

THE INFLUENCE OF JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT HOTEL NIKKO BALI BENOA BEACH

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Abstract

Human Resources in every organization is the main resource in addition to various other resources, this is due to humans being the main actors who will move these various other resources. To maintain and improve employee performance, the company must be able to pay attention to the employee needs and maintain comfortable working conditions so as to lead to job satisfaction among employees. This research aims to look for the effect of job satisfaction on employee performance at Hotel Nikko Bali Benoa Beach. The data collection is done by giving questionnaire to employees of the Hotel Nikko Bali Benoa Beach with total of 55 respondents. Utilizing stratified random sampling is the sampling method used in this study. The SPSS version 25 application was used to assess the basic linear analysis data analysis approach used in this study. $t_{count} (9.135) > t_{table} (2.006)$ with a significance level of 0.000 0.05 and a percentage variation of influence of 61.2 percent show that the job satisfaction variable has a positive effect and significant effect on employee performance. This means that 61.2 percent of employee performance at Hotel Nikko Bali Benoa Beach is influenced by job satisfaction variables, and the remaining 38.8 percent is influenced by other factors.

Keywords: *Employee Performance, Job Satisfaction, Hotel, Human Resource Management.*

Introduction

The COVID-19 pandemic which has infected almost all part of world had a big impact on all dimensions, be it economic, social or political. The most impact is in the tourism industry, because this sector have a large influence on growth of the economic (Sutrisno, 2020). Tourism in Bali is one of the sectors that have been heavily affected by the COVID-19 pandemic, especially in the hospitality sector.

Hotels are an important point in the course of tourism in Bali, because hotels have facilities not only for staying, but also other services to meet guest needs such as food and drinks, and other facilities that can make guests more comfortable.

Human resources are the combined intelligence and physical ability that each person possesses; individual behavior and traits are shaped by their upbringing and surroundings, while their capacity to perform at work is affected by their drive to achieve personal satisfaction. (Bukit, 2017). Many things are done by the company to fulfill the wishes of employees with the aim of increasing productivity and also maintaining employee job satisfaction.

Performance is when an employee does their duties in line with the obligations assigned to them, the outcome is their quality and quantity of work.

(Mangkunegara, in Fajrin & Susilo, 2018: 120). Based on the results of interview with the Human Resources Manager of the Hotel Nikko Bali Benoa Beach, there was a decrease in employee performance as reflected by delays in work attendance which of course had an impact on hotel operations such as affecting the productivity of other employee performance as a result of these late employees the completion of work was delayed, and sometimes also other employees who help with the late employee's work so that work operations at the hotel do not run smoothly.

To maintain and improve employee performance, the company must have the capacity to pay attention to employee wants and preserve cozy working environments to generate job satisfaction for employees (Kurniawan, 2018). Job satisfaction or job dissatisfaction arises because individuals have abilities and needs, needs in this case are of course not only in the form of material (salaries and wages) but also include non-material such as careers, achievements, positions, development opportunities, social and spiritual (Sunarta, 2019).

Based on the interview's findings with some employees of the Hotel Nikko Bali Benoa Beach, and the results of observations stated that the lack of employee performance was due to a lack of job satisfaction from employees, some of which were due to salary cuts due to the COVID-19 pandemic in 2020 to 2021, employee working days that should 22 working days became 11 working days, because of the reduction in working days, the salaries of employees were reduced by half, so that employees became dissatisfied at work.

Dessler in Handoko (2014), suggests that employees who feel satisfied in their work tend to have better records of attendance and compliance with regulations. Research conducted at the Harper Purwakarta Hotel, shows that job satisfaction greatly influences employee performance (Suryani & Resniawati, 2022). Based on the phenomenon that have occurred at the location of research and the results of several previous studies, this research had to be followed up.

Literature Review

According to Sedarmayanti in Akbar (2018: 2), The work of a person, a management procedure, or an organization as a whole is referred to as performance, and the work outcomes must be able to provide real proof and be quantifiable. The conclusion is work completed by an individual or group of individuals inside an organization or firm in terms of quality and quantity over a predetermined period that demonstrates how successfully that individual or group achieves the organizational goals is referred to as performance.

