

**PENGARUH KEPUASAN KERJA DAN MOTIVASI TERHADAP
KINERJA KARYAWAN DEPARTEMEN *FOOD & BEVERAGE
SERVICE* PADA HOTEL *THE LAGUNA A LUXURY
COLLECTION RESORT & SPA***

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ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh (1) kepuasan kerja dan motivasi terhadap kinerja karyawan, (2) kepuasan kerja terhadap kinerja, dan (3) motivasi terhadap kinerja karyawan *Food & Beverage Service* pada Hotel *The Laguna A Luxury Collection Resort & Spa*. Desain penelitian yang digunakan pada penelitian ini adalah kuantitatif kausal. Subjek penelitian ini adalah karyawan *Food & Beverage Service* pada Hotel *The Laguna A Luxury Collection Resort & Spa* dan objeknya adalah kepuasan kerja, motivasi, dan kinerja karyawan. Populasi dalam penelitian ini adalah seluruh karyawan *Food & Beverage Service* yang bekerja pada Hotel *The Laguna A Luxury Collection Resort & Spa* yang berjumlah 78 orang karyawan. Semua populasi dijadikan unit pengamatan, oleh karena itu penelitian ini termasuk penelitian populasi. Data dikumpulkan dengan teknik kuesioner, kemudian dianalisis dengan analisis regresi linier berganda. Hasil penelitian menunjukkan bahwa, (1) kepuasan kerja dan motivasi berpengaruh positif terhadap kinerja karyawan, (2) kepuasan kerja berpengaruh positif terhadap kinerja karyawan, dan (3) motivasi terhadap kinerja karyawan *Food & Beverage Service* pada Hotel *The Laguna A Luxury Collection Resort & Spa*

Kata kunci: kepuasan kerja, kinerja, motivasi

**EFFECT OF JOB SATISFACTION AND MOTIVATION ON FOOD &
BEVERAGE DEPARTMENT EMPLOYEES PERFORMANCE
SERVICE AT THE LAGUNA A LUXURY HOTEL
COLLECTION RESORT & SPA**

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ABSTRACT

This study aims to examine the effect of (1) job satisfaction and motivation on employee performance, (2) job satisfaction on performance, and (3) motivation on employee performance in Food & Beverage Service at The Laguna A Luxury Collection Resort & Spa Hotel. The research design used in this study is causal quantitative. The subjects of this study were Food & Beverage Service employees at The Laguna A Luxury Collection Resort & Spa Hotel and the objects were job satisfaction, motivation, and employee performance. The population in this study are all Food & Beverage Service employees who work at The Laguna A Luxury Collection Resort & Spa Hotel which operates 78 employees. All populations are used as observation units because this research is a population study. Data were collected by using a questionnaire technique, then analyzed by multiple linear regression analysis. The results showed that, (1) job satisfaction and motivation had a positive effect on employee performance, (2) job satisfaction had a positive effect on employee performance, and (3) motivation on employee performance Food & Beverage Service at The Laguna A Luxury Collection Resort & Hotel. Spa

Keywords: job satisfaction, performance, motivation