

LAMPIRAN

Lampiran 1

PENGANTAR

Perihal : Permohonan Menjadi Responden Kuesioner Penelitian Tesis
Lampiran : satu berkas

Yth. Bapak/Ibu Karyawan
Wyndam Garden Kuta Beach Bali
di tempat

Dengan Hormat,

Perkenalkan, saya Ni Nyoman Srutiningsih, Mahasiswa S2 Prodi Ilmu Manajemen Universitas Pendidikan Ganesha sedang melakukan penelitian sehubungan dengan keperluan melengkapi data responden pada penelitian tesis yang sedang saya kerjakan dengan judul “Pengaruh Gaya Kepemimpinan Transformasional Dan Kompensasi Kerja Terhadap Kinerja Karyawan Dimediasi Oleh Motivasi Kerja (Studi Pada Wyndham Garden Kuta Beach Bali)”.

Bersama ini saya mohon bantuan Bapak/ibu untuk meluangkan waktunya mengisi kuesioner ini. Seluruh data yang terkumpul melalui kuesioner ini adalah untuk tujuan penelitian dan akademis oleh karena itu tidak ada jawaban yang benar atau salah dalam pengisian kuesioner. Jawaban Bapak/Ibu diharapkan se-objektif sesuai dengan kondisi yang Bapak/Ibu terima/rasakan. Saya akan menjamin kerahasiaan data Bapak/Ibu sekalian terkait kuesioner ini dan tidak akan mempengaruhi status Bapak/Ibu sebagai karyawan. Atas kesediaan waktu dan bantuan Bapak/Ibu sekalian, saya mengucapkan terima kasih. Semoga hasil penelitian ini dapat berguna untuk kemajuan perusahaan.

Hormat saya,

Ni Nyoman Srutiningsih

KUESIONER PENELITIAN

PENGARUH GAYA KEPEMIMPINAN TRANSFORMASIONAL DAN KOMPENSASI KERJA TERHADAP KINERJA KARYAWAN DIMEDIASI OLEH MOTIVASI KERJA (STUDI PADA WYNDHAM GARDEN KUTA BEACH BALI)

A. Petunjuk Pengisian Kuesioner

- Berilah tanda checklist (√) pada salah satu jawaban yang paling sesuai menurut Anda. Penilaian dilakukan berdasarkan skala sebagai berikut:

STS : Sangat Tidak Setuju (1)

TS : Tidak Setuju (2)

N : Netral (3)

S : Setuju (4)

SS : Sangat Setuju (5)

- Setiap pertanyaan hanya membutuhkan satu jawaban.
- Setelah melakukan pengisian, mohon Bapak/Ibu mengembalikan kepada yang menyerahkan kuesioner.

B. Identitas Responden

Nama :

Usia :

Jenis Kelamin : Laki-laki Perempuan

Pendidikan : SMA Sederajat Diploma S1 S2

Lama Bekerja :

KUESIONER PENELITIAN

1. Gaya Kepemimpinan Transformasional

No.	Pernyataan	STS 1	TS 2	N 3	S 4	SS 5
Kepemimpinan karismatik (atau pengaruh ideal)						
GK1	Pemimpin membuat saya tenang dalam menghadapi kesulitan dan masa adaptasi					
GK2	Pemimpin dapat dijadikan <i>role model</i> karyawan					
GK3	Saya menghormati dan mempercayai pemimpin					
GK4	Pemimpin dapat membimbing saya untuk lebih mementingkan kepentingan perusahaan					
Motivasi inspirasional		STS 1	TS 2	N 3	S 4	SS 5

GK5	Pemimpin adalah orang yang jujur dan amanah dalam melaksanakan tugas dan tanggung jawabnya					
GK6	Pemimpin menanamkan visi dan misi kepada karyawan perusahaan dengan jelas					
GK7	Pemimpin mampu menumbuhkan rasa antusias diri saya					
GK8	Pemimpin mengajarkan bahwa saya harus belajar dari kesalahan					
Stimulasi intelektual		STS 1	TS 2	N 3	S 4	SS 5
GK9	Pemimpin memberikan cara pandang baru dari dalam menghadapi masalah					
GK10	Pemimpin mendorong karyawan untuk lebih kreatif dalam bekerja					
GK11	Pemimpin memberikan karyawan kesempatan agar dapat menyelesaikan masalah dengan caranya sendiri					
Pertimbangan individual		STS 1	TS 2	N 3	S 4	SS 5
GK12	Pemimpin mendorong saya untuk memberikan kemampuan terbaik					
GK13	Pemimpin memberikan pelatihan untuk meningkatkan kemampuan saya					
GK14	Pemimpin menghargai karyawan yang memiliki cara kerja yang baik					
GK15	Pemimpin mau mendengarkan dan menghargai setiap masukan saya					

2. Kompensasi

No.	Pernyataan	STS 1	TS 2	N 3	S 4	SS 5
-----	------------	----------	---------	--------	--------	---------

Kompensasi finansial:						
• Kompensasi finansial langsung						
K1	Gaji yang diberikan dapat memenuhi kebutuhan saya dan keluarga.					
K2	Perusahaan memberikan insentif kepada karyawan yang berprestasi.					
K3	Saya memaklumi pemotongan gaji di masa pandemic karena sepiunya pengunjung.					
K4	Insentif dan gaji yang diberikan dapat meningkatkan motivasi kerja saya.					
• Kompensasi finansial tidak langsung		STS 1	TS 2	N 3	S 4	SS 5
K5	Asuransi dan program kesehatan (<i>wellness</i>) memberikan rasa aman kepada saya.					
K6	Asuransi kecelakaan kerja memberikan perlindungan kepada saya saat bekerja.					
K7	Perusahaan memberikan kompensasi jaminan hari tua kepada saya.					
K8	Perusahaan memberikan program rekreasi/ <i>refreshing</i> kepada karyawan.					
Kompensasi non finansial		STS 1	TS 2	N 3	S 4	SS 5
K9	Perusahaan memberikan kepercayaan kepada saya untuk melakukan tugas sebaik-baiknya.					
K10	Perusahaan memberikan pujian terhadap pekerjaan yang telah saya selesaikan.					
K11	Perusahaan memberikan penghargaan terhadap hasil kerja yang telah saya capai.					
K12	Perusahaan memberikan rekognisi untuk karyawan yang berprestasi.					

