

The Effect of Work Environment on Employee Performance at Golden Tulip Jineng Resort Bali

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ABSTRACT

This study aims to determine the effect of the work environment on employee performance at Golden Tulip Jineng Resort Bali. A good work environment can make a positive contribution to employee performance, while a bad work environment may decrease employee performance. The number of samples in this study was 57, using the saturated sampling method. The data was collected by distributing questionnaires using a 5-point Likert scale to measure 27 statement items. The data analysis techniques used were simple linear regression analysis, t-test, and the coefficient of determination, which were processed with the SPSS version 29 for Windows program. The results of this study indicate that the work environment contributes to employee performance by 76.9%, while the remaining 23.1% is influenced by other variables outside of this study. The companies are expected to pay more attention to the work environment to improve the performance of employees.

INTRODUCTION

There are many factors that drive company productivity, one of which is employee performance. It is important for companies to be aware of their employee's capabilities so that they are able to manage them and later align them with the company's overall business strategy [1]. Employee performance is usually measured within a certain time frame, according to the policies set by the company. Factors that affect performance can come from within the individual employee and from outside the individual. When employee performance is low and cannot achieve the goals set by the company, these conditions are considered unsatisfactory to employees and can be an indication of personal failure [2].

Based on the employee performance data, it can be seen that from 2018 to 2021, employee performance is in a good category where there is no percentage of values below the average that exceeds the limit set for the performance of Golden Tulip Jineng Resort Bali employees. In 2018 the number of employees with scores below the average was 6%, in 2019 it was 12%, in 2020 it was 5% and in 2021 it was 12%. There is a problem that arises where there are still several employees who are on a scale below average in performance appraisal in 2022. Golden Tulip Jineng Resort Bali sets an assessment standard where employees with below-average scales should only be 15% of the number of employees, while in the data above 2022 there were 17% of the number of employees who scored below average.

Employee performance has not met the expectations of the Golden Tulip Jineng Resort Bali company. There are some employees who lack discipline so that they are often late for the office so that some work will also be hampered. Employee attendance data from 2018 to 2022 shows fluctuating numbers. The average absenteeism rate that occurred from 2018 to 2022 was 7.86%. This absenteeism rate exceeds the tolerance level set at Golden Tulip Jineng Resort Bali by 5%. This can have a negative effect on employee performance, where the higher the work discipline, the better the employee performance [3].

The environment is one of the factors that can be used to encourage the productivity of human resources owned by the company. This work environment is related to the atmosphere or conditions around the work location, so that employee performance will be good if the environment is good [4]. A good work environment will encourage employees to work optimally, besides that a good work environment provides comfort and security for employees.

The work environment at Golden Tulip Jineng Resort Bali has not supported all employee activities where the workspace is small and also filled with files and storage shelves making employees less comfortable at work. The workspace is close to lockers and toilets making employees very disturbed by the odor emitted by the toilet so that concentration while working from employees is disturbed and can reduce the work performance of these employees. The non-physical dimension side of the work environment also has problems, where some employees do not immediately communicate problems that arise in each department. Based on the background that has been

described, it can be seen that there is a gap from the reality that should occur at the hotel, so this study aims to determine the effect of the work environment on employee performance at Golden Tulip Jineng Resort Bali.

LITERATURE REVIEW

The effect of the work environment on employee performance is a well-researched topic in organizational psychology and management. A positive work environment can significantly impact an employee's productivity, job satisfaction, and overall well-being. Here are some key theories and factors that illustrate this relationship:

1. Job Characteristics Model (JCM): The JCM, developed by Hackman and Oldham, proposes that certain core job characteristics influence employee motivation and job satisfaction. These characteristics are skill variety, task identity, task significance, autonomy, and feedback. When employees have jobs with these attributes, they are more likely to experience higher levels of intrinsic motivation, leading to improved performance.
2. Maslow's Hierarchy of Needs: According to Abraham Maslow, employees have a hierarchy of needs, from basic physiological and safety needs to higher-level needs such as belongingness, esteem, and self-actualization. A supportive work environment that addresses these needs can enhance employee satisfaction and, subsequently, performance.
3. Organizational Culture: The culture of an organization plays a vital role in shaping the work environment. A positive culture that emphasizes values like teamwork, open communication, and employee development can foster a sense of belonging and support, leading to increased employee engagement and productivity.
4. Physical Work Environment: The physical workspace can also impact employee performance. Factors such as lighting, noise levels, office layout, and ergonomics can influence employee comfort, focus, and overall well-being, consequently affecting productivity.
5. Leadership and Management Style: Effective leadership and management practices are critical in creating a positive work environment. Supportive, transformational leaders who provide clear expectations, recognition, and development opportunities tend to enhance employee motivation and performance.

