

**OPTIMIZATION OF EMPLOYEE PERFORMANCE  
MANAGEMENT: A STUDY IN HUMAN RESOURCES  
OF A TOUR HOTEL IN CHINA**

**THESIS**



by

**ZHAO CHUNYING**

**ID2429131111**

**MANAGEMENT SCIENCE STUDY PROGRAM**

**POSTGRADUATE SCHOOL**

**UNIVERSITAS PENDIDIKAN GANESHA**

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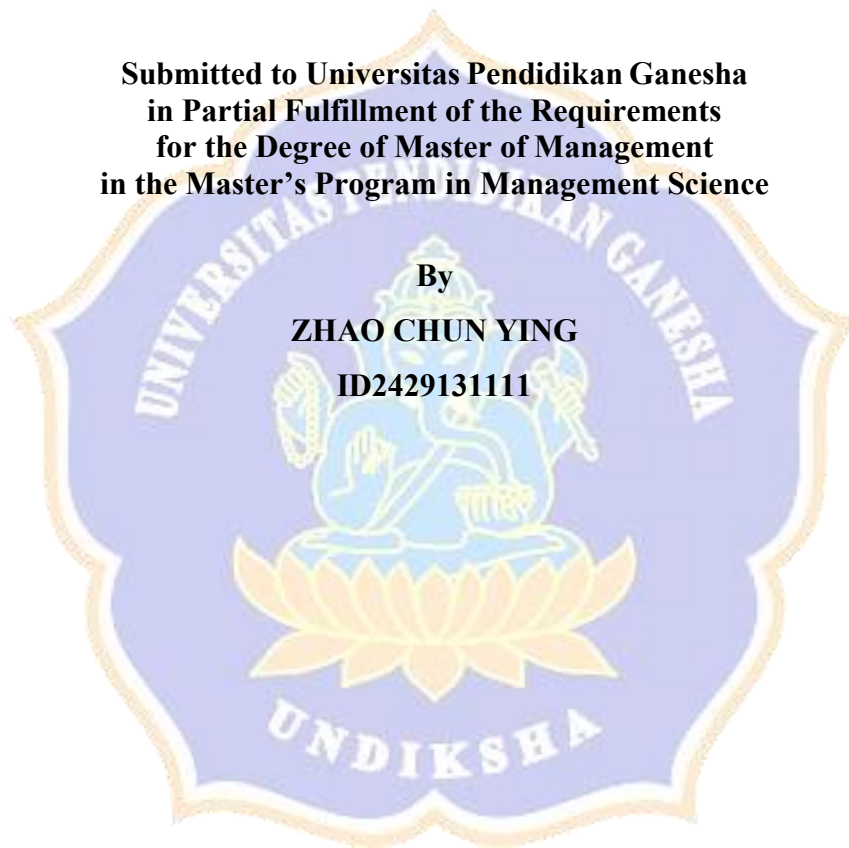
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MANAGEMENT: A STUDY IN HUMAN RESOURCES  
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**THESIS**

**Submitted to Universitas Pendidikan Ganesha  
in Partial Fulfillment of the Requirements  
for the Degree of Master of Management  
in the Master's Program in Management Science**



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**MANAGEMENT SCIENCE STUDY PROGRAM  
POSTGRADUATE PROGRAM  
UNIVERSITAS PENDIDIKAN GANESHA**

**2026**

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Tesis oleh Zhao Chunying telah dipertahankan di depan tim penguji dan dinyatakan diterima sebagai salah satu persyaratan untuk memperoleh gelar Magister Manajemen di Ilmu Manajemen (S2), Program Pascasarjana, Universitas Pendidikan Ganesha Pada tanggal 31 Maret 2026

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## DECLARATION OF ORIGINALITY

I hereby declare that the thesis I have prepared as a requirement to obtain the Master of Management degree from the Graduate Program of Universitas Pendidikan Ganesha is entirely my own original work. Certain parts of the thesis that cite the works of others have been clearly referenced in accordance with academic norms, principles, and ethics.

If in the future it is discovered that all or part of this thesis is not my own work or that there is plagiarism in certain parts, I am willing to accept the sanction of revocation of the academic title I hold and other sanctions in accordance with the laws and regulations of the Republic of Indonesia.

Singaraja, February 2026

Stated by,



张春莹

Zhang Chunying

## PREFACE

The completion of this thesis represents both a challenging academic endeavor and a meaningful personal journey. This research was conducted as part of the requirements for the Master of Management in the Management Science Study Program at Universitas Pendidikan Ganesha. Throughout the process of topic selection, research design, data collection, and final writing, this thesis benefited from the guidance, support, and encouragement of many individuals and institutions. I would like to take this opportunity to express my sincere gratitude to all those who contributed to the successful completion of this study.

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Although this thesis has certain limitations, it is my hope that the findings may serve as a useful reference for future research in the fields of management and service management. This work is humbly dedicated to the academic community and to all individuals who strive for continuous learning and meaningful contributions to knowledge. May all those who supported me throughout this journey be blessed with good health, happiness, and continued success in their personal and professional lives.

Singaraja, February 2026

Zhao Chunying



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