

ABSTRAK

Kualitas sebuah hotel ditentukan oleh berbagai faktor, termasuk pelayanan yang cepat dan ramah, kebersihan, fasilitas yang lengkap, dan suasana yang nyaman. Kemampuan staf untuk menangani kebutuhan tamu dengan baik sangat berkontribusi. Hotel yang secara konsisten menjaga kualitas cenderung membangun loyalitas pelanggan. Penelitian ini bertujuan untuk mengevaluasi dampak kondisi kerja non-fisik, insentif, dan pelatihan terhadap kinerja karyawan di Hotel Royal Jember. Penelitian ini menggunakan pendekatan kuantitatif asosiatif dengan sampel 50 responden, menggunakan metode sampling non-probabilitas melalui sampling saturasi, dan pengumpulan data melalui kuesioner yang dikirimkan kepada peserta. Metode analisis data meliputi pengujian instrumen, asumsi klasik, regresi linier berganda, pengujian hipotesis, dan analisis koefisien determinasi. Hasil penelitian menunjukkan bahwa lingkungan kerja non-fisik, insentif, dan pelatihan memiliki pengaruh yang positif dan signifikan terhadap kinerja karyawan di Hotel Royal Jember, dengan koefisien determinasi (R^2) sebesar 79,1%.

Kata Kunci : lingkungan kerja non-fisik, insentif, pelatihan, kinerja



ABSTRACT

The quality of a hotel is determined by various factors, including fast and friendly service, cleanliness, complete facilities, and a comfortable atmosphere. The ability of staff to handle guest needs well is very contribute. Hotels that consistently maintain quality tend to build customer loyalty. This study aims to evaluate the impact of non-physical working conditions, incentives, and training on employee performance at the Royal Jember Hotel. This study employs an associative quantitative approach with a sample of 50 respondents, using non-probability sampling through saturation sampling, and data collection via questionnaires distributed to participants. Data analysis methods include instrument testing, classical assumptions, multiple linear regression, hypothesis testing, and determination coefficient analysis. The study results indicate that non-physical work environment, incentives, and training have a positive and significant influence on employee performance at Hotel Royal Jember, with a coefficient of determination (R^2) of 79.1%.

Keywords: non-physical work environment, incentives, training, performance

