The Effects of Training and Communication: Study on Performance of the Food and Beverage (F&B) Service Employee

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Abstract
Job training and communication are the basis for employees to be able to develop their personalities and be responsible for their positions. This study aims to analyze the effect partially and simultaneously between training and communication on employee performance in the food and beverage department at Padma Resort Legian. This study uses a questionnaire in data collection. The number of samples used were 37 people. Data analysis techniques used were descriptive analysis, validity and reliability tests, classical assumption tests, multiple linear regression analysis, t-test analysis, and f-test analysis. The results of the analysis show the regression equation model $Y = 0.529 + 0.832 X_1 + 0.527 X_2$. This study resulted in three conclusions, namely (a) there is a positive and significant influence between training on employee performance. This is indicated by the significance value for the training variable ($X_1$) of 0.000 <0.05. The calculated $t$ value for the training variable is 6.805 > $t$ table (0.05 : 34) = 1.691; (b) there is a positive and significant influence between communication on employee performance. This is indicated by the significance value for the communication variable ($X_2$) of 0.000 <0.05. The calculated $t$ value for the communication variable ($X_2$) is 6.333 > $t$ table (0.05 : 34) = 1.691; (c) there is a positive and significant influence between training and communication on employee performance. This is indicated by the significance value of 0.000 <0.05 and the calculated $F$ value of 478.308 > $F$ table 3.276.

Keywords: Training, Communication, Employee Performance
INTRODUCTION

Reflection on the condition of runaway tourism in Bali in the pandemic era from the hospitality industry, as well as the strategy of coexistence between Covid-19 and tourism actors, which was constructed from stakeholder awareness with the practice of implementing the CHSE health protocol. Identification of the types of reflective awareness of actors the hospitality industry is important for further use as a basis in determining the right strategy in the framework massification of new touristic lifestyle changes in the industry hospitality in an endemic era. Bali tourism has been going on for one more than a century (Putra & Paturusi, 2017). This means that as a system, it has gone through many dynamics in its implementation. Bali’s tourism sector has shown recovery from the impact of the Covid-19 pandemic.

The condition of tourism in Bali is reflected in the level of passenger visits, both domestic and international, through the airport. Before the pandemic, namely in 2019, the arrival of domestic passengers at the airport reached 4.98 million people and fell sharply to 1.74 million people in 2020. Then it rose again to 1.88 million people in 2021 and 2022 until May was recorded at 1.38 million people. The arrival of domestic tourists (archipelago tourists) reached its peak on May 1, 2022, reaching 18,594 people, higher than the December 2021 daily average of 11,434 people (BPS, 2022). In an effort to restore the tourism sector, the Ministry Tourism and Creative Economy (Kemenparekraf) compiled hygiene, health, safety, and environmentally friendly protocols (cleanliness, health, safety, environment/CHSE) in the tourism and creative economy sector. The CHSE protocol is addressed to all parties, whether managers, owners, associations, employees or tour guides, guests or visitors, community groups, to the government. Where the aim of this program is to provide certainty for a tourist destination in Indonesia that is clean, healthy and safe. Thus the quality of public health protection in the tourism sector can be further improved (nasional.kontan.co.id, 2020). CHSAE certification is an important key for tourism business people to survive during this pandemic.

The development of tourism will have a huge economic impact, both for the government, the private sector, and the community in tourist destinations. In addition, tourism contributes to the dissemination and perpetuation of culture and tales that are essential to a country's identity. Hotel and Villas are counted as one of the tourism businesses because tourists need accommodation when visiting and it is one of the reasons that make their trip memorable. Tourism activities around the world, including in Bali experienced
total paralysis as a result of the Covid-19 Pandemic. The paralysis of tourism activity has had a major impact on tourism and hotel business in Bali. Besides, as a tourist destination, English must also be considered to support the success of communication with foreign tourists. English is an essential aspect of communication. English exists as a global language. Therefore English is widely regarded as a global language (Anggayana, Nitiasih & Budasi, 2016). It is even known as an international language (Asriyani, Suryawati & Anggayana, 2019). It is done to minimize errors in grammar or English grammar aspects, such as the use of tenses in sentences (Lindawati, Asriyani & Anggayana, 2018).

