Employee Performance Analysis Through Motivation and the Work Environment at Patra Semarang Hotel & Convention

Abstract
This research was conducted at the Patra Semarang Hotel & Convention. This research was based on a pre-survey of 20 employees of the Patra Semarang Hotel & Convention, where there were two variables that had been in the spotlight in employee performance, namely motivation and work environment. The purpose of this research is to analyze and also determine the performance of employees of Patra Semarang Hotel & Convention through motivation and work environment during the last few months. In this study, using a quantitative approach, the research data was obtained through distributing questionnaires after which the data were analyzed with the help of the SPSS 25.0 for windows program. The questionnaire data was adjusted to the number of samples in the study, namely 100 respondents, samples were selected using Accidental Sampling technique. The adjusted $R^2$ value from the analysis of SPSS 25.0 for windows is 0.631 which means that 63.1% of employee performance is influenced by motivation and work environment, on the contrary 36.9% is influenced by other variables outside the variables studied. From the results of this study are expected to provide
suggestions and steps that must be taken, especially for management and in general for employees of the Patra Semarang Hotel & Convention.

**Keywords:** motivation, work environment, and employee performance.

**Introduction**

In this fast-paced era, the sustainability of a company must be able to compete with other competitors. Not only that the company’s goals must also be achieved. Therefore the company needs human resources who are competent in their fields, by having competent human resources in their fields. The company will definitely not experience difficulties in maintaining the continuity of its business. The company is also ready to compete with competitors and the budget issued by the company is not that large. Patra Semarang Hotel & Convention is one of the hotels located in Semarang and has many employees who are competent in their fields, but in recent months there have been problems with employee performance which has decreased performance due to several things.

Based on the pre-survey on 20 employees, it was found that there were two variables that were most highlighted in improving employee performance. Motivation and work environment, these 2 variables according to the pre-survey were the variables that received the most attention related to employee performance which began to decline in recent months. In the survey of increasing performance through motivation, 13 people (65%) stated that the motivation given was still lacking, and the motivation given seemed monotonous. So that each employee was not well motivated and their performance was limited to the standard no more or less. Meanwhile, 7 people (35%) stated that the motivation given was sufficient, they only needed variation.

By looking at the background of the problem, it can be formulated if the problems to be examined and analyzed in this study are.

Motivation and work environment partially or simultaneously have an influence on the employee performance of Patra Semarang Hotel & Convention. The variable that has the greatest influence on the employee performance of Patra Semarang Hotel & Convention.

**Literature Review**

The review chosen in this study regarding the variables in the study consisting of performance, motivation and work environment.

**Performance**

Performance is a certain period and measure by a person or group of activities carried out and produced in a product or service (Choirul Anwar, 2019) (Eko Yulianto, 2011) performance describes the results of a person's achievements when carrying out his duties on skills, effort and opportunities.

**Motivation**

According to Motivation is an employee's commitment to continue working involved in a part of an organization. Motivation is a collection of several aspects that can cause a person to behave in certain ways (Prihantoro, 2012)

**Work environment**
The work environment is one of the factors that play a role in employee productivity and performance effectiveness (Prihantoro, 2012). The environment, namely external factors that have the ability to influence organizational performance (Polakitan et al., 2016). The environment is divided into 2 parts, namely the environment in general and specifically.

**Hypothesis**

Hypotheses are also interpreted as temporary answers to research problems, these answers must be tested through the collected data (Wulandari, 2014). In relation to this research, the formulation of the hypothesis is:

1. Patra Semarang Hotel & Convention employee performance is influenced by work motivation and work environment both partially and simultaneously in a positive and significant manner.
2. The motivation variable is the variable that has a big influence on the employee performance of the Patra Semarang Hotel & Convention

**Research Method**

In this study, researchers used a quantitative approach to obtain data at the research location. The quantitative approach is the search for data from the reality of the case through proof of concept (Octafian & Palupiningtyas, 2019). All 132 employees of Patra Semarang Hotel & Convention are part of the study population. Based on Slovin calculations with an error rate of 5%, the number of samples to be selected is 100 respondents from 132 total employees of the Patra Semarang Hotel & Convention.

