

THE INFLUENCE OF MOTIVATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE OF HOTEL MURIA SEMARANG

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ARTICLEINFO

Keywords:

Work motivation
Work environment
Performance

ABSTRACT

From the initial survey, it is known that there are weaknesses in employee performance, which can be seen from the high level of employee absenteeism which can affect the company's performance. The problem studied is how the motivation, work environment and employee performance, is there any influence of motivation and work environment on employee performance partially or simultaneously. This study aims to determine how the motivation, work environment and employee performance of Hotel Muria Semarang, to determine the effect of motivation and work environment on the performance of Hotel Muria Semarang employees either partially or simultaneously. The conclusion is that motivation is in the good category, the work environment is in the good category, and the performance of the Muria Hotel Semarang employees is in the good category. Motivation has an influence on employee performance with a contribution of 12.04%. The work environment has an influence on employee performance with a contribution of 8.88%. Motivation and work environment together have an influence on employee performance with a contribution of 37.6%. Suggestions that can be given in this study are indicators of the need for security, namely the absence of a better future guarantee from the company. It is hoped that the need for security can be overcome, such as by having a pension fund after the work period is over or an old-age guarantee. On the indicator of social needs, namely the lack of interaction between employees Motivation and work environment together have an influence on employee performance with a contribution of 37.6%. Suggestions that can be given in this study are indicators of the need for security, namely the absence of a better future guarantee from the company. It is hoped that the need for security can be overcome, such as by having a pension fund after the work period is over or an old-age guarantee. On the indicator of social needs, namely the lack of interaction between employees Motivation and work environment together have an influence on employee performance with a contribution of 37.6%. Suggestions that can be given in this study are indicators of the need for security, namely the absence of a better future guarantee from the company. It is hoped that the need for security can be overcome, such as by having a pension fund after the work period is over or an old-age guarantee. On the indicator of social needs, namely the lack of interaction between employees

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1. INTRODUCTION

Changes in the business environment, whether technological, political, economic, have a great influence on large companies, especially in facing competition [1]. In general, companies that are unable to face competition have low product performance and quality. The success of an organization in managing its human resources will determine the success of achieving organizational goals. The most important

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resource for a company or organization is human resources, namely people who have given their energy, talent, creativity and effort to the organization[2], [3]

Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics.[4], [5]. According to Mathis, Robert L. and Jackson. John H. (2006:378) performance is influenced by several factors including the quantity of work that can be done by a person within one working day, quality in compliance with procedures and discipline, reliability in carrying out the required work with minimum supervision, attendance at work every day. and according to working hours, and the ability to cooperate with others in completing assigned tasks and work so as to achieve maximum efficiency. Performance is influenced by many factors including individual factors and situational factors. Individual factors include attitudes, personality traits, physical traits, desires or motivations, age, gender, education level, cultural background, and other personal variables.[6].

The work environment can create a binding working relationship between people in the environment. Therefore, efforts should be made so that the work environment must be good and conducive because a good and conducive work environment makes employees feel at home in the room and feel happy and excited to carry out their duties so that job satisfaction will be formed and from the employee's job satisfaction, performance employees will also increase. Basically there is already a good motivation and work environment at Hotel Muria Semarang, but there is still a fluctuating presentation. In this case, there are still many employees who arrive late for work and do not come to work without or without a certificate[7], [8].

Hotel Muria Semarang, which is located on Jalan Dr. Cipto No. 73. Employee performance at Hotel Muria Semarang is considered poor, this can be seen from employee attendance data. In the attendance data, it can be seen that the number of employee absenteeism at Hotel Muria Semarang is still considered too much, there are some employees who do not come to work without explanation and some are on leave. In employee performance indicators, according to Desler, attendance is one of the points that reflects employee performance. Even though employees have been motivated by various things, such as: providing salaries and allowances that are adjusted to work, health insurance, tourism and outbound activities to further familiarize interpersonal relationships and cooperation, birthday celebrations that foster feelings of being recognized and appreciated,