In conclusion, the work environment has a significant impact on employee performance. Organizations that prioritize creating a positive and supportive work environment can reap the benefits of increased productivity, employee satisfaction, and retention, ultimately contributing to their overall success.

METHODOLOGY

This research uses quantitative approach based on statistical information type to examines the effect of work environment on employee performance.

The population in this study is 57 employees of the Golden Tulip Jineng Resort Hotel Bali, by using saturated sampling formula, 57 employees were used as the research sample. The data collection techniques used in this study were questionnaires and documentation studies. The data analysis techniques used were validity test, reliability test, normality test, heteroscedasticity test, simple linear regression analysis, t-test, and determination coefficient test.

RESULT

Based on the characteristic of age, respondent were dominated by the age range 31-40 years totaling 26 people (45,6%), followed by age range 21-30 years totaling 19 people (33,3%), then 9 people aged 41-50 years (15,8%), respondent aged >50 years amounted to 3 people (5,3%), and the last one is there is no respondent aged <20 years. In term of gender characteristics, the respondents dominated by male respondent totaling 39 people (68,4%), and female respondent was 18 people (31,6%). In the latest educational characteristics, it appears that the number of respondents with the latest diploma education is the largest, namely 34 people (59,6%), followed by respondents with the latest Bachelor education amounting to 16 people (28,1%), and respondents with high school or vocational education as many as 7 people (12,3%). Based on the characteristics of working tenure, it appears that the number of respondents with the most working tenure is in the range of 1-5 years as many as 47 people (82,5%), then with a working period of <1 year 6 people (10,5%), and > 5 years have 4 people (7%).

Regarding the work environment variable at Golden Tulip Jineng Resort Bali, the average value of the variables as a whole was 4.06, which was in the interval 3,41-4,20 in the good category. The highest average for the work environment variable statement, namely 4.56, was found in the 4th statement, namely " I get air conditioning facilities in my workspace" and the lowest average statement "My workspace has a lot of noise distractions" which is only 2,79.

Based on the respondent's answer regarding the employee performance variable at Golden Tulip Jineng Resort Bali, the average value of the employee performance variable as a whole is 4.34 which means that employee performance is in the interval 4,21-5,00 with a very good category. The highest average for the employee performance variable statement of 4,68 is found in the 1st statement "I understand my job duties", while the lowest average is in the 13rd statement "I am able to improve cooperation with supervisors" which is equal to 3,86.

The results of simple linear regression analyzed with SPSS version 29 for Windows, the constant value is 14,967 and the work environment regression coefficient is 0,850. Based on the results of the T-test, it was found that the t-value of work environment (X) was 13,535 which was greater than the t-table, which was 1.672 with a significantly less than the α value (0,001 <0.05), so H0 was rejected and Ha was accepted. This shows that work environment has a positive and significant effect on the employee performance at Golden Tulip Jineng Resort Bali.

Based on the results of the determination coefficient test with SPSS version 29 for Windows, the R square value is 0,769 which means that the dependent variable can be explained by the independent variable as much as 76.9% ($0.769 \times 100\%$), the remaining 23.1% ($100\% - 76.9\%$) explained by other variables which were not used in this study. According to [5], if the determination coefficient interval is between 60% - 79.9%, the coefficient of determination can be said to be strong. The result of the coefficient of determination in this study is 76.9%, it can be stated that the independent variable has a strong influence on the dependent variable.

DISCUSSION

The respondents in this study were dominated by employees with an age range of 31-40 years. When workers get older, the level of performance in doing work will decrease due to limited physical and health factors [6]. Every employee both at a young age and the older the employee will always need a healthy work environment so that the physical and mental state of the worker is good while working and not easily sick. Based on the results of the calculation of gender characteristics, it can be concluded that the respondents in this study were dominated by men. In general, when working, women are meticulous, diligent, honest, diligent, emotional and irritable, while men are firm, strong, active, never despair, stubborn and rude [7].

