

**PENGARUH KEMAMPUAN KERJA DAN *COACHING*
TERHADAP KINERJA KARYAWAN PT. SARI ATER
HOTEL DAN RESORT SUBANG**

SKRIPSI

**Diajukan Untuk Memenuhi Salah Satu Syarat Menempuh Ujian Sidang
Sarjana Pendidikan Program Studi Pendidikan Bisnis**



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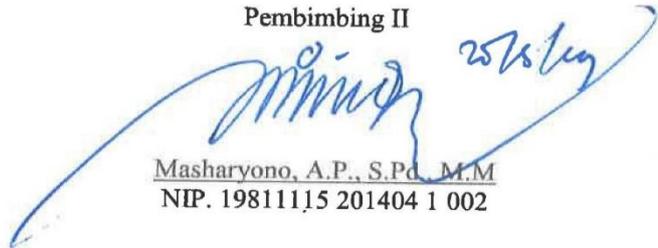
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ABSTRAK

Hanani Fauziatunisa (1403936), “**Pengaruh Kemampuan Kerja dan *Coaching* Terhadap Kinerja Karyawan PT. Sari Ater Hotel dan Resort Subang**”. Di bawah bimbingan Dr. Hj. B Lena Nuryanti S, M.Pd dan Masharyono AP, S.Pd, MM

Perusahaan tanpa sumber daya manusia yang baik dalam strategi serta operasional tidak akan mampu mencapai tujuan perusahaan. Berhasil atau gagalnya tujuan perusahaan tidak terlepas dari bagaimana kinerja karyawannya. Organisasi dituntut mempertahankan karyawannya agar menghasilkan kinerja yang baik serta karyawan dapat mendedikasikan diri kepada organisasi di mana karyawan bekerja. Permasalahan kinerja karyawan masih menjadi permasalahan serius bagi banyak perusahaan baik dalam bidang manufaktur ataupun jasa. Salah satu perusahaan yang mengalami masalah kinerja yaitu PT. Sari Ater Hotel dan Resort Subang. Adapun upaya yang dilakukan oleh PT. Sari Ater Hotel dan Resort Subang untuk meningkatkan kinerja yaitu dengan cara meningkatkan kemampuan kerja dan melakukan *coaching* kepada karyawannya. Penelitian ini bertujuan untuk memperoleh (1) gambaran kemampuan kerja karyawan, (2) gambaran *coaching*, (3) gambaran kinerja karyawan, (4) pengaruh kemampuan kerja terhadap kinerja karyawan, (5) *coacing* terhadap kinerja karyawan, dan (6) pengaruh kemampuan kerja dan *coaching* terhadap kinerja karyawan. Objek yang menjadi unit analisis dalam penelitian ini adalah karyawan PT. Sari Ater Hotel dan Resort Subang. Jenis penelitian yang digunakan adalah deskriptif dan verifikatif. Metode yang digunakan adalah *explanatory survey* dengan jumlah sampel 62 responden diambil dari karyawan yang pernah melakukan *coaching*. Teknik analisis data yang digunakan adalah regresi berganda dengan alat bantu *software* komputer *Statistical Product for Service Solutions* (SPSS) 24.0 *for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa gambaran kemampuan kerja karyawan dalam kategori sangat baik, gambaran *coaching* dalam kategori efektif, gambaran kinerja karyawan dalam kategori sangat tinggi. Pengaruh kemampuan kerja terhadap kinerja karyawan sebesar 55,0% yang berarti pengaruhnya sedang dan pengaruh *coaching* terhadap kinerja karyawan sebesar 60,6% yang berarti pengaruhnya kuat. Berdasarkan hasil penelitian ini, disarankan kemampuan kerja di perusahaan lebih ditingkatkan lagi dalam aspek keterampilan dengan pelatihan yang cukup. Dalam segi *coaching* di perusahaan memperbaiki hubungan komunikasi karyawan dengan atasan. Sehingga diharapkan kemampuan kerja dan *coaching* perlu diperhatikan lebih lanjut oleh perusahaan dalam menunjang peningkatan kinerja karyawan

Kata kunci: Kemampuan Kerja, *Coaching*, Kinerja Karyawan, Hotel

ABSTRACT

Hanani Fauziatunisa (1403936), “**The Effect of Work and Coaching Ability on Employee Performance of PT. Sari Ater Hotel and Resort at Subang** “. This study is conducted under the guidance of Dr. Hj. B Lena Nuryanti S, M.Pd and Masharyono AP, S.Pd, MM

Companies without human resources that are good in strategy and operations will not be able to achieve company goals. Success or failure of company goals is inseparable from how their employees perform. The organization is required to retain its employees to produce good performance and employees so that they dedicate themselves to the organization in the workplace. Employee performance issues are still a serious problem for many companies, both in manufacturing and services. One of the companies that experiences performance problems is PT. Sari Ater Hotel and Resort Subang. The efforts have been made by PT. Sari Ater Hotel and Resort Subang to improve performance; it is by increasing the workability and coaching to its employees. The present study aims to obtain several findings, such as (1) An overview of employee's workability, (2) A description of coaching, (3) An overview of employee performance, (4) The influence of workability on employee performance, (5) Coaching to employee performance, and (6) The influence of workability and coaching on employee performance. The object analysis in the study was employees of PT. Sari Ater Hotel and Resort at Subang. Meanwhile, the type of the study was using descriptive and verification. Then, the method of the study was an explanatory survey and involved 62 respondents that were taken from employees who have experienced coaching. The data analysis technique used is multiple regressions with Statistical Product for Service Solutions (SPSS) 24.0 for Windows computer software tools. The findings indicate that the description of employee's workability is in a very good category, while the description of coaching is in the effective category and the description of employee performance is in a very high category. The influence of workability on employee performance is 55.0%, which means that the influence is in moderate. Meanwhile, the influence of coaching on employee performance is 60.6%, which means that the influence is strong. Based on the results of the study, it is suggested that the workability in the company must be enhanced in terms of skills with adequate training. Coaching in the company helps to improve communication between employee and superiors. Therefore, it is expected that the workability and coaching need to be considered further by the company in supporting the improvement of employee performance.

Keywords: Workability, Coaching, Employee Performance, Hotel

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