**Results and Discussion**

**Table 1. Relation of Motivation and the Work Environment Variable (Analysis Results, 2019)**

<table>
<thead>
<tr>
<th>Coefficient</th>
<th>B</th>
<th>t</th>
<th>sig t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivation</td>
<td>0.650</td>
<td>11.970</td>
<td>0.000</td>
</tr>
<tr>
<td>Work environment</td>
<td>0.433</td>
<td>4.914</td>
<td>0.000</td>
</tr>
<tr>
<td>F</td>
<td>85.562</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIG F</td>
<td>0.000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adj R2</td>
<td>0.631</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 1. relates to the results of the analysis, between the motivation variable and the work environment so that the proposed hypothesis is accepted.

**F test**

Based on the results of the analysis, the calculated F value = 85.562 and the F table value is 2.70. So F count (87.488)> F table (2.70) with a significance level of 0.000 <0.05, which means an increase Patra Semarang Hotel & Convention employee performance influenced positively and significantly by the variables of motivation and work environment simultaneously. Based on these results, the proposed hypothesis is accepted.
**t test test**
Partial hypothesis testing is also carried out using t-test. The results of the analysis show that the t value of the motivation variable (11.970) > t table (1.984) is positive, then for the analysis the significance of the count is as follows 0.000 < 0.05, this means enhancement Patra Semarang Hotel & Convention employee performance is positively and significantly influenced by the motivation variable. Based on the t test above, the hypothesis is accepted. Partial hypothesis testing is continued with work environment variables. The results of the calculation show that the t value of the work environment variable (4.914) > t table (1.984) and is positive, for the calculated significance value of 0.001 < 0.05, which means enhancement Employee performance at Patra Semarang Hotel & Convention is positively and significantly influenced by work environment variables. Based on the results above, the hypothesis is accepted.

**Coefficient of Determination**
The adjusted $R^2$ value of 0.631 means that the motivation variable (X1) and the work environment variable (X2) can simultaneously influence the employee performance improvement (Y) by 63.1%, while the remaining 36.9% is influenced by other variables not included in the study.

**Discussion Employee Performance Through Motivation Variables**
Hypothesis testing, the calculation results show that there is a positive and significant influence of the motivation variable on employee performance improvement. This means that the proposed hypothesis is accepted. Thus the motivation variable becomes one of the factors for improving employee performance at the Patra Semarang Hotel & Convention. The results of this study also corroborate the results of (Prihantoro, 2012) where motivation is a group of factors that cause individuals to behave in certain ways.

**Employee Performance Through Work Environment Variables**
The next hypothesis test, the calculation results show that there is a positive and significant influence of work environment variables on improving employee performance. This means that the proposed hypothesis is accepted. Thus the work environment variable becomes one of the factors in improving employee performance at the Patra Semarang Hotel & Convention. The results of this study also confirm this opinion (Prihantoro, 2012), the work environment is one of the factors that can affect employee productivity and work effectiveness.

**Employee Performance Through Motivation Variables and Work Environment Simultaneously**
The results of the research for further hypotheses indicate that there is a positive and significant influence on motivation and work environment variables on the improvement of employee performance at Patra Semarang Hotel & Convention, so that the proposed hypothesis is accepted. The results of this study also confirm this opinion (Yulianto, 2011) where performance is a result of work achieved by a person in carrying out his duties on achievement, effort and opportunity.

**The Most Influential Variable on Employee Performance**
Of the two independent variables studied, the motivation variable is the variable that has the most influence on improving employee performance. This is because motivation is one of the factors that makes each employee more committed to reducing boredom in work, motivation also encourages employees and maximizes work results so that they can complete in the
service industry. The results of this study also confirm this opinion where performance is the
work achieved by a person when carrying out his duties (Yulianto, 2011; Setyaningrum &
Hujianto, 2018)

Conclusion
Based on the results of existing testing and discussion, the following conclusions can be
drawn:
1. Patra Semarang Hotel & Convention employee performance is positively and significantly
influenced by motivation and work environment variables
2. The motivation variable is the variable that has the most positive and significant effect on
the employee performance of Patra Semarang Hotel & Convention

Limitation of the Study
Like other studies, our study has several limitations. First, the findings may not be generalized
for all hotels as the data is collected from a limited segment of hotels from the Indonesian
middle class. As such, these results may not be directly applicable to other segments of the
hotel industry. Second, questionnaires are distributed by hotel managers to their employees
and also collected by managers, which can influence employee responses. That is, the
responses collected may have biases about work motivation. To control for and identify
possible effects not considered in this study, future studies may include more variables, such
as demographic characteristics, personal characteristics, abilities, and goal achievement
needs in testing employee motivation. Motivation is complex, so ongoing in-depth studies will
help hotel industry managers motivate employees effectively.

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