

ABSTRACT

Galuh Puspitasari, S.Psi

The Effect of Corporate Culture on Employee's Job Performance in CM Hotel (Dr. Yanki Hartijasti, MBA, M.Si.; P. Tommy Y.S. Suyasa, M.Psi, Psi); Post Graduate Programme in Psychology. University of Tarumanagara (page 1 – 104, R1 – R3).

Business competition on hotel industry demand corporate to be able to optimize its employee's job performance. Top employee job performance can be achieved by acknowledge the importance of effective corporate culture which internalized in organization. This research intended to find out the effect of corporate culture on employee job performance in CM Hotel, Jakarta. There are 80 participants taking part on this research. The independent variable of this research is corporate culture, which consist of four dimensions, it is involvement, consistency, adaptability, and mission. The dependent variable is employee job performance, which consisted of five dimension, it is the interpersonal competence, administrative competence, quality, effort, and compliance. To find out how many varians of employee job performance that effected by corporate culture varians, the data analysis using multiple regression, with total score of employee job performance. The culture dimensions are involvement, mission, adaptability, dan consistency, together effect employee job performance varians = 23.8%. Of all the culture dimensions, adaptability culture are the only culture that significantly effect the employee job performance = 21,5%. It shows that adaptability culture significantly have possitive effect on employee job performance. It means that the employee's job performance are effected by the adaptable culture, which means that the adaptable culture enabling the employees to read the external environment, able to find out the new product of service, encourage employee to give service that focused on the customer's needs, and encourage employees to develop their skills and abilities. Based on the result of this research, there were intervention program that were entitled : "Innovative, Creative, and Customer Focus Culture Training"

Keyword : Corporate Culture, Employee Job Performance.