

THE EFFECT OF COMPENSATION, MOTIVATION, WORK DISCIPLINE AND WORK ENVIRONMENT ON HOUSEKEEPING STAFF PERFORMANCE AT LV 8 RESORT HOTEL

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ABSTRACT

This study aims to determine the effect of compensation, motivation, work discipline, and work environment on the performance of housekeeping employees at LV 8 Resort Hotel Bali. Human resources is one of the factor that determining in the hotel operational. The effectiveness of human resource department in an organization can be assessed by employees' performance. Data collected were analyzed by regression analysis. The sample were housekeeping employees of LV 8 Resort Hotel Bali. The number of sample were 45 people taken by census technique. The findings suggest that compensation, motivation, work discipline, work environment have partial positive and significant effect on employee performance. Furthermore, compensation, motivation, work discipline, and work environment simultaneously have positive and significant effect on employee performance. Model equation is $Y = 3.098 + 0.124 X1 + 0.158 X2 + 0.141 X3 + 0.285 X4$. The model has an accuracy of 89.8%. The study supports previous findings by Febriani, Indrawati, 2013; Muogbo, Uju S. 2013; Shahzadi et.al, 2014, that compensation, motivation, work discipline, and work environment have positive, partial and simultaneously significant effect on employee performance.

Keywords: Compensation, Motivation, Work Discipline, Work Environment, Employee Performance

INTRODUCTION

Hotels are part of tourism industry. According to Sulastiyono (2011: 5), a hotel is a company that is managed by the owner in providing food, drink and room facilities for sleeping to people who travel and are able to pay a reasonable amount in accordance with the services received without any special agreement.

Human resources is one of the determining factors in hotel operations whom provide services to the guests. Human resources can be assessed by their performance. Performance is the result or overall level of success of a person during a certain period in carrying out the task compared to various standards, such as work standards, targets or criteria that have been determined in advance that have been mutually agreed.

One of the Hotels in Bali is LV 8 Resort Hotel, located on the beachfront of Canggu Bali Berawa. LV 8 Resort Hotel has accommodation, restaurant and recreation facilities. Human Resources play an important role in improving service quality at LV 8 Resort Hotel especially in the housekeeping department which has 45 employees.

The driving factors to increase employee performance are compensation, such as satisfying the needs, external need (meeting primary needs, food, clothing, houses and environment), internal needs (employee desires to put themselves in specific career positions). LV 8 Resort Hotel provides compensation for the employees. The compensation given by the hotel to employees are salaries, holiday allowances, health insurance and bonuses.

Another supporting factor is motivation which is the driving force within a person. The driving force from outside of the person must be brought by the leader and for the

influencer coming from outside of the person, the leader must choose various tools that are suitable for that person.

Work motivation does not only come from within the person, but requires a combination of personal, supervisor, and work environment. At LV 8 Resort Hotel, a form of motivation carried out by management are briefings before work hours, evaluating employee work and appreciating achievements, employee gathering.

Work discipline is also a supporting factor for employee performance in a company. In an organization or company, work discipline is important to run the organization. Work discipline shows that employees are obedient and obey company regulations to achieve common goals.

The company always tries to improve employee work discipline as much as possible within the limits of the company's capabilities. If the company neglects to pay attention then the performance will decrease. One indicator that can be used to look at employee work discipline is the level of attendance.

The attendance rate of housekeeping employees at LV 8 Resort Hotel in 2016 was 4%, while in 2017 there was an increase in absenteeism to 5%. So it can be concluded that there has been an increase in the attendance rate of housekeeping employees from 2016 to 2017.

Another factor that also influences employee performance is the work environment. According to Sedarmayanti (2009: 21) The work environment is all the tools and materials that are faced, the environment around where the worker works, his work methods, and work arrangements whether he does it individually or in groups. The work environment in a company is very important to be considered by management.

