


The Influence of Stress on Front Office Work Motivation at the Four Point Hotel Medan

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Article Info	ABSTRACT
Keywords: Stress, Work Motivation	Prolonged work stress can have a negative impact on employee well-being and can reduce the quality of their performance. On the other hand, work motivation is an important factor in improving employee performance. Therefore, it is important to identify the effect of work stress and work motivation on front office performance at the Four Point Hotel Medan. The purpose of this study was to determine the effect of stress on front office work motivation at the Four Point Hotel Medan. The method used was a quantitative research method in the form of a questionnaire with data processing using SPSS 22.0. The results of this study indicate that there is a positive relationship between stress and work motivation. This means that the higher the stress on front office employees, the higher the work motivation. Likewise, the lower the stress on employees, the lower the work motivation.
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INTRODUCTION

The hospitality industry is one sector that is highly dependent on the quality of service to guests. The hotel front office, as an important part in providing services to guests, has a very important role in creating a satisfying experience for hotel guests. Good performance from the front office will have a direct impact on guest satisfaction and a positive image of the hotel. However, in a competitive and often stressful work environment, job stress can be a serious problem for front office employees. High demands, heavy workloads, and intense interactions with guests who may have various needs and expectations can cause significant job stress.

Prolonged work stress can have a negative impact on employee well-being and can reduce the quality of their performance. On the other hand, work motivation is an important factor in improving employee performance. When employees feel motivated, they tend to work better, have the drive to achieve goals, and provide better service to guests. High work motivation can help front office employees cope with the pressure and challenges in their work, and achieve higher job satisfaction.

Therefore, it is important to identify the influence of work stress and work motivation on front office performance at Four Point Hotel Medan. By understanding the factors that affect employee performance, hotel management can take appropriate steps to reduce work

stress and increase work motivation, thereby improving the quality of service to guests and overall guest satisfaction.

METHOD

The research method used in this study is a survey using a questionnaire. The questionnaire was given to the front office employees of the Four Point Hotel Medan to collect data on their work stress levels, work motivation, and performance. The questions in the questionnaire were designed to measure the level of work stress experienced by employees, the work motivation factors they feel, and their own performance assessments.

RESULTS AND DISCUSSION

To answer and test the hypothesis of this study, it is necessary to conduct data analysis with statistical analysis. Data analysis in this study uses simple regression analysis. Simple regression analysis is used to test the hypothesis that there is a significant influence between stress and employee motivation at the front office of Four Point Medan. The use of regression analysis is intended to predict how much the value of the dependent variable is faced with the independent variable.

Before knowing how stress affects work motivation, we must first know the correlation between stress and work motivation. The correlation between stress and motivation is tested using a simple correlation. The correlation calculation process in this study was carried out using SPSS Version 22.00 for Windows and the following are the calculation results:

Correlations			
		STRESS WORK	MOTIVATION WORK
WORK STRESS	Pearson	1	.681**
	Correlation		
	Sig. (2-tailed)		.001
	N	20	20
MOTIVATIONWORK	Pearson	.681**	1
	Correlation		
	Sig. (2-tailed)	.001	
	N	20	20

** . Correlation is significant at the 0.01level (2-tailed).

The table above is the correlation or strength of the relationship between stress and work motivation using the Pearson product moment correlation coefficient R. The R value is 0.681 which is positive so that the relationship between stress and motivation is positive. This means that when an increase in one variable causes an increase in another variable. So, from the results of the data above, it was found that high levels of stress cause high levels of work motivation in front office employees of the Four Point Medan hotel.

According to experts, stress has various types. Quick and Quick in (Widyasunu 2018:11) classify stress into two categories: Eustress is the result of a healthy, positive, and

constructive (inherently constructive) response to stress. This includes individual and organizational well-being related to growth, flexibility, adaptability, and high-level performance.

Distress resulting from unhealthy, negative, and destructive responses to stress. This includes individual and organizational impacts, such as cardiovascular disease and high levels of absenteeism, which are associated with illness, disability, and death. Thus, the interpretation of the results of the study revealed a positive relationship between stress and work motivation. Based on the initial hypothesis of the study which stated that there was a relationship between stress and work motivation and followed by initial literature which stated that eustress was a type of healthy, positive and constructive stress towards stress. Thus, the interpretation of the results of the study revealed a positive relationship between stress and work motivation. Based on the initial hypothesis of the study which stated that there was a relationship between stress and work motivation and followed by initial literature which stated that eustress was a type of healthy, positive and constructive stress towards stress.

CONCLUSION

Based on the analysis that has been done, the researcher found that there is a positive correlation between stress and work motivation with a correlation value of 0.681 at a significance level of 0.01. These results indicate that increased stress is related to increased work motivation of front office employees at the Four Point Medan hotel. This means that the higher the stress in employees, the higher the work motivation. Likewise, the lower the stress, the lower the work motivation.

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