

THE INFLUENCE OF MOTIVATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT KARIBIA BOUTIQUE HOTEL MEDAN

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ABSTRACT

A qualified and skilled employee will help the business achieve its goals more smoothly. Employee performance can be influenced by a variety of factors, including motivation and work environment. The purpose of this study is to determine the influence of motivation and work environment on employee performance at the Karibia Boutique Hotel, Medan. Performance is determined by the quality of work that an employee can accomplish while carrying out assigned duties and responsibilities. Various factors influence an employee's performance; two important factors to consider are the work environment and motivation. This research is using quantitative research design and IBM SPSS V.25 application. The writer used descriptive and causal research. The sampling technique used is census sampling method. The population will be all of the employees of Karibia Boutique Hotel, Medan which is 76 employees. Based on the result of hypothesis test, motivation and work environment have influence on employee performance at Karibia Boutique Hotel, Medan, either partially or simultaneously. Moreover, motivation and work environment have 66% influence on employee performance. This research also passed the validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, multiple linear regression test which the equation is $y = 8.504 + 0.372X_1 + 0.455X_2$. In this research, writer recommended the hotel to focus on motivation, work environment and employee performance in order to motivate employees to work comfortably and hotels are advised to hold regular training sessions that benefit both the hotel and the employees.

Keywords: motivation, work environment, employee performance, karibia boutique hotel

INTRODUCTION

Nowadays, business plays an important role in a country's economic growth, and there are many methods that can be used to make the business survive and maintain the business industry by maintaining business competition. Every company has its own method of maintaining their organization or business operation. The most important factor is the employee's performance, which is one of the most important determinants of a company's success, because they need to find someone that can help them achieve the company's goals based on their vision and mission also they wishes to have employees who are loyal to them and perform well at work.

Human resources are critical to the success of any organization in today society, especially in service companies such as the hospitality industry. Due to the intensity of serving customers, hotel places a high value on human resources. The hotel relies heavily on human resources because of its intensity in serving

customers. Every employee in every department, starting from the front office to housekeeping, food and beverage, room service and many more, are dealing and communicates with customers will be delighted if the service meets or exceeds their expectations. Therefore, the better the employee's performance will have a positive impact on the company. In other words, the organization's strength is determined by the people who support it from upper, middle and lower management levels.

Employees in an organization are the human resources referred to in this case, will undoubtedly try to work with the abilities they have in order to achieve the desired performance of the organization. A sense of security and comfort in the workplace can encourage employees to be more dedicated to completing work and will help employees achieve their best performance.

According to Donohoe (2019), employee performance includes several factors such as work quality, quantity, and effectiveness, as

well as workplace behaviors. It is an important aspect in all types of business industries because a qualified employee means a good working performance for the business owner or company. This is very helpful for the company to achieve its goals based on the company's vision and mission, and vice versa, so if the company doesn't have good employee performance, it will be difficult for the company to move forward and develop to achieve these goals.

Hospitality is the relationship between guests and hosts, this includes reception and entertainment for both foreigners and local visitors. Hospitality is an industry that is directly related to hospitality activities in serving guests. Hospitality is also a complex knowledge and art in the service business, namely services that are respectful and full of humanity according to the needs of the human soul who want to be respected and appreciated as a human being who has reason and mind.

According to Fahmi (2016), motivation is a set of behaviours that provide a basis for someone to act in specific goal directed way. According to Hasibuan (2017) research, motivation arises from a sense of need for themselves and the encouragement of individual desires aimed at obtaining satisfaction. The motivational process begins with need recognition. One of the reasons for the process's complexity is that each employee has different needs, which means that each employee's work motivation is also different. The higher the work motivation of employees will affect employee performance.

According to Mankunegara (2017), work environment is the overall tools and materials encountered, the surrounding environment in which a person works, his work methods and work arrangements both as individuals and groups. According to Arianty (2016), performance is generally defined as a person's success in carrying out a job. According to Donohoe (2019), employee performance refers to how employee behave in the workplace and how well they perform in the tasks assigned to them by the company. Generally, the company will assign a target to each of its employees in order to motivate them to work harder in order to meet the company's objectives.

