

ABSTRACT

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Study Program : Hospitality Business Program

Title : The Role of Work Environment on Employee's Performance

Hospitality was established as an accommodation for tourist who are travelling or doing business. Nowadays, the development in hospitality industry is growing rapidly, especially in Bali Island. Therefore, hospitality in Bali definitely need a lot of workforce for the sake of its operational activities. For that reason, a hotel must provide a convenience place for their employee to work. One of them is by giving a convenience and conducive working environment. The approach of this study was qualitative method and semi structured interview. The subjects are an employee who works in Talent & Culture Department in Sofitel Bali Nusa Dua. The data analyzed using work environment theory and their role on employee performance.

The result of the study has shown that the role of work environment variable influences on employee performance in Sofitel Bali Nusa Dua. The problems in work environment will reduce the performance. The employee performance consists of the punctuality, the initiative, discipline with time and attendance, and cleverness.

Keywords: work environment, employee performance.