

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

Humans must now develop their potential into a valuable asset as a result of globalization. When relying just on individual efforts, it is impossible to achieve the goals of a great firm. However, there should be cooperation among employees in the company. The organization process is what determines whether or not a company succeeds., which is fit for producing something useful for the organization (Sinambela,2016).

Hospitality is a very promising sector, especially for countries with diverse cultures, traditions, and attractions. The existence of the hospitality industry in an area becomes a huge attraction for guests both whose purpose is to find entertainment and for business purposes. Ansari (2015) A restaurant is defined as any permanent structure that contains all of the equipment necessary for the manufacture and processing of food. Processing can take place in one facility or in separate buildings from the point of sale. Restaurants are a type of business that incorporates both products and services into its operations. Restaurants prefer to offer services to customers in addition to selling meal menus.

The performance of its employees dramatically influences the success of a restaurant. A good restaurant acknowledges its employees and tries to improve performance. The company knows that if its employees have a high performance, it will affect restaurants performance too in order to achieve restaurants goals. The decline in employee performance of Restaurant India, Tebing Tinggi This can be

seen from the diligence of employee work has decreased, resulting in work not being completed on time. Restaurant India, Tebing Tinggi employee cooperation is still low due to personal conflicts. It is challenging to help colleagues resolve quickly, and a high level of competition which causes teamwork difficulties among employees. This decrease effect on the income of the restaurant India, Tebing Tinggi.

**Table 1.1**  
**Data Employee Absenteeism at Restaurant India, Tebing Tinggi**  
**2018-2020**

<b>Year</b>	<b>Total Absenteeism</b>
2018	29
2019	34
2020	48

Sources: Restaurant India, Tebing Tinggi, 2021

Absence Data of employees in 2018 as many as 29 employees, while in 2019, a total of 34 employees while in 2020, an increase of 48 employees. This reflects that the performance of the employees at the Restaurant India, Tebing Tinggi decreased.

According to Agarwal and Adjirackor, (2016), “companies may be able to increase employee performance by enhancing the capacity of teams, which will increase the performance level of employees. Organizations all across the world recognize the importance of cooperation and how it contributes to good performance. Firms use various resources such as capital, physical resources, and, most importantly, human resources to achieve performance goals and objectives, whether they are public or private, large or little, service or manufacturing. Human resource managers are liable for taking care of the firm's staff by motivating, training and developing, solving problems, and helping them build a much better relationship not only with the employer but also among themselves as a team.

Human resources are the simplest assets that each organization must use to accomplish business goals. Team members have different skills like technical, interpersonal, problem-solving, and decision-making skills; these skills are complementary to every other. Thus, employees must appreciate diversity, whether different skills, cultures, views, etc.

The team is often described as a group of people who work together to attain identical goals and objectives for the great service users and organizations to deliver an honest quality of service. Team building, planning events, and activities have the potential to bring the people employed to a powerful sense of direction, workable plans and solutions, a strong feeling of belonging with and on the team, and clear strategic customer-focused values. Poor team building and planning sessions bring disillusionment, low morale, and negative motivation to complete the organization. Organizations stutter because they lack strategic guidance. Everyone puts in a lot of effort, but it always has for the incorrect tasks and goals.

Within the context of teamwork and employee performance in an organization, we intend to explore the influence of the following as the components of the team and influence on employee job performance: abilities of members, esprit de corps, team trust as well as recognition and reward (Phina, 2018). The importance of teamwork within the organization gives the image that the concept of two people or more tend better instead of one person's idea, the results of the team are way rather than the sum of its part (individual member), the team members can know and each other. Therefore, which will help each other and teamwork can cause the communication built up well that give the positive changes (Sinambela,2016). In the organization, each person contributes their exhibition to

the group. At that point, the group will contribute their presentation to the association in a compelling association. Management in an effective organization always creates positive synergy, resulting in more excellent than the amount of all segment parts.

Walid and Zubair (2016) studied the impact of effective teamwork on employee performance in a public sector organization in Malaysia, using communication, interpersonal skills, team cohesiveness' and accountability as predictors of performance in a teamwork.

Employees of Restaurant India, Tebing Tinggi do have good teamwork. Employees still have the attitude of not wanting to help employees in dealing with employee work difficulties. A few freshmen Seniors can be difficult to direct or handle as a group. For example, if the staff has finished completing the work, the employee doesn't want to help other parts of the work while other parts of the task force are seen. This reflects the low work team at Restaurant India, Tebing Tinggi. The teamwork at this Indian Restaurant is still not optimal and solid. This can be seen from the number of employees who do not help each other for employees who are having difficulty working. The teamwork at this Indian Restaurant is still not optimal and solid. This can be seen from the number of employees who do not help each other for employees who are having difficulty working. In the middle of work, employees also experience work conflicts due to misunderstandings and personal problems that trigger many employees who find it challenging to work in work teams. The work that is completed takes quite a long time.

These are the reasons of the writer would choose **“The Influence of Teamwork on Employee Performance in Restaurant India, Tebing Tinggi.”**

## **1.2 Problem Limitation**

Limitation of the problem in this study only discusses the Teamwork variable and Employee Performance variables at Restaurant India, Tebing Tinggi. The independent variables used in this research is teamwork while the dependent variable is employee performance. The location of the research done on Restaurant India, Tebing Tinggi located at JL Jend. Ahmad Yani No.46 Tebing Tinggi.

## **1.3 Problem Formulation**

The problem formulation in this research are:

1. How is the condition Teamwork in Restaurant India, Tebing Tinggi?
2. How is the condition Employee Performance in Restaurant India, Tebing Tinggi?
3. Does Teamwork influence on Employee Performance in Restaurant India, Tebing Tinggi?

## **1.4 Objective of the Research**

The purpose of the study is

1. To analyze Teamwork in Restaurant India, Tebing Tinggi.
2. To analyze Employee Performance in Restaurant India, Tebing Tinggi.
3. To analyze Teamwork influence on Employee Performance in Restaurant India, Tebing Tinggi.

## **1.5 Benefit of Research**

### **1.5.1 Theoretical Benefit**

A reference for similar research in the future, especially concern about Teamwork attention to the level of Employee performance.

### **1.5.2 Practical Benefit**

Some of the benefits are expected for:

1. Researcher

Assist the writer in understanding the impact of teamwork on employee performance in the actual world.

2. Reader

Help to improve reader knowledge about how important the influence of the level of Teamwork in towards Employee Performance.

3. Company

Help the company to aware that Teamwork influence the Employee Performance.