A sensation that supports workers who are connected to their work or to their personal circumstances is called job satisfaction. (Mangkunegara, 2017: 117). It can be concluded job satisfaction is how a person feels about their work determines whether they are satisfied with their employment.

Job satisfaction and performance is a relationship related to an organization. Nugraha (2019), states that improving employee performance brings progress for companies to be able to survive in competition between companies. The relation between job satisfaction and employee performance is supported by several studies that have been conducted on job satisfaction affecting employee performance.

Based on explanation above, the conclusion is that the relationship between job satisfaction and performance can be seen from being proud of their work, loving their work, passionate and happy with their work and carrying out work with full responsibility. If the employee is satisfied with their job, then the employee will do his job well so that the employee's performance increases. Conversely, if employees are dissatisfied with their work, their performance will be poor.

Research Methodology

The purpose of this study was to ascertain how employee performance at the Hotel Nikko Bali Benoa Beach was impacted by work satisfaction. 55 people participated in the research's sample. In this study, a questionnaire is used as a data gathering tool. Validity and reliability testing were completed prior to distributing the surveys. Utilizing proportionate stratified random sampling, the sampling is determined. The data analysis for this study used simple linear regression, and the significance of the study was assessed using the t test (also known as the t-test) and examination of the coefficient of determination.

Results and Discussion

Validity Test Results

The validity test is carried out by correlating the factor scores with the total score and if the correlation of each of these factors are negative ($r > 0.3$), then the research instrument is valid.

Table 1: Validity Test Results

No	Variable	Statement Items	Total Item Correlation	Information
1	Job satisfaction	X1.1	0,780	Valid
		X1.2	0,735	Valid
		X1.3	0,809	Valid
		X1.4	0,847	Valid
		X1.5	0,811	Valid
		X1.6	0,857	Valid
		X1.7	0,797	Valid
		X1.8	0,822	Valid
		X1.9	0,761	Valid
		X1.10	0,673	Valid
2	Employee performance	Y1.1	0,771	Valid
		Y1.2	0,912	Valid
		Y1.3	0,870	Valid
		Y1.4	0,875	Valid
		Y1.5	0,797	Valid

[Source : Primary Data, 2023 (Data processed)]

According to Table 1, every examined correlation coefficient between the variable markers of employee performance and job satisfaction has a value larger than 0.30 ($r > 0.3$). The test's findings show that every indication used in this investigation has been shown to be reliable.

Reliability Test Results

The reliability test is employed in research to evaluate a variable's consistency.

Table 2: Reliability Test Results

Variable	Cronbach's Alpha	Information
Job satisfaction (X)	0,932	Reliable
Employee performance (Y)	0,901	Reliable

[Source : Primary Data, 2023 (Data processed)]

According to Table 2, each of these instruments has a Cronbach's Alpha value of 0.932 and 0.901, which is more than 0.60 (Cronbach's Alpha > 0.6). This demonstrates that all of the tools are trustworthy, allowing for their usage in research.

Characteristics of respondents

Table 3: Characteristics of Respondents at the Hotel Nikko Bali Benoa Beach

No	Variable	Classification	Number (of people)	Percentage (%)
1	Gender	Man	26	47.3
		Woman	29	52.7
	Amount		55	100
2	Age	20-30 Year	9	16.4
		31-40 Year	12	21.8
		41-50 Year	29	52.7
		51 Year or more	5	9.1
	Amount		55	100
3	Last education	Diploma	15	27.3
		Bachelor	13	23.6
		SMA/SMK	27	49.1
	Amount		55	100
4	Years of service	1-2 Year	7	12.7
		3-4 Year	18	32.7
		5 Year or more	30	54.5
	Amount		55	100

[Source : Primary Data, 2023 (Data processed)]

