

Ida Ayu Karina Adityanti. (12120100008). PERANHASIL PENILAIAN KINERJA DAN IKLIM PSIKOLOGIS TERHADAP MOTIVASI KERJA (Studi Kasus pada Karyawan *Guest Contact* Hotel AmanusaBali).
Skripsi.Sarjana Strata 1. Surabaya: Fakultas Psikologi Universitas Pelita Harapan Surabaya (2014)

ABSTRAK

Bali memiliki daya tarik tersendiri dan tetap menjadi tujuan wisata bagi wisatawan lokal dan mancanegara.Hal ini menyebabkan bisnis perhotelan di daerah tersebut sangat menarik dan maraknya pembangunan hotel di Bali.Manajemen sumber daya manusia memegang peranan pentingdalam persaingan bisnis perhotelan. Penelitian ini bertujuan untuk mengetahui besarnya pengaruh hasil penilaian kinerja dan iklim psikologis terhadap motivasi kerja pada karyawan *guest contact* Hotel AmanusaBali. Metode yang digunakan adalah metode kuantitatif, yaitu pengumpulan data dengan menggunakan kuesioner. Skala penelitian yang akan digunakan adalah skala iklim psikologis dan skala motivasi kerja, sedangkan hasil penilaian kinerja menggunakan data nilai karyawan dari perusahaan. Responden dalam penelitian ini adalah karyawan *guest contact* sebagai karyawan yang berhubungan langsung dengan tamu hotel.Hasil penelitian menunjukkan bahwa hasil penilaian kinerja mempunyai pengaruh yang signifikan sebesar 16.1% terhadap motivasi kerja, sementara iklim psikologis berpengaruh signifikan sebesar 77.9% terhadap motivasi kerja. Hasil penilaian kinerja dan iklim psikologis dalam penelitian ini berpengaruh terhadap motivasi kerja sebesar 77.6% dan sisanya dipengaruhi oleh variabel lain. Hotel Amanusa dapat meningkatkan motivasi kerja karyawan *guest contact*dengan meningkatkan pengalaman karyawan dan suasana kerja, serta membenahi sistem penilaian kinerja.

Kata kunci: hasil penilaian kinerja, iklim psikologis, motivasi kerja

Ida Ayu Karina Adityanti. (12120100008). THE INFLUENCE OF PERFORMANCE APPRAISAL RESULT AND PSYCHOLOGICAL CLIMATE TOWARD WORK MOTIVATION (Case Study on Guest Contact Employees at Hotel AmanusaBali).Thesis.Bachelor Degree (Strata 1). Surabaya: Faculty of Psychology, University of Pelita Harapan Surabaya (2014)

ABSTRACT

Bali has a special attraction and remains a tourist destination for local and foreign tourists. This causes the hotel business in the area is very attracting and the hotel developments in Bali are increasing as well. Human resource management plays an important role in the competition in hospitality business. This research is to examine and determine the influence of performance appraisal result and psychological climate on the guest contact employees' work motivation at Hotel Amanusa Bali. The method used is a quantitative method, which are assessed through questionnaires. The scale of this studies that will be used is the scale of the psychological climate and work motivation scale, whereas the results of performance appraisal will use the employees' scores data provided by the company. The respondent is guest contact employees as employees who deal directly with the hotel guest. The results showed that the performance appraisal results have a significant impact by 16.1%on work motivation, while the effect of psychological climate significantly by 77.9% on work motivation. The results of performance appraisal and psychological climate in this study affect on work motivation by 77.6% and the remaining are affected by other variables. Hotel Amanusa can increase the employees' work motivation not only by improving the experience of the employee and work condition, but also byfixing the system of performance appraisal.

Keywords: performance appraisal results, psychological climate, work motivation