

Analysis Of Factors Affecting Employee Performance At Cavinton Hotel Yogyakarta

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KEYWORDS

DisiplinKerja,Komunikasi
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ABSTRACT

This research is motivated by a phenomenon that shows that employee performance is less than optimal at the Cavinton Hotel Yogyakarta. The aim of this research is to determine the influence of work discipline, work communication and work environment on the performance of Cavinton Hotel Yogyakarta employees. This research is a quantitative descriptive study with a sample size of 30 respondents, while the sampling technique uses the random sampling method. In this research the independent variables consist of work discipline, work communication and work environment, while the dependent variable is employee performance. Instrument testing uses validity tests and reliability tests. Meanwhile, the data analysis method uses multiple linear regression analysis with the t test and F test.

INTRODUCTION

T A company or hotel must pay attention to factors that are important in achieving its goals. The most important factor is human resources (HR). Every employee is expected to have a high passion for work so that employees can achieve maximum company productivity and fulfill what the company wants. When working, a company always pays attention to the performance of its employees. Performance is the result or output of a process (Nurlaila, 2010:71).

At Cavinton Hotel Yogyakarta, in their daily work, employees follow the work system that has been implemented by the company or follow standard operating procedures. The work system has been directed by each department head in managing his own department. In achieving its goals, Cavinton Hotel Yogyakarta directs every employee to always be active in their work and always follow the rules at the hotel. Each employee's work results are very different due to the current differences in age and education. These are the reasons why hotel management always monitors its employees to meet hotel targets set by the center. All duties and responsibilities have been regulated in each employee's job description and the hotel has also given employees rights at work. Employees have been given appropriate rights by the hotel and as employees have also been given the responsibility as employees to work according to Cavinton Hotel Yogyakarta procedures. Some employees do have different work results due to several things that become clear, namely age and education, which makes the performance results of each employee different. In order to improve good performance results, Cavinton Hotel Yogyakarta often provides training to provide knowledge to each employee.

According to Harsuko (2011: 17), performance is the extent to which a person has played a role in implementing the organization's strategy, either in achieving specific targets related to the individual's role or by demonstrating competencies that are stated to be relevant for the organization. Performance is a multi-dimensional concept covering three aspects, namely attitude, ability and achievement.

Employee performance is influenced by several factors, according to Fajar (2009:31), it is influenced by communication, according to Hasibuan (2012:193), it is influenced by work discipline, while according to Merdiana (2005:1), it is influenced by the work environment.

Departing from this, this research aims to find out "How do these performance factors influence employee performance at Cavinton Hotel Yogyakarta?"

METHOD

The method used in this research is quantitative, because to test theories, test hypotheses, statistical testing tools are used using statistical data processing, starting from data collection, data interpretation and data presentation which is done in the form and model of numbers based on the results of statistical data processing. Quantitative research is generalizing conclusions obtained from samples taken from the population. Researchers will take samples from the population of employees and then test hypotheses on these samples. The data collection method in this research is through observation, questionnaires and interviews. The validity of data in quantitative research is carried out by testing validity and reliability. The analysis technique used is linear regression testing and hypothesis testing via the t test (t-test) and f test (f-test).

RESULTS AND DISCUSSION

T Overview of Research Locations

Cavinton hotel is located on Jalan Letjend Soeprapto no 1 Ngampilan Yogyakarta. This area includes the city center area adjacent to Malioboro, North Square, Keraton, and Sentral Bakpia Pathuk. The plan is to open 202 rooms with superior, deluxe, executive, premium executive, royal suite and royal executive suite types. Equipped with 7 meeting rooms and 7 small meetings.

The name Cavinton Hotel is taken from the name of a sedative, which aims to ensure that every guest who stays overnight at the Cavinton Hotel can relax or calm down in the rooms provided by the Cavinton Hotel. The name of the Cavinton Hotel restaurant, Shamballa Resto, is taken from the name of the country of Tibet which means quiet, calm and quiet. The names of meeting rooms and small meetings are taken from the names of temples in Yogyakarta from closest to furthest.

