

## ***ABSTRACT***

The purpose of this study is to analyze the degree of employee's involvement in the hospitality industry in which the research objects of this study are employees of D'Best Hotel Bandung.

In this study, the mixed method of sequential explanatory is used. The first stage of this study uses a quantitative method with modified Employee Engagement Survey questionnaire in order to determine the employee assessment on employee engagement at D'Best Hotel Bandung. The next stage was followed by a qualitative study through interviews with the analysis of the phenomenological approach, in order to get more information about the depiction of employee engagement at D'Best Hotel Bandung. This study involves 74 employees as questionnaire respondents and 7 employees as interviewees.

Based on the results of quantitative and qualitative research, the level of employee involvement at D'Best Hotel Bandung showed high results in the categories of workplace and resources, opportunities for growth, communication, personal expression, feedback, teamwork, respect for managers and employees, development of service quality, job stress. Meanwhile, the other two categories, namely compensation and justice showed moderate results.

Keyword: Employee Engagement, Hospitality Industry, Mixed Method