K13	Perusahaan memberikan tunjangan cuti bagi karyawan.					
------------	---	--	--	--	--	--

3. Motivasi Kerja

No.	Pernyataan	STS 1	TS 2	N 3	S 4	SS 5
Kebutuhan fisiologis						
M1	Gaji yang saya terima sudah mencukupi kebutuhan saya dan keluarga.					
M2	Perusahaan menyediakan makan siang dan minum pada saat bekerja.					
M3	Saya bersemangat bekerja karena insentif yang diberikan perusahaan/tamu.					
M4	Perusahaan memberikan jaminan sosial yang berguna untuk hidup saya dan keluarga.					
M5	Perusahaan memberikan saya hak untuk libur dan mengambil cuti sesuai dengan ketentuan yang berlaku.					
Kebutuhan rasa aman		STS 1	TS 2	N 3	S 4	SS 5
M6	Perusahaan menciptakan lingkungan kerja yang nyaman dan aman di masa pandemi.					
M7	Perusahaan memberikan jaminan keamanan dengan jaminan asuransi kecelakaan kerja.					
M8	Perusahaan memberikan jaminan hari tua kepada karyawan.					
M9	Perusahaan tidak melakukan PHK terhadap saya di masa pandemi.					
Kebutuhan sosial		STS 1	TS 2	N 3	S 4	SS 5
M10	Perusahaan memberikan keamanan saat bersosialisasi pada hari kerja kepada karyawan					

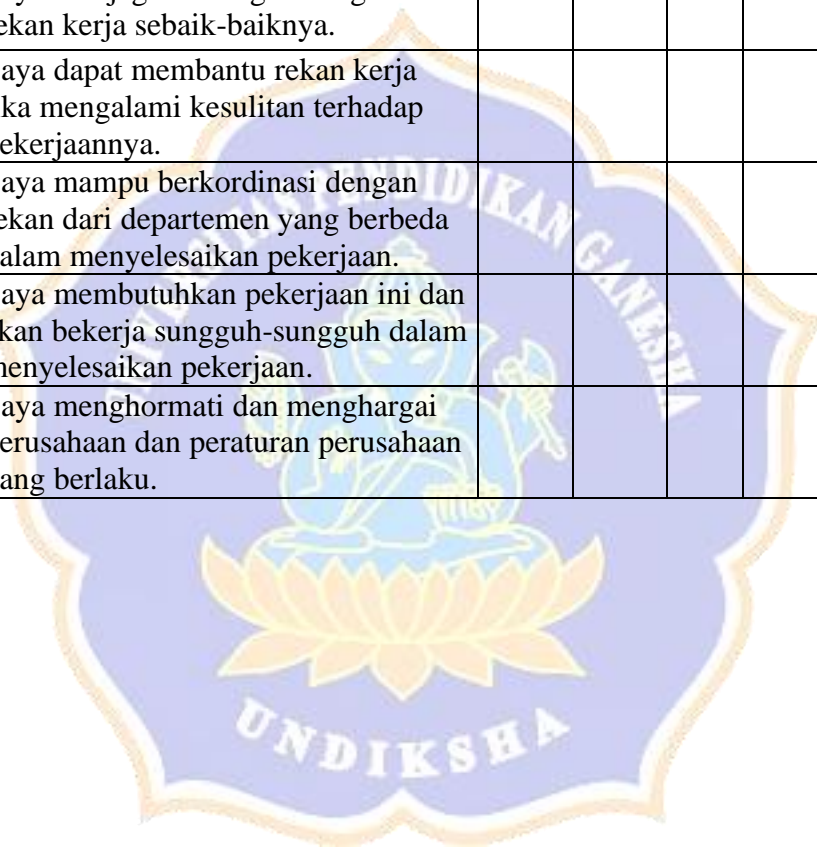
M11	Perusahaan mengadakan acara <i>gathering</i> atau rekreasi kepada karyawan agar timbul rasa kekeluargaan dan persahabatan antar karyawan					
M12	Perusahaan memberikan ruang untuk karyawan dapat berdiskusi dan bertukar pendapat					
M13	Saya nyaman bekerja dengan rekan kerja dan di lingkungan kerja					
Kebutuhan penghargaan		STS 1	TS 2	N 3	S 4	SS 5
M14	Perusahaan memberikan penghargaan (<i>rewards</i>) kepada karyawan berprestasi.					
M15	Perusahaan memberikan jaminan nama baik kepada saya.					
M16	Perusahaan memberikan kedudukan atau promosi kepada karyawan berprestasi.					
Kebutuhan aktualisasi diri		STS 1	TS 2	N 3	S 4	SS 5
M17	Perusahaan memberikan kesempatan saya untuk mengembangkan kemampuan saya					
M18	Perasaan pemenuhan diri dari apa yang diharapkan dengan pekerjaan (posisi) atau kedudukan sekarang.					
M19	Saya selalu berusaha menghasilkan kualitas pekerjaan yang baik dibandingkan dengan rekan kerja yang lain					

4. Kinerja Karyawan

No	Pernyataan	STS 1	TS 2	N 3	S 4	SS 5
Kualitas Kerja						

K1	Kemampuan yang saya miliki sesuai dengan pekerjaan yang saya kerjakan saat ini.					
K2	Saya mengutamakan kerapian dan kebersihan dalam pekerjaan saya.					
K3	Saya menyelesaikan pekerjaan sesuai dengan standar kerja dan target yang telah ditetapkan oleh perusahaan.					
K4	Saya selalu berusaha memberikan pelayanan prima kepada pengunjung hotel.					
K5	Saya selalu mengutamakan kualitas pelayanan untuk menciptakan kepuasan pengunjung.					
K6	Saya memahami bahwa kepuasan pengunjung adalah penting bagi kestabilan bisnis perhotelan.					
Kuantitas Kerja		STS 1	TS 2	N 3	S 4	SS 5
K7	Tingkat pencapaian volume kerja saya sesuai dengan harapan perusahaan.					
K8	Kuantitas kerja saya sudah sesuai dengan standar kerja yang diharapkan oleh perusahaan.					
K9	Saya mampu dan memahami tugas-tugas rutin yang saya kerjakan setiap harinya di perusahaan.					
K10	Saya harus mendapatkan hasil yang terbaik dalam menyelesaikan pekerjaan.					
K11	Saya mampu untuk menyelesaikan pekerjaan tambahan selain pekerjaan rutin.					
Keterandalan		STS 1	TS 2	N 3	S 4	SS 5
K12	Saya mengikuti instruksi atasan dalam melakukan pekerjaan saya.					
K13	Saya melakukan inisiatif agar tugas sesuai dengan waktu yang telah ditentukan.					

