

ABSTRACT

In 2015, the President of Indonesia issued Presidential Regulation No.69 / 2015 on visa-free. Thus, based on the Central Bureau of Statistics (BPS) record in 2016, the growth of the number of tourists in Indonesia has increased. West Java Province is the third ranked province with the highest number of visitors per day in the last 2 years. West Java Province became the province with most five-star hotels in December 2014 and 2015. These five-star hotels are mostly located in Bandung City, and the best five-star hotel in Bandung based on the largest tourist sites in the world is Padma Hotel Bandung. Padma Hotel Bandung continues to improve the performance of the company especially from the human resources, although employee turnover rate is high in the period of 2015-2016.

The purpose of this study is to find out how high the employee engagement is and to know how significant the influence of employee engagement on employee performance at Padma Hotel Bandung.

The independent variables in this study are the employee engagements consisting of satisfaction (X1), commitment (X2), and advocacy (X3) (Schiemann (2009: 155) and the dependent variables are the employee performances. This research is a quantitative research. The sampling technique used in this research is non-probability sampling by random sampling method. The respondents consist of 108 employees of Padma Hotel Bandung. The data analysis techniques applied in this study are descriptive analysis technique and path analysis.

The results of this study show that employee engagement variables are considered high with the percentage of 79.16%. Simultaneously, the employee engagement has a significant effect on employee performance, while partially it indicates that only the commitment variable (X2) which has a significant effect on the performance of Padma Hotel Bandung employees with a percentage of 23%.

Keywords: Employee Engagement, Satisfaction, Commitment, Advocacy, and Employee Performance