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**FACTORS INFLUENCES EMPLOYEES' PERFORMANCE AMONG HOTEL
EMPLOYEES**

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ABSTRACT

Employee performance is one of the important elements and has been emphasized in the hospitality industry. The major goal of hospitality industry is to deliver a great and “wow” service or product to customers. Recently, most of the hospitality industries that include hotel are trying to improvise their employees’ performance in order to fulfil customer’s needs. This research paper was prepared to review the factors that can influence employees’ performance among hotel employees and to identify which are the most factor influence employees’ performances among hotel employees. The data were collected by using secondary data where all the information and finding found through journal and reading articles. Findings show that the factors that influence employees’ performance among hotel employees are trained, empowerment, motivation, leadership and working environment. Besides that, results have indicated that the most factor influence employees’ performance among hotel employees is training. Thus, this research can be used as a guideline to improvise current training style to increase and achieve customer’s need.

TABLE OF CONTENTS

Chapters	Contents	Pages
	<i>Acknowledgement</i>	i
	<i>Abstract</i>	ii
	<i>Table of Contents</i>	iii-iv
1	INTRODUCTION	1
	1.0 Overview	1
	1.1 Background of the Study	1-3
	1.2 Problem Statement	3-4
	1.3 Research Objectives	4
	1.4 Research Questions	4
	1.5 Significance of the Study	4-5
	1.6 Limitation of the Study	5-6
	1.7 Definition of Key Terms	7
2	LITERATURE REVIEW	7
	2.0 Overview	7
	2.1 Factors Influence Employees' Performance	7
	2.1.1 Training	7-8
	2.1.2 Empowerment	8
	2.1.3 Motivation	9
	2.1.4 Leadership	10
	2.1.5 Working Environment	11
	2.2 Employee's Performance	12
	2.3 Relationship between Factors and Employee's Performance	13
	2.3.1 Relationship between Training and Employee's Performance	13

2.3.2	Relationship between Empowerment and Employee’s Performance	14
2.3.3	Relationship between Motivation and Employee’s Performance	15
2.3.4	Relationship between Leadership and Employee’s Performance	16
2.3.5	Relationship between Working Environment and Employee’s Performance	17
3	METHODOLOGY	18
3.0	Overview	18
3.1	Research design	18
3.2	Data Collection	18
3.3	Data Analysis	18
3.4	Research Ethic Consideration	19
4	FINDINGS	20
4.0	Overview	20
4.1	Training	20-22
4.2	Empowerment	22-24
4.3	Motivation	24-26
4.4	Leadership	26-27
4.5	Working Environment	28-29
5	CONCLUSION AND RECOMMENDATION	30
5.1	Conclusion	30-31
5.2	Recommendation	31
	REFENRENCES	32-41