

Abstrak

Penelitian ini bertujuan untuk menganalisis kinerja pegawai milenial di hotel bintang empat di Kota Medan dengan dedikasi harmonious sebagai variabel intervening. Generasi milenial, yang kini mendominasi pasar tenaga kerja, memiliki karakteristik unik yang mempengaruhi cara mereka bekerja, berinteraksi, dan berkontribusi dalam organisasi, khususnya di sektor perhotelan. Kinerja pegawai hotel yang optimal sangat penting dalam menjaga kualitas layanan dan kepuasan tamu. Namun, faktor-faktor yang mempengaruhi kinerja pegawai, seperti dedikasi harmonious, belum banyak diteliti, khususnya dalam konteks pegawai milenial di hotel bintang empat.

Metode penelitian yang digunakan adalah pendekatan kuantitatif dengan desain deskriptif. Data dikumpulkan melalui kuesioner yang dibagikan kepada pegawai milenial yang bekerja di hotel bintang empat di Kota Medan. Analisis data dilakukan menggunakan teknik regresi untuk menguji hubungan antara dedikasi harmonious dan kinerja pegawai, serta peran dedikasi harmonious sebagai variabel intervening.

Hasil penelitian menunjukkan bahwa dedikasi harmonious memiliki pengaruh positif yang signifikan terhadap kinerja pegawai milenial. Selain itu, dedikasi harmonious berperan sebagai variabel intervening yang memperkuat hubungan antara faktor-faktor lain yang mempengaruhi kinerja pegawai. Penelitian ini memberikan wawasan tentang pentingnya menciptakan lingkungan kerja yang mendukung dedikasi harmonious untuk meningkatkan kinerja pegawai, khususnya di sektor perhotelan.

Kata kunci: kinerja pegawai, beban emosional, otonomi pekerja, gairah kerja, Inovasi kerja dan dedikasi harmonious.

Abstract

This study aims to analyze the performance of millennial employees in four-star hotels in Medan City with harmonious dedication as an intervening variable. Millennials, who now dominate the labor market, have unique characteristics that affect the way they work, interact, and contribute to organizations, especially in the hospitality sector. Optimal hotel employee performance is essential in maintaining service quality and guest satisfaction. However, the factors that influence employee performance, such as harmonious dedication, have not been widely studied, especially in the context of millennial employees in four-star hotels.

The research method used is a quantitative approach with a descriptive design. Data were collected through questionnaires distributed to millennial employees working in four-star hotels in Medan City. Data analysis was conducted using regression techniques to examine the relationship between harmonious dedication and employee performance, as well as the role of harmonious dedication as an intervening variable.

The results showed that harmonious dedication has a significant positive influence on millennial employee performance. In addition, harmonious dedication acts as an intervening variable that strengthens the relationship between other factors that affect employee performance. This research provides insight into the importance of creating a work environment that supports harmonious dedication to improve employee performance, especially in the workplace.

Keywords employee performance, emotional burden, worker autonomy, work passion, work innovation, harmonious dedication