K14	Saya mengerjakan suatu pekerjaan dengan teliti dan hati-hati.					
K15	Saya memahami kehadiran mempengaruhi penyelesaian pekerjaan saya.					
K16	Perusahaan dapat mengandalkan saya untuk mempecahkan pekerjaan.					
Sikap karyawan		STS 1	TS 2	N 3	S 4	SS 5
K17	Saya menjaga hubungan dengan rekan kerja sebaik-baiknya.					
K18	Saya dapat membantu rekan kerja jika mengalami kesulitan terhadap pekerjaannya.					
K19	Saya mampu berkordinasi dengan rekan dari departemen yang berbeda dalam menyelesaikan pekerjaan.					
K20	Saya membutuhkan pekerjaan ini dan akan bekerja sungguh-sungguh dalam menyelesaikan pekerjaan.					
K21	Saya menghormati dan menghargai perusahaan dan peraturan perusahaan yang berlaku.					



Lampiran 2

Surat Permohonan Ijin Pengambilan Data



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN,
RISET DAN TEKNOLOGI
UNIVERSITAS PENDIDIKAN GANESHA
PASCASARJANA

Jalan Udayana Nomor 11 Singaraja, Bali 81116 Telepon (0362) 32558 Laman www.pasca.undiksha.ac.id

Singaraja, 20 Desember 2022

Nomor : 4523 /UN48.14/KM/2022
Hal : **Mohon Ijin Pengambilan Data**
Yth. : General Manager Wyndham Garden Beach Kuta Bali
Ratu Agung Bagus Ngurah Putra, S.Tr.Par, M.Tr.Par, CH.A, CHE.
di ..tempat

Dengan hormat, dalam rangka pengumpulan data untuk Penelitian Tesis mahasiswa Pascasarjana Universitas Pendidikan Ganesha, kami mohon kesediaan Bapak/Ibu untuk dapat menerima dan mengizinkan mahasiswa kami sebagai berikut :

Nama : Ni Nyoman Srutiningsih
NIM : 2129131028
Semester : III (Tiga)
Program Studi : Ilmu Manajemen (S2)
Judul Tesis : Pengaruh Gaya Kepemimpinan Transformasional Dan Kompensasi Kerja Terhadap Kinerja Karyawan Dimediasi Oleh Motivasi Kerja (Studi Pada Wyndham Garden Kuta Beach Bali).

untuk mendapatkan data/informasi yang dibutuhkan oleh mahasiswa dalam melakukan penelitian.

Atas perhatian, berkenaan dan kerja sama yang baik kami ucapkan terima kasih.

Menyetujui,

Pembimbing II,

Trianasari, M.M., Ph.D.
NIP. 197006062002122002

Pembimbing I,

Ni Luh Wayan Sayang Telagawathi, S.E., M.Si.
NIP. 197611102014042001



Mengetahui,
Dekan, Direktur,
Wakil I,

Prof. Ida Bagus Putrayasa, M.Pd.
NIP. 196002101986021001

Lampiran 3

Surat Persetujuan Penelitian



Badung, 22 Desember 2022

Nomor : 0037/ HRD/ WGKBB/ XII/ 2022
Lampiran : -
Perihal : **Persetujuan Penelitian**

Kepada
Yth. Direktur Universitas Pendidikan Ganesha
Pasca Sarjana
- di Tempat

Dengan Hormat,

Menindaklanjuti surat nomor 4523/UN48.14/KM/2022 tanggal 20 Desember 2022 perihal permohonan ijin pengajuan untuk penelitian dari mahasiswa Pasca Sarjana Universitas Pendidikan Ganesha di hotel Wyndham Garden Kuta Beach Bali, yaitu:

Nama : Ni Nyoman Sutiningsih
NIM : 2129131028
Judul Penelitian : Pengaruh Gaya Kepemimpinan Transformasional Dan Kompensasi Kerja Terhadap Kinerja Karyawan Dimediasi Oleh Motivasi Kerja (Studi Pada Wyndham Garden Kuta Beach Bali)

Dengan ini kami sampaikan bahwa manajemen menyetujui permohonan ijin tersebut diatas, dengan proses pengambilan data dan penelitian didampingi oleh General Manager Wyndham Garden Kuta Beach Bali.

Demikian surat persetujuan ini kami sampaikan untuk dapat digunakan sebagaimana mestinya. Atas perhatiannya dan kerjasamanya kami ucapkan terima kasih.

Hormat Kami,



Ratu Agung Bagus Ngurah Putra,
S.Tr.Par., M.Tr.Par., CHA., CHE.

General Manager

CC. HRD, File

Jl. Pantai Kuta, No. 99X, Kuta-Bali 80361
www.wyndhamgardenkutabali.com

P. +62361 755 755 | F. +62361 8465946
info@wyndhamgardenkutabali.com

Lampiran 4

Keluhan-Keluhan Pengunjung Hotel Wyndham Garden Kuta Beach Bali Pada Laman Booking Online 2020-2022

<i>Review Date</i>	<i>Author Name</i>	<i>Rating</i>	<i>Feedback</i>
1/12/2020	Alireza	1,8	<i>stains all over the bed sheets, bathroom stinks and shower water smells and extremely salty. Safe box was broken, you could open it with a simple screwdriver.</i>
1/17/2020	Arun	2,2	<i>There are 2 buildings of the Hotel and they allocated room to us in old backside unit. Door locks were crazy never worked in the first attempt. Wifi was just for the name never worked even after reporting to the authorities. Breakfast is not vegetarian friendly. Hard water damaging to hair and eyes. Stay away from this Hotel.</i>
6/25/2020	GILBERT	2,6	<i>We checked in quite late. The room was not well cleaned especially in the bathroom. Aircon was not working properly so we requested to be fixed. Since it could not be fixed then we asked to move to another room. The replacement room had an aircon problem as well. So both of us could not sleep. Lucky we only stayed there for 1 night. Location wise it is perfect.</i>
1/5/2020	Rahul	2,8	<i>Deluxe rooms are on back side of building Which is not clean enough .</i>
1/9/2020	Jimmy R	1	<i>Not recommended, Why ? 1. Stink in bathroom 2. Air conditioner is not working well 3. Slow response services 4. Old hotel 5. Salt water in bathroom 6. There is construction inside the hotel. Drill sound is really annoying</i>
2/1/2020	kiky m	1	<i>Stay for 2 nights, but sorry to say, it was awful. It is still under renovation, so make sure you go out on working hour. Good area if u prefer crowd and kuta beach. They also play dangdut song at the back lobby near parking, it is literally okay for me, but not the ambiance i expected for a hotel. Meal? Fishy, too many flies around the salad bar, and bread area. I hope the staffs get candle or do something to get rid of them, but they didn't. But they offers high quality tea, so dont miss it. Room? The air conditioner was leaked, floor is dusty, i asked them to clean up the floor for the next day, dust was gone, but the AC leaked was still there. The porter was nice. I usually stay at another wyndham in Bali, never been this dissipated.</i>
4/20/2020	TravellorNewDelhi	2	<i>Staff is amazing, food also great. b/f menu has superb. the property looks run down ,there are many other good hotels in the same area facing the beach. we had booked 6 rooms and must say the rooms were just average, not as shown on</i>

