impact of training programs to employee work performance.

Keywords: Training Programs, Employee Work Performanc

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DEDICATION

I dedicate this thesis to Jesus Christ, my beloved family: parents, two young brothers, uncle, aunty and my special one. I also dedicate this thesis to all industries, especially hotel industry. I hope this thesis will help industries to be developed.

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To my parents, my two young brothers, my uncle and aunt and Clemens Giovannie, thank you for all of your supports and understanding during my busy time finished this thesis.

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