THE IMPACT OF PERSONALITY, MOTIVATION, AND WORKPLACE ENVIRONMENT TOWARDS SERVERS' WORK PERFORMANCE IN ABC HOTEL TANGERANG

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12003005

BACHELOR'S DEGREE

in

HOTEL AND TOURISM MANAGEMENT

FACULTY OF BUSINESS AND COMMUNICATION

SWISS GERMAN UNIVERSITY

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June 2024

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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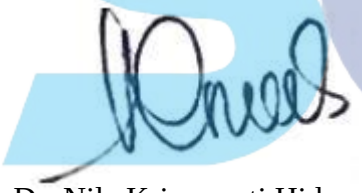

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ABSTRACT

THE IMPACT OF PERSONALITY, MOTIVATION, AND ENVIRONMENT TOWARDS HOSPITALITY STAFF'S WORKING PERFORMANCE IN TANGERANG

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Work performance is a crucial component to any company's success. Should a business' work performance decline, the business will suffer. In the case of ABC Hotel Tangerang, specifically in the F&B server population, monthly reports show a lack of achievement in goals, indicating poor performance. Therefore, a need to gain insight on what affects the work performance of servers in ABC Hotel Tangerang arises, hence the purpose of this study. This study is descriptive and quantitative in nature, aimed to discover the impact of personality, motivation and workplace environment towards the servers' work performance. The data will be analysed and measured through a series of descriptive statistics analyses. Based on the results of these analyses, personality, motivation, and workplace environment have a significantly statistical impact towards the work performance of ABC Hotel Tangerang servers. Results show that the independent variables affect the dependent variable by 73.6%.

Keywords: Personality, motivation, workplace environment, work performance

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DEDICATION

I dedicate this work for the future of my career and the happiness I will hopefully be capable of providing for my family once I am employed.

ACKNOWLEDGEMENTS

I wish to extend my utmost thanks towards my advisor, family, and friends for their support. Their support in my writing process is priceless and is a crucial component to the creation of this paper. As my advisor, Dr. Nila Krisnawati Hidayat, S.E. M.M. was especially patient in providing endless guidance toward a quantitative methodology for my paper. Ms. Serlyna V. Dominggus kindly provided hotel data, as well as several connections who were willing to be interviewed for the core of this research. Finally, I would like to thank Dr. Munawaroh Zainal, S.E. M.M. From the very beginning, she had given me support and motivation to complete my degree. My gratitude overflows for all those involved in the creation of this research.

Throughout my coursework of four years, I have learned countless unforgettable lessons, both from an academic and life perspective. I was provided with the tools and programs required to excel and traverse my future with ease and familiarity. For that, I am forever grateful to have pursued my education in this university.

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