This research is done at Karibia Boutique Hotel is a four-star hotel located in the city center,

which it located on Jl. Timor Blok J No. 1 - IV, Medan, North Sumatra and started operating in 2012. Karibia Boutique Hotel it consists of 7 floors, which it has a minimalist and modern concept and has facilities, such as meeting rooms, grand balls, Karibia spa and seven class of rooms, such as superior rooms, deluxe rooms, executive rooms, business suite rooms, grand suite rooms, junior suite rooms and Karibia suite rooms.

The following are the online reviews retrieved from online platforms:

744twa wrote a review Dec 2020
Aceh, Indonesia • 143 contributions • 26 helpful votes



●●●○○○

Plastic piece in my food

"staying in karibia, this is uncouncted times i have been here, today during breakfast i found plastic piece in my food, i was very dissapointed, i call the waiter and tell him, he reply calmly "ok" then leave me in hurry.
i told him to inform the chef but there is no action towards

quite bad morning in the first start of 2021"

[Read less](#)

FennyWijaya wrote a review Jan 2020
Medan, Indonesia • 75 contributions • 57 helpful votes

●●●○○○

The Spa Therapist is not professional

"I wonder why the regulation for therapist in Karibia spa is they can bring MOBILE PHONE along with them while working. After 10 minutes massage, I felt that why the therapist is using 1 hand instead of 2 hands, I guess she is texting people in mobile and it is true after her mobile is ringing all the time. I thought she is aware of how annoying it is (she should off the mobile phone) but she is not. Then she excused to pick up the phone after she did it for several times (she should excused start from beginning) and it is continue for an hour. She said it's her daughter. I am confused why A VERY NICE PLACE like this become poor because of the 3 years working therapist."

[Read less](#)

Date of stay: January 2020

●●●○○○ Location ●●●○○○ Service
●●●○○○ Sleep Quality

Yee Yvon L wrote a review May 2018
4 contributions

●●●○○○

Overrated

"Seeing you with luggages, the doorman didn't even help to open the door for us, but merely stood there watching us struggling to open the door. Took way too long for them to clean the table in the breakfast lounge, was searching for a seat for breakfast but none of the tables was cleaned. Got the kettles changed 2 times to get a functioning one, why won't you make sure it's functioning first before changing for us? Personal view: overrated as a 4star hotel. I've been in 3star hotel which the services are wayyyyyyyyy better.
The only advantage is that Karibia is near to Centre Point mall and surrounded by restaurants and night life, and that's it. Large room of improvement to call yourself a 4star hotel."

[Read less](#)

Date of stay: May 2018

Trip type: Traveled on business

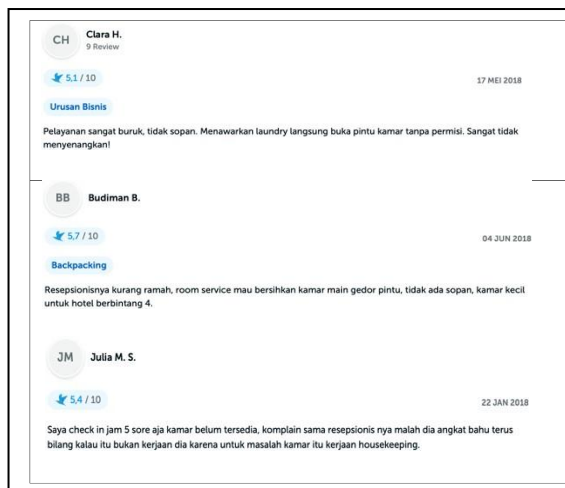


Figure 1. 1 Online Reviews (TripAdvisor 2018-2020; Traveloka 2018)

Source: TripAdvisor (2021) ; Traveloka (2021)

Karibia Boutique Hotel has received many positive feedbacks (from TripAdvisor and Traveloka) such as an excellent place to stay, a good place for sleep, and many more. This implies that the company has been operating effectively, meeting the needs and desires of its consumers. Unfortunately, despite the excellent

reviews, Karibia Boutique Hotel falls short in a few areas. Some guests have expressed their discontent through internet channels, stating that Karibia Boutique Hotel's employee performance needs to be improved. For instance, some customers have complained that the hotel service is not friendly at all. Furthermore, another feedback issue was that the housekeeping and spa therapist did not assist with a guest's report and continued to play on their phone while working, which left the customers feeling quite disappointed. According to the feedback provided by guests, employee performance is an issue at Karibia Boutique Hotel. Therefore, it indicates the problem that Karibia Boutique Hotel is experiencing with the most important aspect of running a hotel business is the ability to maintain a high level of employee performance.