<i>Review Date</i>	<i>Author Name</i>	<i>Rating</i>	<i>Feedback</i>
			<i>websites. water was leaking from the a/c in one of the rooms. despite complaining many times no one came to repair it. so the kids had to sleep with out ac on all the 3 days. we wouldn't want to go here again</i>
1/8/2020	Anupam_C hakrabarti	3	<i>Located just opposite the Kuta beach. The beach and Kuta market are accessible by walking. Food is awful, very few Indian cuisine. Breakfast was very good, however. The room allotted to us was very small. Whatever you do don't book</i>
1/11/2020	hollybenes 123	3	<i>Services were good, including spa and room service however room service took awhile to arrive. There were renovations so there was quite a bit of noise. Also rooms need a little maintenance. Things were falling apart and stains on walls</i>
2/6/2020	90sierrac	3	<i>This hotel is located across the street from the beach. The pictures does not match the property. This property is under a lot of renovation. The staff is very friendly but the property needs a lot of work. The rooms were old and there was mildew and mold in the shower. The location is great and that's all.</i>
1/29/2020	Anonymous	0,5	<i>Personal war total überfordert an der Rezeption. Zu viele Trainees, die gleichzeitig eingeschult wurden, daher dann auch längere Bearbeitungszeiten und Wartezeiten. komplettes Hotel ist eine reine Baustelle (daher auch laut im Zimmer) Sauberkeit lässt zu wünschen übrig (schlafbereich sauber, bad ekelhaft und renovierungsbedürftig) Technik (zimmertüre Tv) funktionierten nicht Für alles musste man gleich bezahlen und nicht aufs Zimmer schreiben lassen absolut Kein 4 Sterne Hotel!!</i>
2/10/2020	Mohan	0,5	<i>Room was not clean and bathroom was smelly and leaking.</i>
3/13/2020	Anes	0,5	<i>There are no comments available for this review</i>
3/14/2020	Ahmed	0,5	<i>تماقليل حصي لاوي عن س ق نفلا</i>
3/22/2020	Eduardo	0,5	<i>Hotel antiguo las fotos del hotel son mentira</i>
3/31/2020	Elmar	0,5	<i>Очень всё плохо!!! Не советую!</i>
2/4/2020	Kahhoong	1	<i>The room smelling expecially the room toilet & aircond not cool</i>
2/19/2020	Anne	1	<i>Waking up to ants 🐜 in my bed biting me, I think Booking.com should stop marketing this hotel as Been a 4 star hotel I would only give it 2 stars, I will say staff were very pleasant but that doesn't help with a dirty Room , Dirty bathroom floor , which was also not washed had</i>

Review Date	Author Name	Rating	Feedback
1/28/2020	Anonymous	1,4	<i>There are no comments available for this review</i>
1/22/2020	Mark	1,5	<i>Staff cleaning stole money. And the rooms were not very clean, had a cheap upgrade because of the water molt in the first room. But after the upgrade money magicly dissapeared and i had to pay for the upgrade as well.</i>
1/16/2020	Mohamad	1,5	<i>There are no comments available for this review</i>
3/2/2020	Sivalingam	1,5	<i>Room was noisy.</i>
3/17/2020	Jessica	1,5	<i>internet non fonctionnel surclimatisé non fonctionnel (j'ai dû changer de chambre propreté bof la poignée de douche m'est restée dans les mains....</i>
1/27/2020	Sriyanti	1,6	<i>Room is very dirty</i>
1/20/2020	Palp52	2	<i>Er worden 2 nieuwe vleugels gebouwd direct achter het hoofdgebouw. Dit geeft geen geluidsoverlast. Wat dit wel betekent is dat de kamers in het hoofdgebouw</i>
2/17/2020	Anonymous	2	<i>The facilities are quite ordinary. Though I got myself an upgrade (by paying more) , the intial allocated room had a foul smell. The swimming pool is not at all worth taking a dip . The property itself is too small. There is nothing at all for the kids I dont know if this was advertised as one. The breakfast is very ordinary . In fact there are a lot better hotels along the same stretch.</i>
3/18/2020	Craig	2,1	<i>Not impressed with an air conditioner that fills with water when it rains. Then we move rooms. Not impressed with locating ourselves in a construction site. Close the place down finish the renovations then open back up.</i>
1/8/2020	Paulina	2,3	<i>We didn't get good service from this hotel: 1. We wait to long for the room, because have a technical problem (broken AC) 2. The staff can't give good service, because they focus to special guests (owner the hotel) 3. The special guest was disturbed us for all facilities</i>
1/18/2020	Yassine	2,5	<i>The brekfast was very lemed!!</i>
2/18/2020	Dan	2,5	<i>It said beach front, an it wasn't. There was a beach a cross the road. They didn't even have there own beach area. Miss leading.</i>
2/22/2020	Steph	2,5	<i>The staff were not helpful at all. I dont know if it was a language problem or lack of care. Room is comfortable and quiet. But bathroom needs renovation. Old taps, mirror peeling off. Door lock not working from the inside.</i>
3/3/2020	Ann	2,5	<i>This is the review you don't want to write. It started to rain and leak into my room. They move</i>

