

ABSTRACT

Neo+ Awana Hotel is one of the three-star hotel located in the tourist area of Yogyakarta and is located at Jl. Mayjen Sutoyo No. 52. The hotel has been in operation for two years was built to support the Yogyakarta tourism facilities increased. The purpose of this research was to determine how the Neo+ Awana employee relations program to increased employee. This research uses two-factor theory of Frederick Herzberg, that are maintenance theory and motivation theory as a guide to researchers, and using qualitative description method. The data used are the source of primary data and secondary data. Data was obtained through interviews, and direct observation in Neo+ Awana Hotel. Then test the validity of using triangulation. Neo+ Awana Hotel has made various programs employee relations , there are internal communication , training of employees , the awards program , employee motivation achievement program , program of special events, internal communication media , gift giving employees , regular meetings , group chat motivation , staff outing , medical benefits, a health worker , in order to increase the motivation of employees. Most Neo+ Awana Hotel employee motivation is to make money, but the other employees are motivated to work because they love their job as hotelier. But a lot of employees has resign due to complain about the problem of excessive working hours and the absence of appropriate compensation. In addition, the management system is less concerned about the employees. Neo+ Awana Hotel employee relations program can be said has not been effective and have not been entirely successful, because the existing program is not yet able to increase employee motivation. Expected Neo + Awana hotel can be prudent in regulating the management system , especially in well being in order to improve employee motivation in the work .

Keywords: Employee Relations Program, Employee Motivation, Employee Resign