The respondents in this study mostly took their last education at the Diploma level. According to [8], a person who has higher education will have a broader insight, especially an appreciation of the importance of performance. Employees who have a higher level of education will immediately get bored with monotonous jobs. The respondents with 1-5 years of working period are the most dominant. Sari & Satrio in [9] states physical stress will accumulate every day for a long period of time resulting in reduced muscle performance and causing lower movement so that it can affect a person's performance. The longer a person works, the more experienced they will be in doing their job because they are used to doing the same job for a long period of time, but tenure will also have a negative effect if someone experiences fatigue when working.

According to the perceptions of employees, overall employees feel that the work environment at Golden Tulip Jineng Resort Bali is in the good category. Based on the results of employee perceptions, there are still things that must be improved by management, namely related to noise in the workplace. According to [10], noise will affect the level of concentration in workers. Noise will trigger employee unfocused while working so that the performance of these employees can decrease, therefore management needs to pay more attention to the work environment of employees. The average statement score shows that most of the workspaces of employees have received air conditioning facilities so that employees can minimize disturbances such as feeling hot and sweating while working.

The overall employee performance variable is in the excellent category. According to the scores from employee perceptions, employees feel that their performance has been good while working at Golden Tulip Jineng Resort Bali.

Employees have the perception that they already understand the job duties they carry out according to their respective positions. Overall, the lowest score from employee perceptions indicates that employees are still less able to improve cooperation with their supervisors. Lack of cooperation between supervisors and employees will have an unfavorable impact such as a decrease in work effectiveness so that it will be related to decreased employee performance. According to [11], communication will affect the work effectiveness of employees.

In this study, the work environment has a positive effect on employee performance at Golden Tulip Jineng Resort Bali. The results of the simple linear regression analysis show that the constant of this study is 14,967 and the work environment regression coefficient is 0,850. This proves that when the work environment increases by one unit, employee performance will also increase.

The work environment is proven to have a positive and significant effect on employee performance at Golden Tulip Jineng Resort Bali. This is evidenced by the t test where the significance value of the work environment (X) is <0.001 which is smaller than the value of $\alpha = <0.05$. This test shows if H_0 is rejected and H_a is accepted. The results of this study are in line with research conducted by [12] and [13] which states that the work environment has a significant effect and has a partial relationship to employee performance, but inversely proportional to the results of research conducted by [14] which states that the work environment has no significant effect on employee performance and [15] which states that the work environment has no partial relationship with employee performance.

Broadly speaking, the problem formulation has been answered in accordance with the hypothesis that has been proposed. The results of the study are in line with research conducted by [4] and [16] which state that the work environment has a positive and significant effect on employee performance. The work environment has a high influence on employee performance, this can be seen from the results of the coefficient of determination test, the work environment variable has a contribution of 76.9% to employee performance and the remaining 23.1% is influenced by other variables not used in this study. A good work environment will be one of the factors that will make employee performance increase. Management needs to create an adequate work environment so that it can support all employee activities while working.

CONCLUSION AND RECOMMENDATION

Work Environment (X) has a positive effect on Employee Performance (Y) at Golden Tulip Jineng Resort Bali proven by the constant value of 14.967 and the work environment regression coefficient of 0.850 from the results of simple linear regression analysis on the research data. Based on the T-Test result, the Work Environment (X) has a positive and significant effect partially on Employee Performance (Y) with a significance value of $0.001 < 0.05$. Work Environment has a high influence of 76.9% on Employee Performance, while the remaining 23.1% is influenced by other factors outside of this study.

Suggestions that can be given based on the result of the questionnaire on the work environment variable which is considered low, namely the workspace

that has a lot of noise disturbance. To reduce noise in the work area that occurs because the workspace of employees is in the corridor that is always passed by housekeeping when carrying room cleaning equipment and amenities using a trolley to the guest room by repairing the trolley wheels or providing lubricants to the wheels to minimize noise when passing through the corridor. Hotel management should take action to prevent the noise by conducting periodic checks to the trolleys used in operations.

Suggestions that can be given are based on the result of the questionnaires on employee performance variable which is considered low. Namely employee was able to improve their cooperation with their supervisor. To improve cooperation between employees and supervisors, it is necessary to communicate and also often consult with the supervisor so that working relationships are getting better, so that work can run effectively and efficiently and can improve employee performance.

ADVANCED RESEARCH

This research still has limitations, so it is necessary to carry out further research related to the topic "The Effect of Work Environment on Employee Performance ", to improve this research and add insight to the reader.

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