The following tables show the employee tardiness data for year 2019 and 2020 that can also reflect how well the employees have been performing through internal assessment:

Table 1. 1 Employee Tardiness in 2019 (Number of Employee)

DEPARTMENT	Cm	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
DO	0	0	0	0	0	0	0	0	0	0	0	0
HR	0	0	0	0	0	0	0	0	0	0	1	0
Sales	3	4	5	6	8	1	1	0	0	3	7	2
Finance	0	2	4	0	5	2	5	2	2	11	6	5
Engineering	0	0	1	0	2	0	0	1	2	0	1	0
Housekeeping	0	1	1	0	2	4	0	1	0	1	0	2
FB Service	0	0	0	1	2	2	1	0	0	1	0	1
FB Product	0	0	0	0	2	1	0	1	0	1	1	1
Steward	0	0	0	0	0	0	0	0	0	0	0	0
Front Office	0	0	1	6	0	10	4	1	6	6	3	0
Security	0	0	1	1	0	0	0	0	0	0	0	1
IT	0	0	0	0	0	0	0	0	0	0	0	0
FBP GVM	0	0	0	4	4	0	0	5	3	1	0	0
FBS GVM	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	7	13	18	25	20	11	11	13	24	19	12

Source: Prepared by the Writer (Karibia Boutique Hotel, 2021)

Table 1. 2 Employee Tardiness in 2020 (Number of Employee)

DEPARTMENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
DO	0	0	0	0	0	0	0	0	0	0	0	0
HR	0	0	0	0	0	0	0	0	0	0	0	0
Sales	0	4	1	0	0	0	0	0	0	0	8	0
Finance	4	4	0	0	0	0	0	0	4	0	6	0
Engineering	1	1	2	0	0	0	0	0	0	0	0	0
Housekeeping	0	1	1	0	0	0	0	0	0	0	0	0
FB Service	2	0	0	0	0	0	0	0	0	0	2	0
FB Product	5	3	2	0	0	0	0	0	2	0	2	0
Steward	0	0	0	0	0	0	0	0	0	0	0	0
Front Office	2	1	0	0	0	0	0	0	0	0	0	0
Security	0	0	0	0	0	0	0	0	0	0	0	0
IT	0	0	0	0	0	0	0	0	0	0	0	0
FBP GVM	0	0	2	0	0	0	0	0	0	0	0	0
FBS GVM	0	0	2	0	0	0	0	0	0	0	0	0
Total	14	14	10	0	0	0	0	0	6	0	18	0

Source: Prepared by the Writer (Karibia Boutique Hotel, 2021)

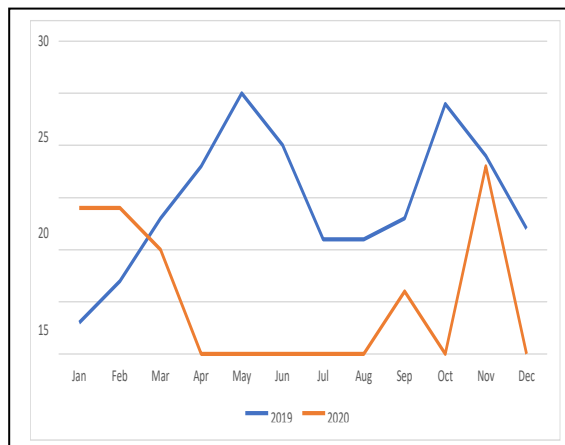


Figure 1. 2 Employee Tardiness (2019-2020)
Source: Prepared by the Writer (2021)

From the data above, it can be seen that employee tardiness in 2019 and 2020 have getting better. In 2019, there were 176 employees who experienced late. Meanwhile, in 2020, there were only 62 employees who experienced late. However, based on monthly data, there were always employees who were late in 2019, especially in certain months such as May, June and October. Meanwhile, the number of late employees is expected to decrease by 2020. That's because the corona virus spread in Indonesia in 2020, causing the hotel business to suffer a little loss, and hotel staff are required to be always standby to serve customers at all times. The hotel management then employed stricter work shifts and monetary punishment for those proven not being discipline including on attendance.