Tabulation of Research Variables**Job satisfaction**

Table 4: Tabulation of Respondents' Answers to Job Satisfaction

No	Statement	Proportion of Respondents' Answers (person)				Amount	Average	Category
		1	2	3	4			
1	I feel proud of the work done	0	7	18	30	188	3.42	Very satisfied
2.	I feel happy with the opportunity to learn new things at work.	1	7	22	25	181	3.29	Very satisfied
3.	The company gives salary on time.	1	5	26	23	181	3.29	Very satisfied
4.	I feel that I am given a fair salary according to the workload given	0	8	22	25	182	3.31	Very satisfied
5	Employees who have good performance get the opportunity for promotion.	0	7	19	29	187	3.40	Very satisfied
6	I am satisfied with the promotion opportunities provided by the company.	1	5	23	26	184	3.35	Very satisfied
7	I feel the relationship between superiors and employees is well established.	2	6	24	23	178	3.24	Satisfied
8	I feel comfortable working because my boss pays attention to the condition of his employees and provides support.	1	8	22	24	179	3.25	Satisfied
9	Co-workers provide support and assistance and can work together.	0	7	21	27	185	3.36	Very satisfied

10	I feel comfortable and enjoy work because of pleasant co-workers.	0	11	18	26	180	3.27	Very satisfied
Average							3.32	Very satisfied

[Source : Primary Data, 2023 (Data processed)]

Employee performance

Table 5: Description of Respondents' Answers to Employee Performance

No	Statement	Proportion of Respondents' Answers (person)				Amount	Average	Category
		1	2	3	4			
1	I feel an increase in my ability to work because I feel satisfied at work.	0	9	22	24	180	3.27	Good
2	I feel I can finish the job quickly because I feel satisfied at work.	1	12	18	24	175	3.18	Good
3	I feel I can get the job done on time.	0	7	18	30	188	3.42	Very good
4	I feel like I'm doing my job using optimal resources.	0	13	23	19	171	3.11	Good
5	I feel I can complete work without receiving help and guidance from superiors.	0	9	25	21	177	3.22	Good
Average							3,24	Good

[Source : Primary Data, 2023 (Data processed)]

Data Analysis

Classic assumption test

If the regression model is devoid of conventional statistical presumptions, then it can be called to be a good model. If a basic linear regression model satisfies the criteria of the traditional regression assumption, namely the normality test and heteroscedasticity, it will theoretically provide the correct parameter value.

Normality test

By comparing the Kolmogorov-Smirnov count and the Kolmogorov-Smirnov table, one-sample Kolmogorov-Smirnov statistical analysis was used in this work to test for normalcy.

Tabel 6: Normality test (*One-Sample Kolmogorov-Smirnov*)

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		55
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.39785724
Most Extreme Differences	Absolute	.076
	Positive	.062
	Negative	-.076
Test Statistic		.076
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- Test distribution is Normal.
- Calculated from data.
- Lilliefors Significance Correction.
- This is a lower bound of the true significance.

According to Table 6's One-Sample Kolmogorov-Smirnov Test normalcy results, the Kolmogorov-Smirnov value is 0.200. It is determined that the model satisfies the requirements of normality since the Kolmogorov-Smirnov value is seen to be larger than the alpha value of 0.05, indicating that the data utilized in this study are regularly distributed.

Heteroscedasticity test

By regressing the residual absolute values to the independent variables, the Glejser test was used to determine heteroscedasticity.

Table 7

Heteroscedasticity test (*Uji Glesjer*)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.536	.189		2.832	.007
Kepuasan Kerja	-.067	.056	-.162	1.193	.238

a. Dependent Variable: abs_res

Each variable has a significance value of 0.238, which is more than 5%, according to Table 7, which is based on the data. (0.05) As a result, it may be claimed that this study was free of heteroscedasticity because the independent variables utilized in it had no discernible effect on the absolute residual, the

dependent variable. It is determined that this regression model does not exhibit any signs of heteroscedasticity.

Simple Linear Regression Analysis

The research's hypothesis will either be accepted or denied based on the regression coefficient, which is obtained using the basic linear regression analysis model.

Table 8: Simple Linear Regression Analysis
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.392	.316		1.242	.220
Kepuasan Kerja	.857	.094	.782	9.135	.000

a. Dependent Variable: Employee performance

The constant value of 0.392 indicates that if employee performance at the Hotel Nikko Bali Benoa Beach is equal to 0 (zero), then it is worth 0.392 $\beta_1 = +0.857$, indicating that job satisfaction has a positive direction of influence on employee performance at the Hotel Nikko Bali Benoa Beach. This suggests that a rise in job satisfaction will translate into an improvement in better performance.

Determination Analysis

To determine how much the independent variable, X (work satisfaction), varied from Y (employee performance), determination analysis was done.

