

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 BACKGROUND OF THE STUDY**

Hotels are business accommodation services in which there are elements of service, comfort, and lodging facilities needed for those who want lodging facilities for family or vacation. Nowadays, the hospitality industry is growing even more than most other industries, and developing very fast. This industry relies on providing the best service and focus on giving satisfaction to customers. The hotel sector is a major component of the tourism industry and its staff plays a main role in providing customer service.

Employees are significant variables that play a part within the company, namely as a planner, executor, supervisor and controller of company activities. It could be said that without employees a company would not run. If existing human resources have a strong commitment to the company and have good quality, then the tasks and functions carried out will be resolved properly and the company's goals can be achieved. Conversely, if the human resources in it do not have the commitment and good quality, then the goals and plans that are made also cannot be done optimally. Therefore, every company is required to be ready to optimize the potential of human resources in it.

In order to achieve the company's goals, management is needed to help foster and develop human resources that already exists and improve employee performance to be more effective and efficient. And in management itself, the leader plays an important role. However, the leader himself needs people who can help him in completing assignments and can move their employees to contribute to the company by working effectively, efficiently, economical and productive.

High and low employee performance can be affected by several variables, namely: the capacity and readiness to work, the equipment used, in addition to the precise method selected by the business or organizations to motivate staff. There will be a visible improvement, if the company can choose the correct way in motivating employees to work. Motivation is one of the variables that can impact the improvement employee performance. Efforts are needed to improve the quality and work ability of each employee. This is possible with the realization increase employee motivation optimally. Motivation is very crucial because every staff is expected to work hard and enthusiastically to attain high labor productivity.

With the current conditions increasingly competitive, companies are needed to enhance the quality and quantity of employee performance, so the company was able to survive. Therefore companies are competing in making the system so that its employees can be more motivated to improve the quality of their work. Do not let employees feel unsatisfied so the motivational power is low and can inhibit getting to company goals.

HRD of Aryaduta Hotel Medan still sees that there are still a number of poor employee performances. There were some symptoms of performance that were quite low, such as the implementation of job description that was not right and late employee attendance. The implementation of the position includes a description of certain positions, job requirements, position mapping, and position formation. Implementation of job analysis on the essence is organizational analysis. There are still some employees who do not do their jobs as stated in the job descriptions. Therefore every three months it gives training to its employees is called refresh training and also provides motivation by giving The Best Employee of The Month to employees who have high discipline. So that employees can be motivated to improve employee performance.

Motivated staff is basically in a tense state and attempt to decrease tension by making attempts. According to Linz in Busro (2018, 93), employee performance is influenced by employee motivation.

The following will show the attendance data of employee at Aryaduta Hotel Medan:

**Table 1.1**  
**Employee Attendance Data at Aryaduta Hotel Medan**  
**July 2018 – December 2018**

Division	Number of Employees	Lateness					
		July	August	September	October	November	December
HRD	5	-	-	1	1	-	-
F&B Service	24	-	-	1	1	5	4
F&B Product	29	1	-	2	-	1	3
Accounting	11	1	-	1	1	-	2
Housekeeping	37		-	3	1	-	-
Engineering	11	3	-	3	2	1	2
Sales & Marketing	11	1	-	1	-	-	-
Front Office	22	-	-	2	2	5	3
Executive Officer	2	-	-	-	-	-	-

Source: Aryaduta Hotel Medan

Table 1.1 showed that the highest percentage level of late is on September and December. The division with the highest percentage of lateness is Front Office. Based on the above context, the writer was interested to find out the impact of the work motivation that is given by a leader or supervisor on employee performance at the Aryaduta Hotel Medan and the number of references also supports so that it can make it easier for the author in completing the thesis as well as the subject matter of this thesis is in accordance with the compiler disciplines studied at UPH.

Based on the background above, the researcher is interested in choosing the title **“The Impact of Motivation towards Employee Performance at Aryaduta Hotel Medan.”**

## **1.2 PROBLEM LIMITATION**

The writer realized that this research was still far from perfection due to the limitation of time, convenience and knowledge that the writer was not broad enough. The writer will focus on motivation as independent variable with indicator such as physiological needs, safety & security, social, affiliation, status and self-actualization by Busro (2018). The indicators for employee performance (dependent variable) are quality, quantity, implementation of duties and corporate by Edison et al (2017).

## **1.3 PROBLEM FORMULATION**

Based on the above perspective, the writer can take the formulation of problems as follows:

1. Does motivation have impact towards employee performance at Aryaduta Hotel Medan?

## **1.4 OBJECTIVE OF THE RESEARCH**

The objective of the research that the writer will achieve is to assess and evaluate the impact of employee’s motivation on the employee performance at Aryaduta Hotel Medan.

## **1.5 BENEFIT OF THE RESEARCH**

The benefits of this research are divided into two, namely theoretical and benefits practically.

### **1.5.1 THEORETICAL BENEFIT**

Theoretically, to writer and reader, the results of this research are anticipated to be a reference input for the growth of communication science and increase the study of entrepreneurship, in particular to determine the impact on results of employee motivation.

### **1.5.2 PRACTICAL BENEFIT**

In practice, the findings of this research are anticipated to be input for Aryaduta Hotel Medan, particularly in the decision-making process to determine company policy, helping Aryaduta hotel Medan to solve its problems on how to motivate the employee in order to maximize employee performance. And for others this research is also expected to assist other parties in presenting information to conduct similar research.

## **1.6 SYSTEMS OF WRITING**

In the systematic of writing, the author will briefly describe the chapter by chapter in sequence. The order of writing the chapter to be presented is as follows:

Chapter I : Introduction

It is the outline, the direction of purpose, and the encouraging research grounds the authors do research and include: Background of the study, Problem limitation, Problem formulation, Objective of the research, Benefit of the research (Theoretical and Practical benefit) and Systems of writing.

Chapter II : Literature Review and Hypothesis Development

Explaining further about the theory on which the author is

based, which cover: Theoretical background, Previous research, Hypothesis Development, Research model and Framework of thinking.

Chapter III : Research Methodology

Describe about: Research design, Population and sample, Data collection method, Definition and measurement of variable, Data analysis method.

Chapter IV : Data Analysis and Discussion

Describe about: General view of the “Research Object”, Data analysis (Descriptive statistic, Data Quality Testing Result and Hypothesis Testing Result), Discussion.

Chapter V : Conclusion

Describe about: Conclusion, Implication and Recommendation.