The company must provide an adequate working environment such as a comfortable office layout, clean environment, good air exchange, color, adequate lighting, employee work atmosphere, employee welfare, relationships among employees.

The purpose of this study was to determine the effect of the compensation, motivation, work discipline and work environment on housekeeping staff performance at LV 8 Resort Hotel.

METHODS

This research was conducted on Housekeeping employees at LV 8 Resort Hotel Canggu which addressed at Jl. Discovery No. 8, Canggu, 80361, Indonesia, Telephone (0361) 8948888. Fax (0361) 894 8989. Web: info@LV 8bali.com. The object of this research is compensation, motivation, work discipline, work environment and employee performance in Housekeeping at LV 8 Resort Hotel. In this study, all employees in the housekeeping section were used as research respondents. Data collection techniques used in this study were interviews, questionnaires. The data analysis technique used in this study is multiple regression analysis.

FINDINGS AND DISCUSSION

Based on the questionnaire collected, data were obtained about the gender, age, education and tenure. The characteristics of respondents based on gender can be seen that there is 64% of respondents were male and 36% were female. The characteristics of respondents based on age can be seen that most respondents age between 30 - 35 years (35.6%), while the lowest age group is under 25 years old (17.8%). Based on education can be seen that the level of graduate respondents is dominated by diploma by 40%, then undergraduate by 13%. The characteristics of respondents based on tenure, the most respondents are employees who have worked between 5 years and 10 years (55%), and the lowest are those who have worked more than 10 years (21%).

Table 1. Results of Regression Analysis

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.098	1.018		3.042	.004
	Compensation	.124	.084	.195	2.069	.046
	Motivation	.158	.062	.268	2.545	.015
	Work Discipline	.141	.128	.220	2.229	.033
	Work Environment	.285	.063	.551	4.535	.000

From Table 1 can be arranged in the form of a regression equation: $Y = 3.098 + 0.124 X_1 + 0.158 X_2 + 0.141 X_3 + 0.285 X_4$. The constant (a) = 3.098 shows the staff performance of housekeeping staff if there is no influence of Compensation (X1), Motivation (X2), Work Discipline (X3), Work Environment (X4) or if the independent variable affecting the value is considered zero. The value of the regression coefficient of the compensation variable (X1) indicates a positive influence of 0.124 on employee performance. Positive regression coefficients indicate a direct effect, meaning that if compensation is increased then employee performance will increase. Also the value of the Motivation variable (X2) indicates a positive influence of 0.158 on employee performance. The positive regression coefficient shows a direct effect, meaning that the higher the level of motivation of housekeeping staff in LV 8 Resort Hotel leads to higher employee performance.

Work Discipline variable (X3) also shows a positive influence of 0.141 on employee performance. Positive regression coefficients indicate a direct effect, meaning that the higher the level of work discipline of housekeeping staff in LV 8 Resort Hotel will lead to the higher housekeeping staff performance. The value of work environment variable (X4) shows a positive influence of 0.285 on housekeeping staff performance. This also indicates a direct effect, meaning that the higher the level of work environment in the organization will lead to higher housekeeping performance.

Table 2. Results of Correlation Values

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.952 ^a	.907	.898	.91993

Based on Table 2 it can be seen that the correlation value (r) of 0.952 shows that the relationship of compensation, motivation, work discipline and work environment on housekeeping staff performance at LV 8 Resort Hotel (Y) is have a strong relationship. The coefficient of determination (R²) to find out how much the contribution of compensation, motivation, work discipline and work environment on housekeeping staff performance. Based on Table 2, the results of the adjusted value R² = 0.898. This shows that compensation, motivation, work discipline and work environment contribute 89.8% to housekeeping staff performance while the remaining 10.2% is contributed by other variable which was not observed in this study.