The skills and components of the language contained in them are still general and less relevant to the needs of student (Sudipa, Susanta, & Anggayana, 2020). Grammar is a set of rules contained in certain languages (Lindawati, Asriyani & Anggayana, 2019). It is possible to develop their communicative competence in four language skills, namely listening, speaking, reading, and writing skills (Asriyani, Suryawati & Anggayana, 2019).

The primary energy source in terms of language sounds is the presence of air through the lungs (Anggayana, Suparwa, Dhanawaty, & Budasi, 2021). Languages studied can contribute to the Language Development and another researcher around the world (Anggayana, Suparwa, Dhanawaty, & Budasi, 2020).

Even though Indonesia consists of various dialects, it is not an obstacle (Anggayana, Budasi & Suarnajaya, 2014). Speaking English has become a conversation that is often done by foreign tourists (Anggayana, Budasi, & Kusuma, 2019). In these services, facilities, and service quality spearhead in terms of giving a good impression of service (Anggayana & Sari, 2018). In the cultural tourism industry is included (Redianis, Putra & Anggayana, 2019). Since Balinese people conduct many cultural and religious activities (Budasi, Satyawati, & Anggayana, 2021).

The tourism sector can provide economic, social and cultural benefits for all stakeholders of tourism stakeholders (Osin, Pibriari & Anggayana, 2019). One of the developments in tourism is to open opportunities for the millennial generations to conduct tourism in tourism village synergizing different parties, namely, the community and the Government (Osin, Purwaningsih, & Anggayana, 2021). Observing the growth and development of world tourism which continues to move dynamically and the tendency of tourists to travel in various different patterns is an opportunity as well as a challenge for all destinations (Suarthana, Osin, & Anggayana, 2020). It is not surprising that the tourism industry is an important economic sector, where most people work in the tourism industry.
The progress of a nation is largely determined by the quality of education of its population (Anggayani & Osin, 2018). The tourism sector continues to be encouraged because this sector is a mainstay in generating public income and foreign exchange for the country (Suryawati, & Osin, 2019). The development of tourism industry will affect the increasing income of the community around attractions and the creation of employment opportunities (Osin, Kusuma, & Suryawati, 2019). Many language expressions can be used to greet and offer help to the customers. In using those expressions, choosing the proper expression that suits the situation and the degree of the formality is essential (Anggayana, 2022).

The interests of tourism began to explore the potential of the region and as much as possible to package it into alternative tourism products (Suryawati, Dewi, Osin, & Anggayana, 2022). The existence of the tourism industry today has increased significantly both in quantity and quality, which is able to make an economic contribution to the country’s foreign exchange (Osin, Pibriari & Anggayana, 2020). Produces rules relating to the use and use of language on hospitality students. It uses theories and other disciplines related to the use of language is essential (Anggayana, 2022). Everyday hospitality students on campus attend lectures and practice according to their respective majors. There are still many found that errors in writing. This is very important to study, considering that hospitality students will often communicate with foreign guests, using English (Anggayana & Wartana, 2022). Technology in this era is increasingly growing, advanced and modern. This requires the existence of quality human resources. Qualified humans are expected to be able to participate in the development of a country (Sengkey, Osin, & Anggayana, 2022).

Changes in tourist behavior in this pandemic era are encouraging management of hotels and other accommodation services to reorganize tourism products and facilities to be of higher quality, both in terms of services or tour packages. One of the hotels that is starting to reorganize is Padma Resort Legian which is a five-star hotel in Legian Bali. Padma Resort Legian has a panoramic view of the beach which is an attraction for local and foreign tourists. As well as the goals that are owned, namely to be able to provide the best service and create a memorable experience for consumers who stay or who only visit Padma Resort Legian. To achieve this goal, good employee performance is needed in order to get good results. As one of the hotels located in the tourism area, of course, you have to pay attention to the performance of employees.

Human resources are the most important factor in efforts to achieve organizational success. Meanwhile, according to Sutrisno (2016), human resources are the only resources
that have reason, feelings, desires, skills, knowledge, encouragement, power, and work. In organizations, the main challenge faced at present and in the future is how to prepare qualified, innovative and highly creative human resources. An organization is required to compete, not only in terms of productivity to boost employee morale, but also in its ability to provide good service to the public and other quality services. To achieve the goals of an organization, especially in the field in the hospitality business, the company is required to have human resources capable of improving the quality and skills in managing the organization he leads. According to Kasmir (2016), said performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given in a certain period. Good performance will always reflect a great sense of responsibility in every task given by the hotel, so in this case it is stated that employee performance can encourage the enthusiasm of employees in completing their tasks properly. The important factors that influence employee performance are training and communication with employees.

