

CHAPTER V

CONCLUSION AND RECOMMENDATION

5.1 Conclusion

- 1) Based on PLS-SEM results, Training Quality (X1) has a positive and significant effect on Employee Performance (Y). This is supported by a high and significant path coefficient, indicating that improvements in training quality are associated with better employee performance. Among the dimensions of Training Quality, Organizational & Facility Support (X1.2) emerged as the most representative indicator, suggesting that management commitment, adequate training facilities, and organizational support are key aspects in shaping employee's perceptions of training quality.
- 2) Self-Efficacy (X2) also shows a positive and significant effect on Employee Performance (Y), although with a lower level of influence compared to Training Quality. In addition, Strength (X2.2) was identified as the most representative dimension, indicating that the level of confidence employees have in their abilities plays a crucial role in supporting their performance. Employees who possess stronger confidence tend to demonstrate greater persistence and effectiveness in carrying out their responsibilities.
- 3) Regarding the Employee Performance variable (Y), Work Quantity (Y2) was identified as the most representative indicator. This indicates that employee's ability to complete expected workloads within given timeframes, which is crucial in the fast-paced and demand-driven context of hotel operations where multitasking and productivity are essential.
- 4) Overall, Training Quality is the most dominant predictor of Employee Performance compared to Self-Efficacy. This suggests that in the hospitality, structured training systems play a more critical role in shaping employee performance than individual psychological factors, as employee rely heavily on standardized procedures and organizational support to maintain service consistency and operational effectiveness.

5.2 Recommendation

- 1) In the hospitality industry, the findings emphasize that improving Training Quality should be a strategic priority in human resource development. Training programs need to be relevant to job requirements, supported by adequate facilities, and consistently evaluated to ensure effective learning and knowledge transfer. Since Organizational & Facility Support is the most representative dimension, management should strengthen its commitment by providing sufficient resources, learning facilities, and a supportive training environment.
- 2) Organizations are encouraged to strengthen the training transfer process, ensuring that skills and knowledge gained during training are effectively applied in the workplace. This can be achieved through supervisor mentoring, on-the-job coaching, continuous monitoring, and structured post-training evaluation to maximize the impact of training on employee performance.
- 3) Regarding Self-Efficacy, management should focus on building employee's confidence through a supportive work environment, constructive feedback, skill development opportunities, and gradual task assignment. Since Strength was the most representative dimension, organizations should provide opportunities for employees to experience successful task completion, receive recognition, and engage in coaching programs that enhance confidence and persistence in handling work challenges.
- 4) Human resource management is advised to adopt a balanced development strategy that integrates both technical competencies (training quality) and psychological factors (self-efficacy). Considering Work Quantity as the most dominant performance indicator, management should set realistic workload targets, improve scheduling, and provide operational support to maintain productivity and service quality.