Analisis Data

1. Validity Test and Reliability Test

A. Validity Test

A valid or valid instrument has high validity. On the other hand, an instrument that is less valid means it has low validity (Arikunto, 2002:144-145)

To measure whether an instrument is valid or not, the Pearson Product Moment formula is used, as follows:

$$r_{xy} = \frac{N \sum XY - (\sum X) (\sum Y)}{\sqrt{[N \sum x^2 - (\sum X)^2] [N \sum Y^2 - (\sum Y)^2]}}$$

Information :

r_{XY} = Pearson product moment correlation value

X = value of each variable question item

X Y = value of each variable question item

Y N=number of samples or respondents.

If the r_{XY} value (calculated r) > r table, then the question items from the questionnaire are declared valid test tools.

On the other hand, if the r_{XY} value (r count < r table, then the question items from the questionnaire are declared invalid.

Validity Test Results:

No	Indicator	r count	r table	information
1	Work dicipline			
	DK1	0,706	0,374	Valid
	DK2 DK3	0,661	0,374	Valid
	DK4DK5	0,640	0,374	Valid
		0,651	0,374	Valid
		0,540	0,374	Valid
2	Work communication			
	KK1	0,577	0,374	Valid
	KK2 KK3	0,537	0,374	Valid
	KK4KK5	0,641	0,374	Valid
		0,484	0,374	Valid
		0,594	0,374	Valid
3	Work environment			
	LK1	0,754	0,374	Valid
	LK2 LK3	0,423	0,374	Valid
	LK4LK5	0,735	0,374	Valid
		0,728	0,374	Valid
		0,859	0,374	valid
4	Performance			
	Kerja1	0,523	0,374	Valid
	Kerja2	0,616	0,374	Valid
	Kerja3	0,720	0,374	Valid
	Kerja4	0,558	0,374	Valid
	Kerja5	0,484	0,374	valid

B. Reability Test

Reliability is "an index that shows the extent to which a measuring instrument can be trusted or reliable" (Singarimbun, 1995: 140).

To measure the reliability of the instrument using the Cronbach Alpha Coefficient formula is as follows: Cronbach Alpha Coefficient is as follows:

$$r_{11} = \left[\frac{K}{K - 1} \right] \left[1 - \frac{\sum \sigma_b^2}{\sigma_1^2} \right]$$

From the question instrument analyzed with the help of the SPSS version 13.00 for Windows computer program, the reliability test results obtained a Cronbach's Alpha value of 0.851, the value is located at 0.800 - 1.000 so it can be concluded that the reliability value is high.

Reliability Test Results:

No	Indicator	Alpa value test results Cronbach	Minimum Cronbach's Alpha value	Information
1	Work dicipline	0,611	≥ 0.6	reliable
2	Work communication	0,612	≥ 0.6	reliable
3	Work environment	0,658	≥ 0.6	reliable
4	Performance	0,621	≥ 0.6	reliable

2. Hypothesis Testing

A. Multiple Linear Regression

The analysis in this research uses multiple linear regression analysis. The equation for the influence of consumer satisfaction and company image on consumer loyalty is as follows (Sugiyono, 2013: 192)

Y = β0 + β1X1 + β2X2+β3X3

Note:

Y = employee performance

X1= work communication

X2= work dicipline

X3= work environment

β0 = Constanta

β1-3= Coefficient Regression

Multiple Linear Regression Results:

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.503	2.198		-.684	.500
	dk	.267	.064	.360	4.185	.000
	kk	.617	.076	.696	8.075	.000
	lk	.199	.079	.207	2.529	.018

a. Dependent Variable: kinerja

B. Determination Test (R2)

The coefficient of determination aims to measure how far the model's ability to explain variations in the dependent variable.