In April 2020, the Karibia Boutique Hotel's working system underwent a slight change. The hotel was closed in April due to Covid-19's early entry into Indonesia and reopened in early May after arranging for employees who are actively working to be paid 50% of their basic salary, in which no more than 50% of those who come to work are paid, but for some department such as housekeeping, front office and security department work shifts continue to run three shifts as usual. Moreover, the hotel eliminated extra off and split shifts. On the other hand, employees who are constantly disciplined in their attendance will be awarded with prizes in the form of best attendance criteria. The best attendance criteria is one of the criteria in the selection of the best employees which is held every three months and annually. There is

also an allowance of Rp. 500.000,- as well as certificates of appreciation and awards will be given at the General Staff Meeting.

The hotel continues to value their employees as 50% of the company's assets. For a period of six months, which in August – December 2020, management provides food assistance, they pay attention to the health and well-being of employees at work by providing healthy beverages such as hot ginger and bear brand milk, along with multivitamins and some sports activities. Everything is done to ensure that employees maintain their stamina and confidence while performing their assigned duties.

The reason the writer chose to research at the Karibia Boutique Hotel, Medan was because the writer wanted to know the problems and constraints that the Karibia Boutique Hotel, Medan had, which made some guests complain about the unsatisfactory service provided. Therefore, the writer interested in knowing more about the performance of the employees at the Karibia Boutique Hotel, Medan. This is very important, because the quality of service is one of the important keys that must be owned by every hotel industry to maintain guest loyalty, by knowing more about the performance of employees at the Karibia Boutique Hotel, Medan can benefit the hotel to improve the quality of their performance.

Based on the background of study above, the writer would like to conduct a research with a title "The Influence of Motivation and Work Environment on Employee Performance at Karibia Boutique Hotel, Medan".

4.1. Discussion

Based on the questionnaire distribution analysis results, which involved 76 respondents and was conducted using census sampling and the SPSS 25 application, it can be concluded that variable X (Motivation and Work Environment) does indeed have a significant influence on variable Y. (Employee Performance).

The questionnaire representing each variable was thoroughly tested and found to be valid and reliable after being distributed to 30 separate respondents at the Cambridge Hotel before the main research being conducted at the

KaribiaBoutique Hotel, Medan.

The following are the results and analysis of the research, are as follow:

- a. The validity test demonstrates that all questionnaire statements regarding variables X (Motivation and Work Environment) and Y (Employee Performance) are valid. Each statement indicates that the r-count value is higher than the r-table, which is 0.355.
- b. The reliability test demonstrates that all questionnaire statements regarding variables X (Motivation and Work Environment) and Y (Employee Performance) are reliable. The value of Cronbach's Alpha is 0.926 for Motivation, 0.927 for Work Environment, and 0.911 for Employee Performance, and all of them are greater than 0.6.
- c. According to the descriptive analysis, the majority of respondents agree with the questionnaire statement regarding motivation, work environment, and employee performance at Karibia Boutique Hotel, Medan.
- d. To determine the normality test in this research, the writer uses the one- sample Kolmogorov-Smirnov test. It demonstrates that the value of Asymp. Sig. (2tailed) is 0.058, which is higher than 0.05, indicating that the data is normally distributed.
- e. As determined by the multicollinearity test, the tolerance value is 0.323, which is higher than 0.10. The VIF value is 3.093, which is less than 10. Therefore, multicollinearity does not exist.
- f. Through using heteroscedasticity test, the writer uses the Glejser Test, which has a significant value of 0.354 for motivation and 0.785 for work environment, which are both higher than 0.05. Therefore, heteroscedasticity does not exist. Furthermore, the graphic analysis reveals that the points do not form a particular pattern and instead cluster around the 0 on the Y axis. Besides that, it is demonstrated through a graphic analysis that heteroscedasticity does not exist.
- g. The test equation for multiple linear regression is $y = 8.504 + 0.372 X_1 + 0.455 X_2$. Since the constant is 8.504, if both motivation and work environment are zero, the employee performance variable (Y) will