<i>Review Date</i>	<i>Author Name</i>	<i>Rating</i>	<i>Feedback</i>
			<i>me to a second room however we weren't able to open the door. They move me to a third room but the back balcony door wouldn't lock and was wide open to the hallway. The fourth room finally worked out. And then in the morning as I was taking my lukewarm shower because I couldn't get hot water, the showerhead fell off. I had a great laugh. They gave me a free breakfast. And I guess it could've been worse. I wasn't aware they were in middle of construction so that made it less pleasant as well. The staff were responsive. The people of Bali are amazing.</i>
3/17/2020	Richard	2,5	<i>Les travaux très bruyant de 6h à 23h!!! 7 jours sur 7 🤔</i>
3/7/2020	Ben	3	<i>Pictures weren't accurate</i>
1/2/2020	Darren	3,4	<i>Old and dated</i>
2/10/2020	Anonymous	3,4	<i>nothing all is good</i>
2/6/2020	Yu	3,5	<i>手工甜點餅乾要便宜些, 鬆餅不算好吃</i>
2/24/2020	Alexander	3,5	<i>The television did not work. Not enough coffee or tea in the room for a family of three.</i>
3/15/2020	Hanis	3,5	<i>The sink n shower water its salty not sure if its normal. Room when first checkin its kind of a lil bit untidy. Cos theres still a litter on a floor.</i>
1/6/2020	Felix	3,8	<i>Carpark limit</i>
8/5/2021	Ronald Jr.	1	<i>The WORST experience in Bali, NO HOT WATER in the shower and the soap feels cheap, the Restaurant only serve made to order which i order fried rice and they only give plain fried rice without any meat. i stayed 2 night and ask for fix for the Hot water, and still NOTHING fixed, the first night our AC is leaked, water pouring down. I WONT EVER TRUST WYNDHAM again, i buy the voucher hotel from telemarketing they promised me Wyndham Dreamland 5* but because it was close they give me this bad hotel, they offer Jivva BUT IT WAS VERY FAR FROM CITY. TRUST ME IF THE IHC CALLED U NEVER ACCEPT THEIR OFFER IT REALLY2 DISSAPOINTING</i>
8/25/2021	Julian Jason	1	<i>I checked in today May 29th 2021 using my voucher that supposed to be Valid until May 31st. I trued to reserve the beforehand but no one answered the line, so I checked in on the spot. First of all my voucher clearly stated EXECUTIVE ROOM and when I checked in they just said that they will be preparing the room without giving the estimated time of how long should I wait until the room Is ready. I asked for how long should I wait</i>

Review Date	Author Name	Rating	Feedback
			<i>for 3 times until they said it will take around 30 minutes. I decided to walk around the area while waiting for the room and ask them to keep my suitcase until I came back. After that I checked in and suddenly the front office stated that they are out of executive room and they downgraded my room to DELUXE (which cost only half the price of the one stated in the voucher) without my concern. The worst of all is they don't make any effort if giving solution and instead tell me to take it or leave it! I have no choice but to confirm and as I came in to the room, there is no introductory to any of the facility and they don't even remember about my suitcase that they kept while I'm going around to wait for my room.. I have to call them to ask for my suitcase in that matter... For an international brand like Wyndham this is VERY DISAPPOINTING! ...</i>
11/5/2021	JEFF	1	<i>(Translated by Google) Book 9 rooms. 2 rooms reported sticky floor and very black feet. Please work manager who is right and firmly controls his subordinates. Your hotel doesn't clean the room. Disappointingly gross.</i>
11/22/2021	Ratih	2.9	<i>The service is very good, it's a shame the place is not comfortable.</i>
3/29/2021	MARLYNN	3.2	<i>The hotel location is good because it is right in front of Kuta beach. It & #39; s just that for the room I stayed in, the AC was off from noon and we had reported it to the receptionist and he said it would be fixed soon, but until we returned to the hotel the AC was still dead and in my room the lights went out. finally asked to move rooms, and the process was fast. The food is delicious, it just isn't a buffet anymore. the same for the hallway that leads to the motorbike parking, you should give a light so it's not dark.</i>
12/5/2021	Win 1976	3	<i>(Translated by Google) The location and service are ok, the water is brackish (Original)</i>
1/1/2022	Michael Eldan	1	<i>(Translated by Google) I stayed on 4des2021, the floor of the room was wet, there was a cockroach in the room. For breakfast already rationed ... (Original) Saya menginap tgl 4des2021, lantai kamar basah, ada kecoa dalam kamar. Utk sarapan sdh dijatah 😞😞...</i>
1/1/2022	Ayu Werdhiani	1	<i>(Translated by Google) Today we had the opportunity to open a stand at Wyndham Garden Kuta beach. But unfortunately, we got disrespectful and unfriendly treatment from the front parking security guard. We weren't considered guests because we didn't stay there. And when we parked the vehicle to unload the "" , we were chased "" with his arrogant attitude so that it was finished</i>

Review Date	Author Name	Rating	Feedback
			<i>quickly but was not helped at all. Likewise when we finished and got in the car, Mr. Songong security guard did not help direct the vehicle as security & hotel employees do. I hope the management to educate and apply ethics to all employees to respect and respect and be polite to all those who visit and come to wyndham garden Kuta beach. So as not to worsen the</i>
6/1/2022	Tisna Titiana	1	<i>So upset the hotel turns out not like my expectation, very old and scary, no information about the renovation of the hotel. The only thing the hotel got best is the location which is in front the Kuta Beach thats it. The rest is not recommended at all, the room is old, they separated the building into section A n B, i got the B section which is based on the price on booking.com but not recommended at all, i got the last room on the small alleyway, the pillow smell, the fridge is dirty, the worst is that one of the staff at the reataurant was not helpful at all, i've asked for a pillow for my daughter to lay on the sofa at the lobby after we went to beachwalk shoping mall and he turn off the light just right after he gave us the pillow, it means that we were not welcome to sit there...while we would have to wait for gojek food. So arogan and not helpful at all...so i this hotel is not recommended at all for you to visit this hotel! The swimmjng pool is dirty also not hygines at all. The price is not worthes with the view, and the service so sad to say...</i>
6/1/2022	Ricky Pramono Hidayat	1	<i>(Translated by Google) The hotel with the worst service I have ever known. I came 3 adults + 1 child, using an extra bed. Reception quipped continuously ""I noticed the father was 6 adults"". In the end, he was the one who was wrong. AC is not cold, 2x complaints no response, just ""wait, wait"". Even though I saw that the online travel room was still there if the AC in my room was broken. The sink faucet was almost off. Bellboy rarely greets first when passing.</i>
6/3/2022	Trisya Andisty	1	<i>(Translated by Google) Very bad....dirty room. There are two dead lights, the roof has lots of groping nests, the pillows are moldy and smelly, it's a pity !!!!</i>
6/10/2022	Tude Bali	1	<i>(Translated by Google) Comfortable hotel. But the security doesn't have that attitude. It's not polite to be added openly asking for cigarette money. Even though in front of the reception... the welcome is really uncomfortable.</i>