Training is one of the efforts to improve the quality of human resources in the world of hospitality. According to Widodo (2015), training is a series of individual activities in systematically increasing skills and knowledge so that they are able to have professional performance in their field. Training is a learning process that enables employees to carry out current work according to standards. Training is often considered the most common activity and leaders support training because through training, workers will become more skilled and therefore more productive even if these benefits are taken into account the time consumed while workers are being trained. To overcome competition, hotel management made a breakthrough by providing various kinds of training as an effective way of developing productive and quality human resources. Providing training for employees will lead to increased employee performance, increased employee performance, increased human resources and skills in providing excellent service to consumers. Based on the several cases above, it can be seen that employee performance influences the company’s operational activities.

According to (Sari, 2018: 101) training is all efforts to provide obtaining, improving, and maintaining work skills, output of goods issued, attitudes, and ethics at a certain level of ability and skill, in accordance with the standards and qualifications of positions and jobs. A process to obtain and improve one’s work ability and increase the productivity of an employee. Training is part of the process of increasing the capitalization of human capital which can support organizational goals (Wibowo, A.E., Ratnawati.T., Sardjono.S., 2019).
According to (Khurotin & Afrianty, 2018: 196) training is a short-term cycle that uses a structured and coordinated method in which non-manager employees acquire technical knowledge and skills for specific purposes. The path taken by employees with a relatively short time and an organized schedule to improve or add to the knowledge and skills of employees on predetermined limit. Therefore it is important for companies to always improve the performance of employees. So companies need to always manage their employees to stay motivated, trained, and qualified so as to improve employee performance. One way that can be done to improve employee performance is training. In the service industry itself, training has an important role, namely to consistently provide a high level/quality of service by employees (Hamir, et al, 2018). Through the implementation of proper training, the company is expected to be able to improve employee performance in achieving the expected work results. Furthermore, if management fails to invest in training, it can lead to several problems such as decreased service standards, increased customer complaints and lack of communication (Karatepe et al., 2014). The types of training provided by management to Food and Beverage Service employees at Padma Resort Legian are as follows:

### Table 1
**Type of training**

<table>
<thead>
<tr>
<th>No</th>
<th>Type of training</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Service Excellent</td>
<td>This type of training aims to improve the service of food and beverage service employees</td>
</tr>
<tr>
<td>2.</td>
<td>Japanese Guest Culture</td>
<td>This type of training aims to understand Japanese culture and make it easier for employees to serve them</td>
</tr>
<tr>
<td>3.</td>
<td>Building amazing team with great attitude</td>
<td>This type of training aims to motivate employees to build positive behavior</td>
</tr>
<tr>
<td>4.</td>
<td>TSA (Training Service Asia)</td>
<td>This type of training aims to improve the skills of employees for upselling</td>
</tr>
<tr>
<td>5.</td>
<td>Wine Training</td>
<td>This type of training aims to increase knowledge about wine</td>
</tr>
</tbody>
</table>

Source: Human Resources Department Padma Resort Legian, 2018

Apart from training, what can be done to improve employee performance is to pay attention to communication. Communication is an effort to encourage others to interpret opinions as desired by the person who has that opinion. As revealed by Komala (2009) that communication is a process of exchanging information carried out by two or more people.
who will give each other a deep understanding. According to Djamarah (2014) communication is the process of conveying an idea from one person to another.

Hotel Padma Resort Legian has problems in implementing communication which causes a decrease in employee performance. Besides that, reprimand is a major factor in communication problems. For example in giving orders from superiors to subordinates who do not use good and polite language when giving reprimands. In addition, it can also be seen from the results of guest comments written in Medallia by visitors during their stay at Padma Resort Legian. Many visitors say slow service when serving coffee at breakfast, clearing up dirty dishes is still slow, visitors are waiting for food to arrive too long and food does not match what was ordered.

