PERFORMANCE AND FACTORS THAT INFLUENCE IT

Felix Chandra¹, Nurul Maghfirah²
[1,2] Pattimura University

ARTICLEINFO	ABSTRACT
Keywords: Work Discipline, Performance, Career Development, Management	This research aims to determine the influence of work discipline and career development on employee performance. This type of research is explanatory. This research was conducted on Everbright Hotel employees. The population in this study was 30 people. The sample used was 30 people using a saturated sampling technique, namely taking the entire population as a sample. The measurement scale used is the Likert scale. The data in this research was collected by distributing questionnaires to respondents. The data analysis technique used to test the hypothesis is multiple regression with the help of SPSS tools. The research results show that work discipline has a positive and significant effect on employee performance and career development has no effect on employee performance.
E-mail: felixchandra80@gmail.com	

1. INTRODUCTION

The property business is a promising business sector. Apart from having relatively large profits, the property business is a type of business with long-term investment. In the leisure economy era where there is a shift in consumption patterns from goods-based consumption to experience-based consumption, the property business has a big opportunity to develop.

One of the property businesses that has been of great interest to entrepreneurs recently is the hotel business. The growth of the tourism industry, ease of getting customers and long-term profits are factors that make this business increasingly popular. However, as is an inevitable pattern, the more interest in a business field increases, the more competitors in that business field will increase. In order to survive amidst the many competitors, hotel entrepreneurs need to pay attention to the human resources they have. HR is a driving factor in the running of a business. In the hospitality sector, hotel operational performance is closely related to HR performance because those in charge of providing services to hotel visitors are HR within the company.

In Ambon City, the hotel business is one of the businesses that is experiencing development. The many natural tourist attractions and Ambon's fame as the City of Music have made many national and international tourists interested in visiting the city of Ambon. In line with the increase in tourist visits to Ambon, the need for temporary housing has also increased. This opportunity has caused the number of hotels in Ambon City to increase and compete with one another.

One of the many hotels in the city of Ambon is the Everbright Hotel. Everbright Hotel is a 4 star hotel which is quite famous. In order to maintain its existence in the world of hospitality, the performance of Everbright Hotel employees is needed so that the quality of service provided is maintained. This quality of service is needed so that visitors who have stayed at the Everbright Hotel have a good impression after leaving the hotel. For this, the hotel enforces regulations regarding working hours, dress codes and visitor services for its employees so that the resulting performance still meets the established standards. However, as is always the case in the workplace, the applicable regulations are not always obeyed by all employees. At the Everbright Hotel there are employees who violate existing rules. This violation is related to employee work discipline. It was found that on weekdays, there were employees who were late coming to work, and there were even employees who did not come to work without providing information to the company. Hotels which are service sellers certainly depend heavily on the services provided by their employees. Delays and absences of hotel employees will certainly decrease hotel performance because the services provided are not optimal.

Another problem related to the performance of Everbright Hotel employees is career development. Everbright Hotel employees are provided with salaries, benefits, health insurance, and motivation through recreation, but the existing career development opportunities still need to be considered. The number of positions that can be occupied for promotion is not proportional to the number of employees.

Performance according to Moeheriono in (Nur Aziz & Dewanto, 2022) is a term used to describe the extent to which an activity, program or policy has been implemented in achieving the organization's goals, objectives, vision and mission as outlined in its strategic planning. Bangun Dalam (Nur Aziz & Dewanto, 2022) defines performance as the work results achieved by a person based on job requirements.

Work discipline according to Sinambela in (Maniku, et al, 2019) is a person's work ability to be regularly diligent, persistent and work according to applicable rules without violating established rules. Hasibuan in (Tarigan, 2021) stated that work discipline is a person's awareness and willingness to obey all company regulations and applicable social norms. Work discipline is very helpful for training staff to comply with and respect applicable rules, methods and regulations to create quality performance. According to Sastrohadiwiryo in (Habsyi, 2020) the objectives of developing employee work discipline are: (1) So that employees comply with all employment regulations and policies, both written and unwritten, and carry out management orders; (2) Able to carry out as well as possible and be able to provide maximum service to certain interested parties in accordance with the field of work assigned to him; (3) Able to use and maintain facilities and infrastructure for goods and services as well as possible; (4) Able to act and behave in accordance with applicable norms; (5) Employees are able to produce high productivity in accordance with expectations, both in the short and long term. Research conducted by Qodri (2018) found that work discipline has a positive and significant effect on employee performance. Yuliantini and Suryatiningsih (2021) in their research stated that work discipline has a positive and significant effect on employee performance.

Career development is the process of increasing an individual's work ability to obtain the desired career (Rivai in Widyanti et al, 2020). Career development according to Nawawi in Suryawan & Suwandana (2019) stages (sequence) of positions or positions held by a person during a certain time in their working life is known as their career development. Career development is a stage of the process that is related to the length of service and the abilities possessed by employees in a company/organization to occupy a higher position than before in the company/organization. According to Fattahulah Jurdi (2018), career development will increase employee capabilities and increase the supply of capable employees, where this increase will provide benefits for organizational performance. Research conducted by Suryawan & Suwandana (2019) states that career development has a positive and significant influence on employee performance. Wahyudi, et al (2021) in their research found that career development has a positive and significant influence on employee performance.