Review Date	Author Name	Rating	Feedback
6/24/2022	Aimee Chanina	1	<i>The hotel is old and the bathroom is leaking also the air conditioner is very hot. The staff is so bad, check out is at 12p.m he ring the bell more repeatedly in a row then he immediately opened the door unilaterally. Very impolite. How disappointing with 4 star hotel.</i>
7/17/2022	dennis chen	1	<i>most derelict hotel i've ever stayed, 2-3 stars at max, not worthy of a wyndham brand. the infrastructure is falling apart, room is full of ants, stay here only if you want to ruin your holiday. the staffs are great, service is great, but infrastructure is failing. windows are totally soundproof, the noisy motorbikes can be heard throughout the night.</i>
22/07/2022	dennis	1	<i>derelict hotel, almost everything is falling apart. however, staffs are good, as per indo hospitality.</i>
8/2/2022	tony 8899	1	<i>(Translated by Google) The building is not maintained..the service for damage is very long..please the owner pays attention to the maintenance and repair of hotel services</i>
8/15/2022	Abdulrahman Sh	1	<i>It's very very dirty 🤢 and worse hotel ever see and the bed has bad smell 🤢</i>
1/1/2022	Juliet Mandala	2	<i>(Translated by Google) When the renovation was done, it was not comfortable, apart from a step to the beach, the breakfast was OK, just like other standard hotels..</i>
1/1/2022	Muhammad Aditiya Candra	2	<i>(Translated by Google) The place is not clean, WIFI is lacking</i>
5/1/2022	Mr Edowardo MD	2	<i>Pictures on web not as expected. Need a lot of renovation. I upgrade for pool side view</i>
7/3/2022	Toasty Milky	2	<i>Wouldn't visit again, service is decent and the room was small</i>
8/17/2022	Anisha Amalia	2	<i>The AC fan is so noisy and loud. I guarantee you will wake up in the middle of the night because of the noise. And the breakfast sucks, tasteless, limited options, not worth it. Just book the room. Location is good.</i>

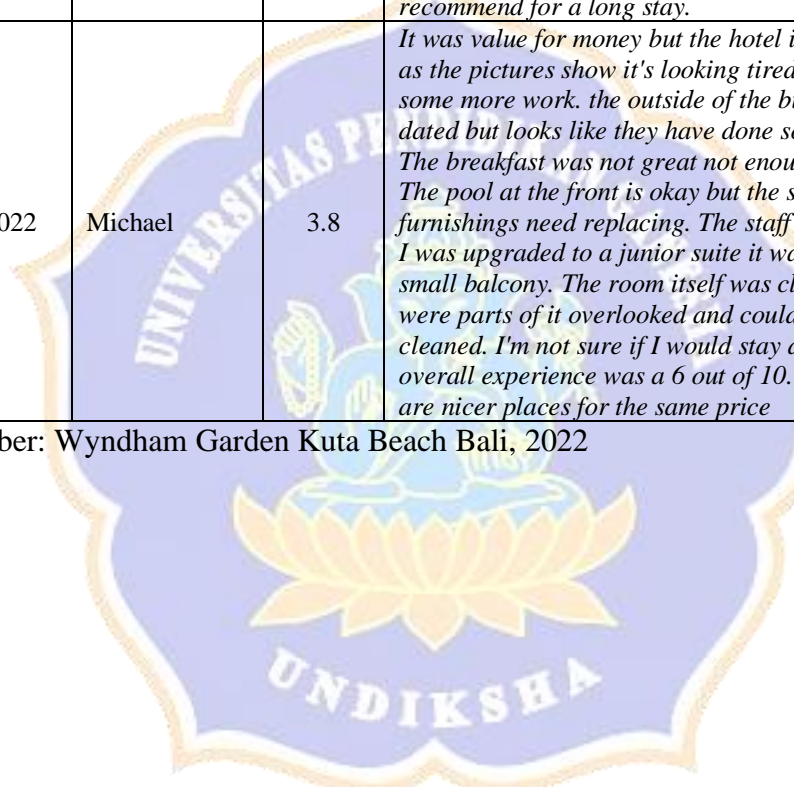
<i>Review Date</i>	<i>Author Name</i>	<i>Rating</i>	<i>Feedback</i>
1/1/2022	Aileen Feileen	3	<i>For a strategic location, near the beachwalk, in front of the Kuta beach hotel. For a large hotel, but a bit poorly maintained, a lot of paint is worn & peeling, maybe it needs repair, the spy looks better & more luxurious. For a fairly large room, the mattress is also quite large. There are 3 pools (sunset pool directly facing the beach) but they are covered by trees on Kuta Beach. The biggest pool & pool at the back. There are also hotels that are still renovating new buildings. For standard BF, for good service. But comfort is lacking, the road to get to the room at the back is a bit dark and scary, there are no guards in the back lobby. Lots of mosquitoes here maybe because there are lots of trees. Wifi is not good, breaks, the room pools when it rains heavily. When I checked in, there was a problem with my booking, I didn't enter the hotel, so the old room was available, next time it can be fixed for the shortcomings</i>
4/1/2022	Fella Falencia	3	<i>Small hotel in a prime spot, just in front of kuta beach! However the room and the building looks very old. Furniture also feels very old. A lot of spot seems not well maintained (maybe because the hotel is just opened after being closed for 2 years because of covid). Breakfast is also not really nice. They only have indonesian bfast (which you can choose fried rice or fried noodle only) or american bfast (combination of red beans, bread, and sausage that all taste so so). Would recommend if you are looking for affordable place to stay near kuta, but really don't expect too much</i>
6/1/2022	ike	3	<i>Got a room that didn't match the order. Order a double bed but get a single bed. The room was also small and was in the back building..finally upgraded to a bigger room and moved to the front building. Add to pay 250rb. The beach view from the hotel room is not available</i>
6/24/2022	Danish Ahmad Zidane	3	<i>(The room is less spacious for three. The shower water is not hot enough Access to the room is less comfortable, too far and the flight path is narrow.</i>
6/25/2022	deddy irwidycs	3	<i>Best location in kuta, in front of the kuta beach and 10 minutes only to Beachwalk, seems hotel under reconstruction in some area I got the room on the back building and the lift under maintenance so I lifts acces only which is too far, need some additional spotlight in corridor but the service is ok</i>
7/7/2022	Aycez International	3	<i>Walking distance from the Kuta beach, Beach Walk Mall and street side stores. Rooms were ok, breakfast was ok.</i>