Performance is adapted from the word performance, which means work ethic or achievements at work. Performance is an achievement made by a person or group of people in terms of quality and volume in carrying out each basic obligation and demonstrating their roles and functions in accordance with benchmarks based on certain categories and parameters that have been determined by management (Robin, 2013: 207). The definition of performance (work achievement) is the result of work that has been carried out on various obligations that have been given to him in terms of the level and volume of productivity (Tindow Mekel, & Sendow, 2014: 1596). Work performance itself includes a comparison between what has been achieved with certain target benchmarks that are directly related to performance (Sitepu, 2015: 189). After finding several definitions of employee performance, it is concluded that employee performance is a form of achievement made by a person or group of people in terms of quality and volume in carrying out each basic obligation and showing their roles and functions in accordance with benchmarks based on certain categories and parameters that have been determined by the management.

This study aims to measure the effect of training and communication on the performance of food and beverage employees with the hope of motivating and improving performance for the maximum realization of the vision and mission of the organization.
Based on the background, the framework for this research can be presented, namely:

\[ \text{Training} (X_1) \rightarrow H_1 \rightarrow \text{Employee performance} (Y) \]

\[ \text{Communication} (X_2) \rightarrow H_2 \rightarrow \text{Employee performance} (Y) \]

The hypothesis in this study can be formulated as follows:
- **H1**: Training has a positive effect on the performance of food and beverage service employees at Padma Resort Legian
- **H2**: Communication has a positive influence on the performance of food and beverage service employees at Padma Resort Legian
- **H3**: Training and communication have a positive influence on the performance of food and beverage service employees at Padma Legian

**METHOD**

The research design uses a quantitative descriptive analysis. To obtain the necessary data, the researchers used several data collection techniques, namely questionnaires and direct interviews with the human resource department, company leaders and employees in the food and beverage service section of Padma Resort Legian. This collection technique is used as a complement when the answers to the questionnaire are unclear. Population according to Sugiyono (2015) is a generalized area consisting of objects or subjects that have certain qualities and characteristics that have been determined by researchers to studied and then conclusions drawn. The population in this study were all employees of the food and beverage service department of Hotel Padma Resort Legian. The samples used in this study were as many as 37 respondents who were taken as a whole. The data sources used are primary data and secondary data.
Data collection techniques used by researchers in this research to support perfection in answering the formulation of the problem under study is a questionnaire, according to Sugiyono (2015) a questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. Questionnaires were handed over to the respondents to be answered freely without any influence from the researcher. The measurement scale used in this study is the Likert scale. The use of a Likert scale is used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena, where alternative answers are provided consisting of five choices. Apart from going through a questionnaire, the next data collection technique is documentation. According to Sugiyono (2017) documentation is a record of events that have been researched. Documents can be in the form of writing, pictures, or monumental works for someone.

<table>
<thead>
<tr>
<th>No</th>
<th>Operational Variables</th>
<th>Indicators</th>
<th>Question Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Training (X1)</td>
<td>1. Training goals &lt;br&gt; 2. Material &lt;br&gt; 3. Method &lt;br&gt; 4. Participant qualifications &lt;br&gt; 5. Instructor qualification</td>
<td>1. Training in accordance with the objectives to be achieved &lt;br&gt; 2. training materials according to the needs of participants &lt;br&gt; 3. The right training method &lt;br&gt; 4. Participants who take part in the training benefit &lt;br&gt; 5. The instructor has good skills</td>
</tr>
</tbody>
</table>

The analysis technique used in this research is test validity is used to measure whether something is valid or not questionnaire. The reliability test is used to measure a questionnaire which is an indicator of a variable or construct. Furthermore, multiple linear regression analysis according to Sugiyono (2016), is a regression that has one dependent variable and two or more independent variables. Finally, using a hypothesis test which is divided into 2, namely the F test and T test, where the F test is used to determine the effect of the independent variables together (simultaneously) on the following variables and the T test is used to partially test each variable.

FINDING AND DISCUSSION

The number of respondents in this study were 37 people and could be grouped according to age, gender, last education and length of work as follows:

1. Characteristics of Respondents by Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-25</td>
<td>12</td>
<td>12.0</td>
<td>12.0</td>
<td>32.4</td>
</tr>
<tr>
<td>26-30</td>
<td>10</td>
<td>10.0</td>
<td>10.0</td>
<td>27.0</td>
</tr>
<tr>
<td>31-35</td>
<td>8</td>
<td>8.0</td>
<td>8.0</td>
<td>21.6</td>
</tr>
<tr>
<td>36-40</td>
<td>7</td>
<td>7.0</td>
<td>7.0</td>
<td>18.9</td>
</tr>
<tr>
<td>Total</td>
<td>37</td>
<td>100.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Data processed from research results