Based on the phenomena that occur, this research will look at the influence of work discipline and career development on the performance of Everbright Hotel employees.

The aim of this research is to examine the influence of work discipline on employee performance and the influence of career development on employee performance. The hypotheses proposed in this research are: (1) Work discipline has a positive and significant effect on employee performance, (2) Career development has a positive and significant effect on employee performance.

2. METHOD

This research is a type of explanatory research, namely research that aims to explain the position of the variables studied and the relationship between one variable and another. Data to measure each research variable was collected using a questionnaire. The population in this study were 30 employees who worked at the Everbright Hotel. To find the number of samples needed for this research, saturated sampling technique was used as a sampling technique. The number of samples used in this research was 30 people. The hypothesis in this study was tested using multiple linear regression analysis techniques and processed using SPSS, with the following regression equation:

$$Y = a + b_1x_1 + b_2x_2 + e$$

Where :

Y	= Performance
a	= Constant
b	= Regression Coefficient
x_1	= Workload
x_2	=Career Development
e	= error term

3.   RESULT AND DISCUSSION
3.1   Validity test

The purpose of the validity test is to ensure that the statement items or items in the instrument (questionnaire) are able to accurately measure the research variables, including the independent and dependent variables. If the calculated r value is greater than the r table value, then the data is considered valid. With a total of 30 respondents, the table value used at the 5% significance level is 0.374.

Table 1. Validity Test Results

Variable	Statement Items	r-table	r-count	Information
Work Discipline (x_1)	X1.1.1	0.374	0.736	Valid
	X1.1.2		0.677	Valid
	X1.2.1		0.648	Valid
	X1.2.2		0.776	Valid
	X1.3.1		0.799	Valid
	X1.3.2		0.599	Valid
Career development (x_2)	X2.1.1	0.374	0.601	Valid
	X2.1.2		0.467	Valid
	X2.2.1		0.724	Valid
	X2.2.2		0.613	Valid
	X2.3.1		0.506	Valid
	X2.3.2		0.504	Valid
	X2.4.1		0.662	Valid
	X2.4.2		0.673	Valid
	X2.5.1		0.551	Valid
	X2.5.2		0.701	Valid
	X2.6.1		0.697	Valid
	X2.6.2		0.617	Valid
Performance (Y)	Y.1.1	0.374	0.659	Valid
	Y.1.2		0.740	Valid
	Y.2.1		0.740	Valid
	Y.2.2		0.716	Valid
	Y.3.1		0.522	Valid
	Y.3.2		0.785	Valid
	Y.4.1		0.682	Valid
	Y.4.2		0.577	Valid

Source: processed data (2023)

Based on the results of validity testing, all statement items used in the research were said to be valid because they had an r-count value greater than the r-table value (0.374). This allows the data to be used for further analysis.

3.2   Reliability Test

The consistency of the variable instrument used is measured using a reliability test. If the Cronbach alpha value is greater than or equal to 0.7 then the data is considered reliable.

Table 2. Reliability Test Results

Research variable	Cronbach's Alpha	Standard Cronbach Alpha	Information
Work Discipline ()X_1	,799		Reliable
Career development(X_2)	,846	0.7	Reliable
Performance (Y)	,832		Reliable

Source: processed data (2023)

Based on the results of reliability testing, all statement items on the variables used in the research are said to be reliable because they have a Cronbach's Alpha value greater than 0.7.

3.3 Classic assumption test
a. Normality test

The purpose of the normality test is to ensure whether each variable is distributed regularly or not. This research uses statistical test methods to see the normality of variables and statement items. For statistical tests, if the Asymp.Sig (2-tailed) residual variable value is greater than 0.05, then the research data is said to be normal or passes the normality test.

Table 3. Normality test

		Unstandardized Residuals
N		30
Normal Parameters, b	Mean	.0000000
	Std. Deviation	2.05278347
Most Extreme Differences	Absolute	,095
	Positive	,095
	Negative	-.084
Statistical Tests		,095
Asymp. Sig. (2-tailed)		,200c,d

Source: processed data (2023)

From the results of the normality test carried out, the significance value of the research variable regression test was 0.200. This value is greater than the significance value of 0.05, which means the variables in this study are normally distributed.

b. Multicollinearity Test

The multicollinearity test aims to determine whether the correlation between independent variables is detected by the regression model. If the regression model has a tolerance value of more than 0.1 and a VIF lower than 5, it is said that the regression model is free from multicollinearity.