Table 9: Determination
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782 ^a	.612	.604	.40159

a. Predictors: (Constant), Kepuasan Kerja

b. Dependent Variable: Kinerja Karyawan

Based on table 9, these results shown that the value of $R^2 = 61.2$ percent, which means that 61.2 percent of the employee performance at the Hotel Nikko Bali Benoa Beach is influenced by the variable Job satisfaction (X), and the remaining 38.8 percent is influenced by the other variable that this study does not address.

Results of the t test (Hypothesis Test)

Each independent variable (job satisfaction variable) is tested for its impact on the dependent variable (employee performance) using the t test.

Table 10: Results of the t test

Variabel	Unstandardized Coefficients Beta	t hitung	Sig.
Kepuasan kerja	0,857	9,135	0,000

With a level of significance of 0.00 0.05, $t_{count} (9.135) > t_{table} (2.006)$ indicates that H_0 is rejected and H_a is accepted, indicating that the variable "job satisfaction" significantly improves employee performance. The hypothesis in this study is accepted since the regression coefficient 1 (variable of work satisfaction) is 0.857, which shows that an increase in job satisfaction will boost employee performance at the Hotel Nikko Bali Benoa Beach.

Based on the descriptive findings, it is known that overall job satisfaction at Hotel Nikko Bali Benoa Beach is extremely good, with a total average value of 3.32 falling into the "very satisfied" category. The Hotel Nikko Bali Benoa Beach's personnel generally perform well, as seen by their overall average value of 3.24, which falls into the good category.

Based on the analysis's findings, the simple linear regression equation calculated for the impact of work satisfaction variable on employee performance at the Hotel Nikko Bali Benoa Beach is $Y = 0.392 + 0.857 X$. $t_{count} (9.135) > t_{table} (2.006)$ with a threshold of significance of $0.000 < 0.05$, rejecting H_0 and accepting H_a , indicating that the variable job happiness has a substantial positive impact on worker performance. The regression coefficient β_1 (job satisfaction variable) is 0.857, indicates that increasing job satisfaction will increase the value of employee performance at the Hotel Nikko Bali Benoa Beach, with a value of $R^2 = 0.612$, which means that it is 61.2 percent. The performance of employees at the Hotel Nikko Bali Benoa Beach is influenced by the variable Job satisfaction (X) and the remaining 38.8 percent is influenced by other variables not examined in this study, such as organizational culture, motivation, leadership, compensation, discipline, and work environment (Fauzi, 2016).

In this study there were differences in the observed data and interview results in the background with the research results, it can be seen that the background tends to be negative while the results in the research results are positive. This is because in the background it only uses 2 indicators for job satisfaction, namely salary and the job itself, and 1 indicator for performance, namely timeliness when conducting interviews and observations. different between background and research results.

Employee performance will be impacted by job satisfaction, which will improve productivity and increase company survival. (Winata, 2016). Employees who feel satisfied at work are more likely to speak positively about the organization, help others, and make their job performance go beyond normal expectations (Robbins, 2016). Sunarta (2019) states that extrinsic rewards given such as salary, wages, bonuses, praise, appreciation, respect, and other forms of empathy are factors of job satisfaction.

Job satisfaction can determine the high or the low levels of employee performance. Job satisfaction is expected to improve employee performance so that it can achieve the goals in obtaining good working results (Nugraha, 2019). Employee performance is closely tied to the outcomes of a person's labor in a firm or organization (Irfansyah, 2020). Numerous studies on how employee performance is influenced by job satisfaction, which support this viewpoint, have been done. Job happiness has a significant impact on staff performance, according to research done at the Harper Purwakarta Hotel (Suryani & Resniawati, 2022). Desi (2013) studied the relationship between job satisfaction and employee

performance in private hospitals in Denpasar, and Kurniawan (2018) looked at the relationship between job satisfaction and employee performance at the Ebizz Hotel Jember. The research's findings indicate that job satisfaction has a positive significant relationship with both employee performance and customer satisfaction.

Conclusions

Based on the analysis of the data followed, it can be said that job satisfaction at the Hotel Nikko Bali Benoa Beach has a positive significant influence on employee performance with a value of significance of 000 (0.05). The findings of the determination test indicate that 61.2% of employee performance is influenced by job satisfaction.

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