2. METHOD

The population used in this study were all employees of Hotel Muria Semarang, amounting to 115 people. The number of samples is 53 out of 115 employees of Hotel Muria Semarang. The types of data used in this study are primary data and secondary data. Primary data is data obtained from the first source both from individuals and individuals. This data is the result of filling out a questionnaire about motivation, work environment, and performance filled by employees of Hotel Muria Semarang. Secondary data is used to complete the required data. Secondary data used in this study is the organizational structure of the employees of Hotel Muria Semarang. The data sources used in this research are only internal data sources. Internal data sources are data sources obtained from within the company or organization where the research is carried out. In this study, the internal data sources were employees of Hotel Muria Semarang. Internal data in the form of data points assessment of the work of employees, profile and organizational structure of Hotel Muria Semarang and answers to the results of filling out the questionnaire. The research variable is the object of research or what is the point of attention of a study, the variables in this study consist of independent and dependent variables. The independent variable is a variable that affects other variables. The dependent variable, the variable that is influenced by the independent variable. The dependent variable in this study is performance. While the independent variables are motivation and work environment In this study, the internal data sources were employees of Hotel Muria Semarang. Internal data in the form of data points assessment of the work of employees, profile and organizational structure of Hotel Muria Semarang and answers to the results of filling out the questionnaire. The research variable is the object of research or what is the point of attention of a study, the variables in this study consist of independent and dependent variables. The independent variable is a variable that affects other variables. The dependent variable, the variable that is influenced by the independent variable. The dependent variable in this study is performance. While the independent variables are motivation and work

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3. RELUST AND DISCUSSION

3.1 Performance Variables

The results of descriptive analysis on performance variable data can be seen in the following table:

Table 1. Descriptive Calculation Results of Percentage of Performance Variables

No.	Frequency	Percentage	Answer
1	1	1.89%	Strongly agree
2	42	79.25%	Agree
3	10	18.87%	Disagree
4	0	0.00%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

From table 1 above, as many as 79.36% agree, based on the total score of the performance variable is 1936 or 73.06% performance is included in the good category. This is because most employees have good motivation and a good work environment so that the resulting performance is also good.

3.2 Working Quantity

Represents the resulting amount expressed in terms such as number of units, number of completed activity cycles. The results of the descriptive analysis of the percentage of work quantity at Hotel Muria Semarang can be seen in the following table:

Table 2. Results of Descriptive Calculation of Work Quantity Indicators

No.	Frequency	Percentage	Answer
1	6	11.32%	Strongly agree
2	43	81.13%	Agree
3	4	7.55%	Disagree
4	0	0.00%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

From the table above, the results of the research on the quantity of work as much as 81.13% agree, based on the total score of the work quantity indicator of 409 or 77.17% of the quantity of work included in the good category. It can be seen that most of the employees have completed a job that is better than the standard and in accordance with the targets set by the company.

3.3 Work quality

The quality of work is measured by the employee's perception of the quality of the work produced and the perfection of the task on the skills and abilities of employees. The results of the descriptive analysis of the percentage of work quality at Hotel Muria Semarang can be seen in the following table:

Table 3. Descriptive Calculation Results of Work Quality Indicators

No	Frequency	Percentage	Answer
1	7	13.21%	Strongly agree
2	44	83.02%	Agree
3	2	3.77%	Disagree
4	0	0.00%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

From the table above, the results of the work quality research as much as 83.02% agree, based on the total score of the work quality indicators of 415 or 78.30% so the quality of work is included in the good category. It can be seen that most employees have good work quality such as being able to complete work on time.