Review Date	Author Name	Rating	Feedback
7/19/2022	Edwina Utama	3	<i>It's so close to Kuta Beach, Beach Walk, etc, easy to find almost anything around Kuta. Kuta isn't as crowded as it was before. Hotel building in general look old, everything worked properly. The room was ok but the sheets made my skin itchy.</i>
7/20/2022	Arvita Agus Kurniasari (ApikaCoding)	3	<i>Hot water does not work well</i>
7/20/2022	Razzah R	3	<i>The hotel is bit dated and situated in a touristy part of Kuta, full of bars and overpriced western food. I might as well be in Australia! Room amenities were adequate, floor and toilet were bit dirty. Wifi was rubbish!. When i complained about the wifi, , i was advised that a member of staff was using my password.</i>
21/07/2022	Aleksei Paul	3	<i>(Translated by Google) The hotel is located as close as possible to the ocean and the beach, but across the street from it. The rooms are old, the plaster is falling off in some places. The air conditioner is noisy, the temperature control did not work and fell off. Towels are old and worn. Room cleaning is good. Breakfast is ok, but no cereals. Room prices are overpriced.</i>
7/29/2022	IRS ID	3	<i>terawat karena interiornya banyak yang sudah tidak layak perlu banyak peningkatan dari kualitas bangunan dan perawatan interior</i>
8/13/2022	Kyaw Moe	3	<i>Hotel need to do more maintenance in cleanes</i>
8/23/2022	Ashraf	0.5	LOCATION NON CLEAN AT ALL
7/29/2022	EUN	1.0	<i>Do Not trust the photoes, this hotel has been closed for 2yrs and just opened. The room is super dirty, shower and toilet is nightmare. My kids said, this hotel room is like prison. Exact expression. The door handle and shower tap is crashed and rusted! I couldn't get refund after check in, so I moved to next hotel with another payment.</i>
5/3/2022	Kho	2.0	<i>There are no comments available for this review The hot water was luke warm in rooms 2110, 2111 & 2112.</i>
7/14/2022	jolyn	2.0	<i>Room was dirty and the air conditional was not working.</i>
8/18/2022	Afra	2.0	<i>The location was good and the bed was not bad The hotel looked nothing like the pictures , the room was dirty , the shower was dirty and didn't work well and was falling apart and smelt of sewage . The Internet only worked in certain spots and if you didn't move . The walls are super thin and you can hear everything happening in the rooms next door and in the corridor . The pictures are all from the room ...</i>

Review Date	Author Name	Rating	Feedback
4/5/2022	Rizka	2.4	<i>This hotel very narciss. When u're come from non Indonesian, you can get building A which view is sea view. But when you're Indonesian peoples you can placed at B building with travel tourists. In B building there's no security with poor view and old stuff placed. I will never go back to this hotel. NEVER!!!</i>
1/6/2022	Janto	2.5	<i>Lokasi dekat pantai, mall</i>
7/1/2022	Annemarie	2.5	<i>We loved the friendliness of the staff and the service given. We did not get the twin room we asked for. our balcony was shared across with other rooms so no privacy. Bathrooms were very dated and questionable. The walls were stained and our toilet was used and not flushed properly before we entered. As we only stayed the night I didn't complain but it should be checked thoroughly for future guests.</i>
8/15/2022	Denise	2.5	<i>There are no comments available for this review</i>
5/6/2022	Rini H. M.	2.7	<i>Service is not good, we asked for a spoon; the answer is: sorry no spoon. I guess that we would never expected from a hotel ya. And the picture of the hotel is somewhat outdated (It's different). Please update your photo 🙏</i>
6/27/2022	Susanto S.	3.0	<i>AC was not cold enough at first until they move us to other room. Room was old, very different from the photos that I saw.</i>
7/1/2022	Russ	3.0	<i>Front appears nice but back is a bunch of old apt complexes in that were combined to make a 'hotel'. Double triple verify location of your room. False advertising also, because the picture on the go to website is not the hotel you stay in. You actually stay in this place called the 'garden' which is an old apartment building and looks nothing like the picture you see on the webpage.</i>
29/07/2022	Neville	3.0	<i>There are no comments available for this</i>
8/18/2022	Salaheldin	3.0	<i>But way too noisy. Do not bother buying breakfast. Not worth the money.</i>
7/14/2022	Eneng L. S. D.	3.1	<i>The room was OK good but they gave the very back room with view of wall cars bike passing area noisy and next room is the door for of tools equipment so annoying and I lost my glasses there too, to much people in front desk the assistant with not much helpiull, not very interesting t stay more.</i>
1/15/2022	Marina	3.2	<i>Nginap 2 malam di hotel ini, pertama view swimming pool, hari kedua balcony. Kondisi hotel kurang bersih. Sofa di lobby banyak bercak2. Sprei juga uda terlihat agak lama, dan sofa di kamar banyak bercak2. Balcon dari material kayu, tumbuh jamur2 warna orange. Perlu ditingkatkan kebersihan hotel agar tamu lebih nyaman.</i>

Review Date	Author Name	Rating	Feedback
6/12/2022	Jason	3.6	<i>I would say it wasn't my best stay as there are many rooms for improvements. From air conditioning (coolness), hot water, up to room/furniture overall smell. Nothing fell short on the staff service as they were great. I truly hope for much improvements up ahead</i>
24/07/2022	Khairunnisak	3.6	<i>The hotel is across the street from Kuta beach and only about 5 mins walk to the beachwalk mall. We walked all the way to Seminyak along the beach and took us about 30mins but obviously it didn't feel like it! We got the room with king size bed by the pool. The room was not as clean as we would like but it was good for a short stay but won't recommend for a long stay.</i>
8/1/2022	Michael	3.8	<i>It was value for money but the hotel is not exactly as the pictures show it's looking tired and needs some more work. the outside of the building is dated but looks like they have done some upgrades. The breakfast was not great not enough choices. The pool at the front is okay but the soft furnishings need replacing. The staff are pleasant. I was upgraded to a junior suite it was big but very small balcony. The room itself was clean but there were parts of it overlooked and could have been cleaned. I'm not sure if I would stay again my overall experience was a 6 out of 10. I think there are nicer places for the same price</i>