- be 8.504. Motivation has a regression coefficient of 0.372, which means that if motivation is increased by one, employee performance will increase by 0.372. Similarly to motivation, the regression coefficient for work environment is 0.455, indicating that if the work environment is increased by one, the employee performance variable will also increase by 0.455.
- h. The coefficient of determination (R^2) is 0.66, indicating that motivation and work environment have a 66% influence on employee performance at Karibia Boutique Hotel, Medan. Meanwhile, 34% are influenced by other factors.
- i. According to the T-test, motivation has a score of 3.090, while the T-table value is 1.992997126, indicating that $3.090 > 1.992997126$, with a significance level of $0.003 < 0.05$, indicating that H_{a1} is accepted while H_{01} is rejected. As a result, motivation has a partial influence on employee performance at the Karibia Boutique Hotel, Medan. Regarding work motivation, the T-test score is 4.090 and the T-table value is 1.992997126, indicating that $4.090 > 1.992997126$, with a significance level of $.000 < 0.05$. This indicates that H_{a2} is accepted while H_{02} is rejected. As a result, it is possible to conclude that the work environment has a partial impact on employee performance at the Karibia Boutique Hotel, Medan.
- j. According to the F-test, the score is 72.788, while the F-table value is 3.12210293, indicating that $72.788 > 3.12210293$, with a significance level is $0.000 < 0.05$. This indicates that H_{a3} is being accepted and H_{03} is being rejected. As a result, it can be concluded that employee motivation and work environment both have an influence on employee performance at the Karibia Boutique Hotel, Medan.

From Cendy Bill Clinton and Paryoto (2016) in “*Pengaruh Motivasi dan Lingkungan Kerja terhadap Kinerja Karyawan Park Hotel Jakarta*” research shown that both of the variable have effected in low category, while others research is not effected in a low category. Corry Yohana (2017) in “*Pengaruh Motivasi dan Lingkungan Kerja terhadap Kinerja Karyawan dengan Kepuasan Kerja*

sebagai Variabel Mediasi pada PT BNI Life Insurance” research shown that motivation has the positive and significant effect on employee performance. Meanwhile, Hendri Sembiring (2020) in “*Pengaruh Motivasi dan Lingkungan Kerja terhadap Kinerja Karyawan pada Bank Sinarmas Medan*” and Nurmin Arianto & Hadi Kurniawan (2021) in “*Pengaruh Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan*” research shown that both motivation and work environment has influence on employee performance.

CONCLUSION

The following are conclusions can be drawn from the data analysis and discussion:

- The first research question asked about the motivation for employee, which the majority of respondent are agree about the motivation at Karibia Boutique Hotel, Medan. Based on the results mean of variable is considered very good.
- The second research question asked about the work environment for employee, which the majority of respondent are strongly agree about the work environment at Karibia Boutique Hotel, Medan. Based on the results mean of variable is considered very good.
- The third research question asked about the employee performance, which the majority of respondent are agree about their performance are quite good at Karibia Boutique Hotel, Medan. Based on the results mean of variable is considered very good.
- The fourth research question asked about whether motivation have partial influence on employee performance at Karibia Boutique Hotel, Medan. In this research, the result research shows that motivation have a partial influence on employee performance. Since the hypothesis of T-test shows that T-count higher than T-table, which it shows Ha1 is accepted while H01 is rejected.
- The fifth research question asked about whether work environment have partial influence on employee performance at Karibia Boutique Hotel, Medan. In this research, the result research shows that work motivation have a partial influence on employee performance. Since the hypothesis of T-test shows that T-count higher than T-table, which it shows Ha2 is accepted while

H02 is rejected

- The sixth research question asked about whether motivation and work environment have simultaneous influence on employee performance at Karibia Boutique Hotel, Medan. In this research, the result research shows that motivation and work environment have simultaneous influence in on employee performance. Since the hypothesis of F-test shows that F-test higher than F-count, which it shows Ha3 is accepted while H03 is rejected.

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