3.5 Reliability

Reliability is the ability to perform the required work with minimum supervision. According to Zeithaml & Berry in the Journal of Marketing, reliability includes performance consistency and reliability in service; accurate, true and precise. The results of the descriptive analysis of the percentage of reliability at Hotel Muria Semarang can be seen in the following table:

Table 4. Descriptive Calculation Results of Reliability Indicators

No.	Frequency	Percentage	Answer
1	2	3.77%	Strongly agree
2	33	62.66%	Agree
3	15	28.30%	Disagree
4	3	5.66%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

From the table above, the results of reliability research as much as 62.66% agree, based on the total score of the reliability indicators of 361 or 68.11% so reliability is included in the good category. It can be seen that some employees have good work reliability such as accuracy in doing their work, but some employees also have good reliability so that superiors can strive to improve it such as holding training and job development.

3.6 kehadran

Attendance is the belief that you will come to work every day and according to working hours. The results of the descriptive analysis of the percentage of attendance at Hotel Muria Semarang can be seen in the following table:

Table 5 Results of Descriptive Calculation of Attendance Indicators

No.	Frequency	Percentage	Answer
1	1	1.89%	Strongly agree
2	36	67.92%	Agree
3	14	26.42%	Disagree
4	2	3.77%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

Based on the table above, the results of the attendance study were 67.92% agreed, based on the total attendance indicator score of 365 or 68.87% so attendance was included in the good category. It can be seen that some employees have good work attendance. The ability to work together is the ability of a workforce to work together with other people in completing a task and work that has been set so as to achieve maximum usability and results. The results of the descriptive analysis of the percentage of ability to cooperate at Hotel Muria Semarang can be seen in the following table:

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Table 6. Descriptive Calculation Results of the Ability to Cooperate

No.	Frequency	Percentage	Answer
1	5	9.43%	Strongly agree
2	38	71.70%	Agree
3	8	15.09%	Disagree
4	2	3.77%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

Based on table 4.6 above, the results of the research on the ability to cooperate as much as 71.70% agree, based on the total score of the indicator of the ability to cooperate of 386 or 72.83%, the ability to cooperate is included in the good category. Most employees can work well with others such as often coordinating with other employees in completing joint tasks so that work is also completed quickly.

3.7. Discussion

1. Mmotivation (X1)

Motivation is the drive, desire, desire and driving force that comes from humans to do or to do something. So basically if the company wants to achieve optimal performance in accordance with the targets that have been set, the company must motivate employees so that employees are willing and willing to devote their energy and thoughts for the sake of work. The results of the descriptive analysis of the percentage of motivational variables at Hotel Muria Semarang can be seen in the following table:

Table 7. Results of Descriptive Calculation of Motivation Indicators

No.	Frequency	Percentage	Answer
1	4	7.55%	Strongly agree
2	29	54.72%	Agree
3	18	33.96%	Disagree
4	2	3.77%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

Based on the table above, as many as 54.72% agree, based on the total score of the motivation variable of 2050 or 70.33%, motivation is included in the good category. This is because most employees have good work motivation so that the resulting performance is also good.

2. Physiological Needs

Physiological needs are the most basic hierarchy of human needs which are the needs to be able to live such as eating, drinking, housing, oxygen, sleeping and so on. The results of the descriptive analysis of the percentage of physiological needs at Hotel Muria Semarang can be seen in the following table:

Table 8. Descriptive Calculation Results of Physiological Needs Indicators

No.	Frequency	Percentage	Answer
1	7	13.21%	Strongly agree
2	30	56.60%	Agree
3	10	18.87%	Disagree
4	5	9.43%	Do not agree
5	1	1.89%	Strongly Disagree
Amount	53	100%	

Based on table 4.8 above, the results of the physiological needs study as much as 56.60% agreed, based on the total score of the physiological needs indicator of 379 or 71.51% so physiological needs were included in the good category. This is due to the fulfillment of housing needs such as clothing and some employees have fulfilled their food and drink needs.