The coefficient of determination value is $0 < R^2 < 1$. A coefficient of determination that is close to one means that the independent variables provide almost all the information needed to predict the dependent variable. The use of R square is biased towards the number of independent variables included in the model. With each additional independent variable into the model, R square will definitely increase no matter whether the independent variable has an influence

significant or not. Unlike R square, the adjusted R square value can increase or decrease if there are additional independent variables into the model. Therefore, it is best to use the adjusted R square value to evaluate the best regression model.

Determination Test Results:

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.909 ^a	.826	.806	.60529

a. Predictors: (Constant), lk, dk, kk

Based on the Model Summary table, it is known that the Adjusted R Square value is 0.806. So it can be concluded that the contribution of work discipline, work communication and work environment to employee performance simultaneously is 80.6%. Based on the results of the partial test for the work discipline variable, it was obtained that $t = 4.185$ with a significance value of 0.000. < 0.05 , then H_0 is rejected and H_a is accepted. This shows that partially H_1 which states that there is an influence of work discipline on employee performance is accepted.

Based on the results of the partial test for the work communication variable, it was obtained that $t = 8.075$ with a significance value of 0.000. Because the significant probability is much smaller than 0.05, H_0 is rejected and H_a is accepted. This shows that partially H_2 which states that there is an influence of work communication on employee performance is accepted.

Based on the results of the partial test for the work environment variable, it was obtained that $t = 2,529$ with a significance value of 0.018. Because the significant probability is much smaller than 0.05, H_0 is rejected and

Ha is accepted. This shows that partially H3 which states that there is an influence of the work environment on employee performance is accepted.

C. Partial t test

To determine the influence of the independent variables work discipline, work communication and work environment on the dependent variable, namely employee performance, it is necessary to carry out a t test. Partial testing can be seen from the t test, if the probability value is <0.05, Ho is rejected, which means there is a significant influence. Partial test results can be seen in the following table:

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	-1.503	2.198		.500
	dk	.267	.064	.360	.000
	kk	.617	.076	.696	.000
	lk	.199	.079	.207	.018

a. Dependent Variable: kinerja

D. Simultaneous F Test

Simultaneous tests are used to determine the influence of the independent variables work discipline, work communication and work environment on the dependent variable employee performance together.

ANOVA ^a					
Model		Sum of Squares	df	Mean Square	Sig.
1	Regression	45.141	3	15.047	.000 ^b
	Residual	9.526	26	.366	
	Total	54.667	29		

a. Dependent Variable: kinerja

b. Predictors: (Constant), lk, dk, kk

From the ANOVA test or F test, the calculated F value was 41.069 with a significance level of 0.000. Because the significant probability is much smaller than 0.05, Ho is rejected and Ha is accepted. This shows that simultaneously H4 which states that there is an influence of work discipline, work communication and work environment together on employee performance is accepted.

CONCLUSION

T Based on the analysis of the results of research on "Analysis of Factors that Influence Employee Performance at Cavinton Hotel Yogyakarta" the following conclusions were obtained:

1. The test results obtained an Fcount value of 41.069 with a significance of 0.000. By using a significance limit of 0.05, the significance value is smaller than 0.05. Thus, it is obtained that the

hypothesis states that work discipline, work communication and work environment together have a significant influence on the performance of Cavinton Hotel Yogyakarta employees.

2. The work discipline variable has a significant number below 0.05 ($0.000 < 0.05$), so it can be concluded that H_0 is rejected and H_a is accepted, which means that the work discipline variable influences employee performance at the Cavinton Hotel Yogyakarta.
3. The work communication variable has a significant number below 0.05 ($0.000 < 0.05$), so it can be concluded that H_0 is rejected and H_a is accepted, which means that the work communication variable influences employee performance at the Cavinton Hotel Yogyakarta.
4. The work environment variable has a significant number below 0.05 ($0.018 < 0.05$), so it can be concluded that H_0 is rejected and H_a is accepted, which means that the work environment variable influences employee performance at the Cavinton Hotel Yogyakarta.
5. The influence of the three independent variables is 80.6% depending on the variables Work Discipline, Work Communication and Work Environment.

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