Based on the results of calculations in Table 1, the results obtained from the analysis of hypothesis 1 test are whether there is a significant effect of compensation on housekeeping staff performance, it can be seen that the significance level of 0.004 is lesser than the level of $\alpha = 5\%$ means that the compensation variable gives an effect that is significant to the housekeeping staff performance. Based on the results of hypothesis 2 testing, is there a significant effect of motivation variables on housekeeping staff performance, it can be seen that the significance level of 0.046 is lesser than the level of $\alpha = 5\%$ means that the motivation variable has significant effect on the housekeeping staff performance in LV 8 Resort Hotel.

Based on the results of hypothesis 3 testing, which is whether there is a significant effect of the work discipline variable on the housekeeping staff performance, it can be seen that the significance level of 0.033 is lesser than the level of $\alpha = 5\%$ which means that the work discipline variable gives an insignificant influence on housekeeping staff performance. Based on the results of hypothesis 4 testing, is there a significant effect of variable work environment on housekeeping staff performance, it can be seen that the significance level of 0.000 is lesser than the level of $\alpha = 5\%$ means that the work environment variable has a significant influence on the housekeeping staff performance variable at LV 8 Resort Hotel.

Table 3. Results of F_{Test} ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	330.149	4	82.537	97.529	.000 ^b
Residual	33.851	40	.846		
Total	364.000	44			

Based on the results of hypothesis 5 testing, is there a significant effect of compensation, motivation, work discipline and work environment on housekeeping staff performance at LV 8 Resort Hotel can be explained that the value of $F_{count} : 97.529$ is greater than the value of $F_{table} 2.61$, it can be concluded that Compensation, Motivation, Work Discipline, and Work Environment simultaneously have a positive and significant effect on Employee Performance.

Partially Compensation has a positive and significant effect on the Performance of Houskeeping Employees at the LV 8 Resort Hotel Canggu. Compensation is important because compensation reflects the company's efforts to maintain and improve the welfare of its employees. In addition, compensation is also useful in increasing employee productivity. In other words, giving compensation also smooths the company's goals because compensation affects employee performance.

Partially, Motivation has a positive effect on the Performance of Employees of Houskeeping LV 8 Resort Hotel Canggu. Motivation is also an important factor to improve employee performance. The realization of maximum performance requires an encouragement to bring up the will and enthusiasm of work. Motivation serves to stimulate the ability of employees to work, it creates maximum performance results.

Partially Work Discipline has a positive and significant effect on the Performance of Employees Houskeeping LV 8 Resort Hotel Canggu, when the level of work discipline is high, it is expected that employees will work better so the employee productivity increases. In addition, good work discipline will improve employee work efficiency.

Partially, the Work Environment has a positive and significant effect on the Performance of Employees of Houskeeping LV 8 Resort Hotel Canggu. It is appropriate for the company to provide a comfortable and conducive work environment in order to be able to lure employees to work more productively. Providing a comfortable work environment will be able to provide satisfaction to employees on the work and give a deep impression that will ultimately improve employee performance.

CONCLUSION

Compensation, Motivation, Work Discipline, and Work Environment have a positive and significant effect simultaneously on the Houskeeping Employee Performance of LV 8 Resort Hotel. Employee Performance is the result of an employee's work while he is working in carrying out the main duties of his position which can be used as a basis for whether the employee can be said to have good work performance or vice versa. In doing work, employees will be influenced by several factors such as compensation, motivation, work discipline and work environment. Companies must find ways to improve the performance of their employees. The compensation factor influences employees in carrying out their work because with compensation provided by the

company the employee will feel that his work has not been in vain and provide satisfaction with the work done. Motivation for employees will provide encouragement to work more active. To maintain employee orderlines and obedience, the company can apply several work rules because with high discipline, employee performance will be more optimal. A comfortable work environment is needed to support optimal employee performance. The work environment can be in the form of room lighting, environmental cleanliness, relationships between friends and so forth. Future studies of employee performance or work performance are expected to include other variables other than the variables used in this study such as leadership, organization culture and involving all of department employee of the LV 8 Resort Hotel.

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