Sumber: Wyndham Garden Kuta Beach Bali, 2022



Lampiran 5

Uji Convergent Validity

Variabel	Indikator	Outer Loading	AVE	Keterangan
Gaya Kepemimpinan Transformasional	GK1	0,663	0.517	VALID
	GK2	0,686		VALID
	GK3	0,628		VALID
	GK4	0,733		VALID
	GK5	0,611		VALID
	GK6	0,634		VALID
	GK7	0,706		VALID
	GK9	0,810		VALID
	GK10	0,847		VALID
	GK11	0,767		VALID
	GK12	0,783		VALID
	GK13	0,718		VALID
	GK14	0,717		VALID
	Kompensasi Kerja	K5		0,664
K6		0,672	VALID	
K9		0,742	VALID	
K10		0,779	VALID	
K11		0,784	VALID	
K12		0,741	VALID	
Motivasi Kerja	M1	0,846	0.541	VALID
	M2	0,791		VALID
	M3	0,941		VALID
	M4	0,885		VALID
	M5	0,926		VALID
	M6	0,968		VALID
	M7	0,929		VALID
	M8	0,861		VALID
	M10	0,899		VALID
	M11	0,909		VALID
	M12	0,971		VALID
	M13	0,809		VALID
	M14	0,894		VALID
	M15	0,922		VALID
	M16	0,743		VALID
	Kinerja Karyawan	KK1		0,664
KK2		0,689	VALID	
KK3		0,731	VALID	
KK4		0,698	VALID	
KK5		0,636	VALID	
KK7		0,676	VALID	
KK8		0,619	VALID	

Variabel	Indikator	Outer Loading	AVE	Keterangan
	KK9	0,816		VALID
	KK10	0,743		VALID
	KK11	0,699		VALID
	KK12	0,889		VALID
	KK13	0,817		VALID
	KK14	0,796		VALID
	KK15	0,803		VALID
	KK16	0,629		VALID
	KK17	0,666		VALID
	KK18	0,783		VALID
	KK20	0,794		VALID
	KK21	0,787		VALID

Sumber: Data primer diolah, 2022.



Lampiran 6

Uji Discriminant Validity Cross Loading

	Gaya Kepemimpinan Transformasional	Kinerja Karyawan	Kompensasi Kerja	Motivasi Kerja
GK1	0,663	0,484	0,390	0,250
GK2	0,686	0,523	0,431	0,300
GK3	0,628	0,393	0,252	0,121
GK4	0,733	0,468	0,335	0,150
GK5	0,611	0,321	0,246	0,176
GK6	0,634	0,331	0,331	0,176
GK7	0,706	0,451	0,284	0,077
GK9	0,810	0,510	0,448	0,175
GK10	0,847	0,513	0,541	0,268
GK11	0,767	0,515	0,473	0,274
GK12	0,783	0,461	0,408	0,130
GK13	0,718	0,508	0,359	0,202
GK14	0,717	0,456	0,415	0,193
K5	0,485	0,523	0,664	0,346
K6	0,439	0,477	0,672	0,375
K9	0,515	0,649	0,742	0,389
K10	0,451	0,455	0,798	0,622
K11	0,335	0,242	0,784	0,743
K12	0,198	0,133	0,741	0,838
M1	0,104	-0,012	0,508	0,846
M2	0,075	0,054	0,547	0,751
M3	0,351	0,195	0,694	0,847
M4	0,327	0,203	0,709	0,885
M5	0,260	0,281	0,729	0,926
M6	0,259	0,223	0,720	0,968
M7	0,192	0,232	0,712	0,929
M8	0,180	0,223	0,661	0,861
M10	0,191	0,230	0,694	0,899
M11	0,266	0,115	0,630	0,909
M12	0,289	0,229	0,759	0,971
M13	0,218	0,234	0,640	0,809
M14	0,253	0,109	0,702	0,894
M15	0,225	0,172	0,683	0,922
M16	0,358	0,375	0,712	0,743

	Gaya Kepemimpinan Transformasional	Kinerja Karyawan	Kompensasi Kerja	Motivasi Kerja
KK1	0,409	0,664	0,220	0,034
KK2	0,468	0,689	0,278	0,033
KK3	0,471	0,731	0,405	0,209
KK4	0,421	0,698	0,500	0,399
KK5	0,303	0,636	0,286	0,207
KK7	0,539	0,676	0,565	0,324
KK8	0,420	0,615	0,305	0,119
KK9	0,546	0,818	0,510	0,190
KK10	0,581	0,743	0,435	0,248
KK11	0,382	0,659	0,319	0,176
KK12	0,590	0,889	0,452	0,121
KK13	0,525	0,817	0,514	0,201
KK14	0,480	0,796	0,388	0,049
KK15	0,585	0,803	0,392	0,068
KK16	0,252	0,625	0,210	0,013
KK17	0,418	0,666	0,342	0,134
KK18	0,415	0,783	0,429	0,209
KK20	0,546	0,794	0,451	0,181
KK21	0,431	0,787	0,397	0,215

Sumber: Data primer diolah, 2022



Lampiran 7

Tampilan Hasil *Construct Reliability and Validity, R-square, F-square, Path Coefficients, Special Indirect Effect dan Total Effect.*

Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Gaya Kepemimpinan Transformasional	0.921	0.926	0.932	0.517
Kinerja Karyawan	0.952	0.959	0.957	0.541
Kompensasi Kerja	0.830	0.837	0.875	0.541
Motivasi Kerja	0.979	0.981	0.981	0.774

R Square

	R Square	R Square Adjusted
Kinerja Karyawan	0.512	0.484
Motivasi Kerja	0.625	0.611

Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O /STDEV)	P Values
Gaya Kepemimpinan Transformasional -> Kinerja Karyawan	0.430	0.460	0.163	2.634	0.009
Gaya Kepemimpinan Transformasional -> Motivasi Kerja	-0.198	-0.212	0.095	2.090	0.037
Kompensasi Kerja -> Kinerja Karyawan	0.570	0.546	0.242	2.351	0.019
Kompensasi Kerja -> Motivasi Kerja	0.879	0.896	0.071	12.324	0.000
Motivasi Kerja -> Kinerja Karyawan	-0.332	-0.318	0.184	1.800	0.073

Specific Indirect Effects

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Gaya Kepemimpinan Transformasional -> Motivasi Kerja -> Kinerja Karyawan	0.067	0.064	0.044	1.503	0.133
Kompensasi Kerja -> Motivasi Kerja -> Kinerja Karyawan	-0.291	-0.281	0.169	1.723	0.085

Total Effects

	Gaya Kepemi...	Kinerja Karyaw...	Kompensasi K...	Motivasi Kerja
Gaya Kepemimpinan Transformasional		0.491		-0.202
Kinerja Karyawan				
Kompensasi Kerja		0.279		0.882
Motivasi Kerja		-0.331		



Lampiran 8. Dokumentasi Penelitian