Based on the table above it can be seen that there were 12 respondents aged between 20 to 25 years with a percentage of 32.4%, 10 respondents aged between 26 to 30 years with a percentage of 27%, 8 respondents aged between 31 to 35 years with the percentage is 21.6% and there are 7 respondents aged over 36 years with a percentage of 18.9%. From these data it can be said that the age of the majority of respondents in this study were less than 30 years old. The majority are aged 20-30 years who are classified as productive for work.
2. Characteristics of Respondents by Gender

Table 2
Characteristics of Respondents Based on Gender in Food and Beverage Service Departments

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>12</td>
<td>32.4</td>
<td>32.4</td>
</tr>
<tr>
<td>Male</td>
<td>25</td>
<td>67.6</td>
<td>67.6</td>
</tr>
<tr>
<td>Total</td>
<td>37</td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Source: Data processed from research results

Based on the table above it is known that there were 25 people or 67.6 % of male respondents and 12 people or 32.4 % of female respondents. So the majority of respondents in this study were male. Male employees are the majority because in the department's food and beverage service at Padma Resort Legian there is a heavy work that will be more able to be done by male workers such as Banquet Preparation, Bar Preparation.

3. Characteristics of Respondents by Education

Table 3
Characteristics of Respondents Based on Education in Food and Beverage Service Departments

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior High School</td>
<td>6</td>
<td>16.2</td>
<td>16.2</td>
<td>16.2</td>
</tr>
<tr>
<td>Associate's Degree</td>
<td>23</td>
<td>62.2</td>
<td>62.2</td>
<td>62.2</td>
</tr>
<tr>
<td>Bachelor</td>
<td>8</td>
<td>21.6</td>
<td>21.6</td>
<td>21.6</td>
</tr>
<tr>
<td>Total</td>
<td>37</td>
<td>100.0</td>
<td>100.0</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Source: Data processed from research results

Based on the table above, it can be seen that there are 6 respondents with a percentage of 16.2% with a senior high school education background, 23 respondents with a percentage of 62.2% with a diploma educational background and 8 with a percentage of 21.6% of respondents with a bachelor background. Associate's Degree is the majority because to support the knowledge they have with the application of the work that is his profession.
4. Characteristics of Respondents by Length of working

Table 4
Characteristics of Respondents Based on Length of working in Food and Beverage Service Departments

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid</td>
<td>&lt;1 Years</td>
<td>3</td>
<td>8.1</td>
<td>8.1</td>
</tr>
<tr>
<td></td>
<td>1-2 Years</td>
<td>9</td>
<td>24.3</td>
<td>24.3</td>
</tr>
<tr>
<td></td>
<td>&gt;2 Years</td>
<td>25</td>
<td>67.6</td>
<td>67.6</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>37</td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Based on the table above it can be seen that there are 3 people or 8.1% of respondents with a work period of less than 1 year, 9 people or 24.3% of respondents with a working period of 1 to 2 years and there are 25 people or 67.6% of respondents with the period work more than 2 years. From this data it can be seen that the majority of respondents’ years in this study were more than 2 years.

Validity Test and Reliability Test

Validity test is used to measure whether or not valid or valid a questionnaire. A questionnaire is said to be valid if the question in the questionnaire is able to express something that will be measured by the questionnaire.

The results of the validity test on the training questionnaire (X1) and the Communication Questionnaire (X2) and the employee performance variable (Y) show that the questionnaire is declared valid. This can be seen from the corrected value of correlation items which are more than 0.30. So it can be concluded that all statements have met the requirements of data validity.

Table 5
Reliability Test Results

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Cronbach Alpha</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Training</td>
<td>0.679</td>
<td>Reliable</td>
</tr>
<tr>
<td>2</td>
<td>Communication</td>
<td>0.803</td>
<td>Reliable</td>
</tr>
<tr>
<td>3</td>
<td>Employee performance</td>
<td>0.799</td>
<td>Reliable</td>
</tr>
</tbody>
</table>
Based on Table 5 Cronbach Alpha values in variables training of 0.679, communication of 0.803 and employee performance of 0.799 is greater than 0.60 so it can be concluded that all variables have met the data reliability requirements.