2. Social Needs

If the physiological and safety needs have been minimally satisfied, social needs will emerge, namely the need for friendship, affiliation and closer interaction with others. In the organization will be related to the need for a compact work group, good supervision, joint recreation and so on. The results of the descriptive analysis of the percentage of social needs at Hotel Muria Semarang can be seen in the following table:

Table 9. Results of Descriptive Calculation of Social Needs Indicators

No.	Frequency	Percentage	Answer
1	3	5.66%	Strongly agree
2	26	49.06%	Agree
3	7	13.21%	Disagree
4	15	28.30%	Do not agree
5	2	3.77%	Strongly Disagree
Amount	53	100%	

Based on the table above, the results of the social needs research as much as 49.06% agree, based on the total score of the social needs indicator of 342 or 64.53% so that social needs are included in the fairly good category. Some employees have fulfilled social needs such as not being discriminated against between one employee and another, the existence of a compact work group, and interaction with co-workers in conversing, but there are also employees who lack interaction with other employees.

3. Work Environment (X2)

According to Sedarmayanti, broadly speaking, the type of work environment is divided into 2, namely: (a) physical work environment, and (b) non-physical work environment. The physical work environment includes: lighting/light, air temperature/temperature, humidity, air circulation, noise, mechanical equivalence, unpleasant odors, color schemes, decorations, music and safety in the workplace. The results of the descriptive analysis of the percentage of work environment variables at Hotel Muria Semarang can be seen in the following table:

Table 10. Descriptive Calculation Results of Work Environment Variables

No.	Frequency	Percentage	Answer
1	7	13.21%	Strongly agree
2	29	54.72%	Agree
3	16	30.19%	Disagree
4	1	1.89%	Do not agree
5	0	0.00%	Strongly Disagree
Amount	53	100%	

Based on the table above, the results of the work environment research as much as 54.72% agreed, based on the total score of the work environment variable of 2050 or 70.33% of the work environment included in the good category. Such as a comfortable working atmosphere, harmonious relations with co-workers, the availability of adequate work facilities, adequate lighting, the absence of unpleasant odors in the room, noise and well-maintained company security. Based on data analysis in this study, it can be seen that motivation has a significant influence on employee performance. This is shown from the partial test results obtained from the partial correlation coefficient of 0.347 so that r^2 is $(0.347)^2 = 0.1204$ or 12.04%, which means that the effective contribution to motivation on employee performance is 12.04%. Partially, motivation has an effect on employee performance at Hotel Muria Semarang, because it is significantly smaller than 0.05 so H_a which reads "there is an influence of motivation on employee performance at Hotel Muria Semarang" is accepted. This shows that with good motivation at work will obtain maximum employee performance while with less motivation will result in low employee performance. This is in accordance with the theory of Handoko (2001: 193) which states that motivation is one of the factors that can affect employee performance. Related to this opinion, someone who is motivated to work will produce

optimal performance. Besides motivation, the work environment also affects employee performance. Based on data analysis in this study, it can be seen that the work environment has a significant influence on employee performance. This is shown from the partial test results obtained from the partial correlation coefficient of 0.298 so that r^2 is $(0.298)^2 = 0.0888$ or 8.88% which means that the effective contribution to the work environment on employee performance is 8.88%. Partially the work environment affects the performance of the employees of Hotel Muria Semarang, because it is significantly smaller than 0.05 so that H_0 which reads "there is an influence of the work environment on the performance of the employees of Hotel Muria Semarang" is accepted.

The results showed that motivation and work environment had a significant effect on employee performance at Hotel Muria Semarang simultaneously or partially. The results of the simultaneous test data analysis showed that the motivation and work environment together had a significant effect on the employee performance of Hotel Muria Semarang by 37.6%. Thus, it can be explained that in addition to motivation and work environment, employee performance is also determined by other factors not examined in this study of 62.4%. The magnitude of this influence is small, because in addition to work motivation there are many other factors that also affect employee performance.

4. CONCLUSION

The conclusions that can be drawn from the results of research and discussion are the influence of work motivation on employee performance at Muria Hotel Semarang, with a contribution of 12.04%. There is an influence of work environment on employee performance of Hotel Muria Semarang, with a contribution of 8.88%. There is an effect of work motivation and work environment together on employee performance at Hotel Muria Semarang, with a contribution of 37.6%, while the remaining 62.4% is influenced by other factors.

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