Able 4. Multicollinearity Test

|		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	3,502	6,315		,555	,584		
	Work Discipline	,997	,159	,759	6,268	,000	,997	1,003
	Career development	,112	,098	,139	1,147	,261	,997	1,003

a. Dependent Variable: Performance

Source: processed data (2023)

Based on the results of the multicollinearity test, the tolerance value is greater than 0.1 and the VIF (Variance Inflation Factor) value is no greater than 10. This indicates that there is no multicollinearity between the independent variables in the research.

c. **Heteroscedasticity Test**

The heteroscedasticity test aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another observation. Data that is distributed randomly without forming a particular pattern proves that heteroscedasticity does not occur.

Table 5. Heteroscedasticity Test
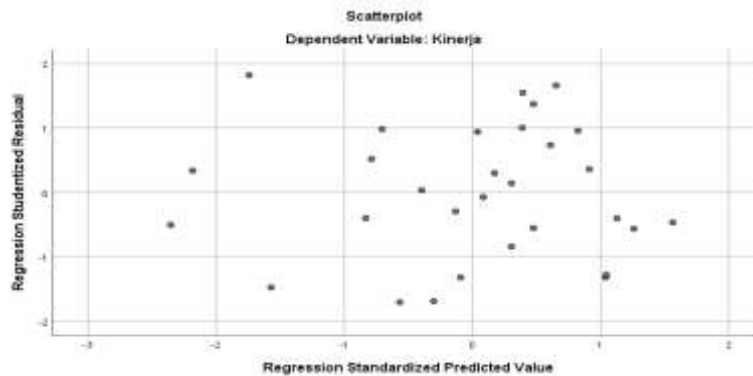
Source: processed data (2023)

From the Sactterplot graph it is shown that the points are spread randomly without forming a pattern. This means that there is no heteroscedasticity problem in the research data.

3.4 Hypothesis testing
a. **F test**

The F statistical test is used to determine whether all independent variables influence the dependent variable simultaneously or not. The independent variable criteria are said to influence the dependent variable simultaneously if the F-calculation is greater than the F-table value and the significance value is less than or equal to 0.05.

Table 6. F test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	187,663	2	93,831	20,731	,000b
	Residual	122.204	27	4,526		
	Total	309,867	29			

a. Dependent Variable: Performance
b. Predictors: (Constant), Career Development, Work Discipline
Source: processed data (2023)

Based on the F test carried out, the calculated F-value of the independent variable on the dependent variable is 20,731, where this value is greater than the F-table, namely 3.35. The significance value obtained is 0.000, smaller than 0.05. This shows that work discipline and career development simultaneously have an influence on performance.

b. **T test**

The t-test aims to see the influence of each independent variable on the dependent variable. The t-test is carried out by comparing the calculated t-value with the t-table and the significance value.

Table 7. T test

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	3,502	6,315		,555	,584
	Work Discipline	,997	,159	,759	6,268	,000
	Career development	,112	,098	,139	1,147	,261

 a. Dependent Variable: Performance
Source: processed data (2023)

Based on the T Test, testing independent variables againstdependent variable as follows:
a. The influence of work discipline on performance
    The work discipline variable has a t-value of 6.268 with a significance value of 0.000. This t-calculated value is greater than the applicable t-table value, namely 2.052 and the significance value is smaller than 0.05. Based on this, the work discipline variable has a positive and significant influence on performance. The first hypothesis is accepted.
b. The influence of career development on performance
    The career development variable has a t-value of 1.147 with a significance value of 0.261. This t-calculated value is smaller than the applicable t-table value, namely 2.052 and the significance value is greater than 0.05. Based on this, the career development variable has no effect on performance. The second hypothesis is rejected.

c.   Multiple Linear Regression Test
        Based on the multiple linear regression test carried out, the multiple regression equation in this study is:

$$Y = 3.502 + 0.997X_1$$

The Effect of Work Discipline on Performance
        Based on the partial test, work discipline has a calculated t-value of 6.268, greater than the t-table and has a significance value of 0.000, smaller than 0.05. This value means that work discipline has a positive and significant influence on performance. The higher or better work discipline will improve employee performance. Good work discipline indicates that employees are responsible for their obligations. Good work discipline is demonstrated by being present on time and following existing regulations within the company. Good or high work discipline will facilitate work activities within the company and will have implications for good or high performance.

The Effect of Career Development on Performance
        Based on the partial test, career development has a calculated t-value of 1.147, smaller than the t-table and has a significance value of 0.261, greater than 0.05. This value means that career development has no influence on performance. Whether or not there is career development does not have an impact on employee performance. The lack of influence of career development on performance occurs because most employees are aware that there are only a few higher positions that can be occupied by employees while working at the hotel. Even though opportunities for career development exist, this is not commensurate with the number of employees.

4.   CONCLUSION
        Employee performance is influenced by various factors. Work discipline and career development are the factors examined in this research and only work discipline is proven to have an influence on employee performance. Good work discipline will produce good performance. If employee work discipline increases, employee performance will also increase, conversely, if employee work discipline decreases, employee performance will also decrease. Career development is important for employees, but the awareness that there are so few positions that can be occupied to develop a career means that career development does not have an influence on employee performance.

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