The model used in analyzing variables that affect employee morale is the multiple linear regression analysis model. After analyzing variables using multiple linear regression analysis models, the information obtained is that there is a strong partial relationship between training (X1) and employee performance (Y) of 0.759 if communication (X2) is controlled. In addition, the partial correlation coefficient between communication (X2) and employee performance (Y) of 0.736 shows that there is a strong relationship if training (X1) is controlled (constant). Further information is that there is a very strong relationship simultaneously between training (X1) and Communication (X2) to employee performance (Y) of 0.983. This shows that employee performance in the Department of Food and Beverage Service at Padma Resort Legian will be greater if the management pays attention to training and communication simultaneously than done separately.

The Ftest is used to test the significance of multiple correlation (R) so that it is known whether the simultaneous relationship between training and communication has a significant effect on employee performance in the Department of Food and Beverage Service. The information obtained that the significance value was 0.000 <0.05 and the Fcount value 478.308 > Ftable 3.276. The testing provisions are using a 95% degree of confidence or an error rate of 5% (α = 0.05), the free degree of Peling, K-1 = 3-1 = 2 The degree of denominator n-k = 40-3 = 37 then obtained ftable = 3.2.

According to the calculation results obtained Fcount = 478.308 Compared to the Ftable value = 3.2, it turns out that the Fcount value is greater than the Ftable value, and the Fcount is in the HO rejection area. Therefore, Ho was rejected and Ha was accepted. This means that at the level of α = 5 % simultaneously training (X1), and Communication (X2) has a significant (real) influence on employee performance (Y). So the hypothesis is tested for truth or accepted.

**Effect of Partial Training (X1) on Employee Performance (Y) Food and Beverage Service Department at Padma Resort Legian**

Based on the results of the study obtained the value of tcount = 6.805 compared to the ttable value = 1.6, then it turns out that the t-count value is greater than the t-table and
t-count values are in the Ho rejection area, so Ho is rejected and H1 is accepted. This means that in a state of communication (X2) constant, statistically at the level of trust (α) = 5%, the training (X1) has a positive and significant effect on employee performance (Y). Thus the hypothesis is tested for truth.

This shows that the better training at the Department of Food and Beverage Service at Padma Resort Legian, employee performance is also increasing.

**Effect of Partial Communication (X2) on Employee Performance (Y) on Department Food and Beverage Service**

In the communication variable (X2) the value of tcount = 6.333 Compared to the ttable value = 1.6, it turns out that the t-count value is greater than the t-table and t-count values are in the Ho rejection area, so Ho is rejected and H2 is accepted. This means that in a constant training (X1), statistically at the level of trust (α) = 5%, communication (X2) has a positive and significant effect on employee performance (Y). Thus the hypothesis is tested for truth (Ho is rejected). The results showed that communication had an impact on improvement of Padma Resort Employee Performance. And vice versa the worse communication, the lower the employee performance.

**The Effect of Simultaneous Training (X1) and Communication (X2) on Employee Performance (Y) on the Food and Beverage Department at Padma Resort Legian**

Based on research that has been done, the Fcount value is obtained = 478,308 compared to Ftable value = 3.2, then it turns out that the Fcount value is greater than the Ftable value, and Fcount is in the Ho rejection area. Therefore, Ho was rejected and Ha was accepted. This means that at the level of α = 5% simultaneously Training (X1), and Communication (X2) has a significant (real) influence on employee performance (Y). So the hypothesis is tested for truth or accepted. This proves that the two independent variables, namely training and communication together, contribute to employee performance.

**CONCLUSION**

Based on the results of data analysis and discussion, it can concluded namely:

1. The training has a positive and significant influence on employee performance on the Department of Food and Beverage Service at Padma Resort Legian. This shows that the increase in training will be able to improve employee performance.
2. Communication has a positive and significant influence on employee performance on the Department's Food and Beverage Service at Padma Resort Legian. This shows that better communication will be able to improve employee performance.

3. Simultaneously training and communication have a positive and significant effect on employee performance in the Department of Food and Beverage Service at Padma Resort Legian. This shows the better training and communication, the employee performance will increase.

4. Education and training programs seek to improve the performance and skills of employees and the quality and quantity of service delivery and so on. Hotel sending employee representatives to conduct education and training programs outside the hotel. The Department Head is authorized to select employees who will take part in the education program and training that later the employee will share the knowledge that has been obtained with other employees. These education and training programs are all funded and borne by the parties hotel.

REFERENCES


