

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Within the current era of globalization, every business tries to maximize its efficiency or performance in order to keep being competitive. To be able to fulfill their expectation, every company need to have professional human resources. Human Resources plays a significant role in all business sectors because it trains the company employees to become more efficient in their work. In recent times, many companies have invested more in employee training because it is an effective strategy to retain skillful employees and also help the company in work efficiency in the long run. According to Josephine (2017), to be able to maintain their competitiveness towards their competitors, entrepreneurs and organization have to keep developing and following the changes together along with the help of the employee workforce who plan, implement and evaluate operational performance.

According to Desmaryani (2018), it is clear that one of the keys to the company's success is not only the amount of capital but also the quality of the human resources which is able to comply with market demands. Human resource is a crucial factor within an organization because the organization has established its vision, mission, and objectives for human interests and the implementation of the mission is being done by a human. It means that human is a strategic factor in every activity of the organization or institution (Larasati, 2018). For a company to achieve the best

possible service delivery for customers, training is needed. every company always tries its best to provide training programs to prepare their employees to perform based on the standard that has been set (Huang and Jao, 2017). Companies must have standards and employees must be able to follow that standard to ensure even service. Employees must be able to follow the standard in order to be considered a professional.

An employee is someone that was hired by an employer to do a certain job. The employee is most likely to be hired after his or her application has been accepted or has been through an interview with the employer. Every company hopes to be able to recruit employees that are able to act professionally and can extend their services to customers until they are satisfied. This leads to the reason why companies created training programs for their employees to maximize performance.

There is also a connection between employee training, motivation, and employee performance. Constant training will ensure good performance but it is not the same case with motivation. Motivated employees will always give their best effort in servicing others regardless of ~ the lack of training. According to Al-Omari & Okasheh (2017), Motivated employees will perform better and give their best contribution in achieving company objectives.

According to Cherry (2020), motivation is a series of actions that starts, guides, and maintains goal-oriented behavior, for example getting a glass of water to reduce thirst. Motivation revolves around the mind and action of someone in the terms of *why* does someone does something. Cross-training employees can help in both training and

motivating them in order to become more efficient in their jobs and provide a new working environment for the employee to rejuvenate their minds.

According to Rizha (2018), every year from 2010 till 2018, approximately three to five hotels are opening every year and one of the Hotels is Hotel Luxury, Bireun. Hotel Luxury is located at Jalan Bireuen, Jl. Medan-Banda Aceh No.KM 1, No. 88, Bireun Mns Reuleut, Kota Juang, Kabupaten Bireuen, Aceh. The hotel has been established in 2018 and is a medium-sized hotel. The reason why the writer chose Luxury Hotel as the research object is because there are some complaints from guests who are not satisfied with the employee performance on Google Review.

A Google User
2 years ago on Google 1/5

Pelayanan kurang baik, tidak menghargai tamu hotel. Karna hotel baru harus banyak di perbaiki dari pelayanan yang songong.
(Translated by Google)
Service is not good, no respect for hotel guests. Because new hotels must be improved from the quiet service.

Trip type Business
Service 1.0 **Location** 1.0 **Rooms** 3.0 ...

[Read less](#)

B **Bahiyah Musa**
a month ago on Google 1/5

Sangat mengecewakan. Baru mau menginap sdh kecewa. Hotel sdh d booking 5 hari sblnya. Booking d lt 1Dan d nyatakan ada. 1 hari sbmlm dtg, kami konfirmasi. Masih jwbnya ok. Stlh ATM d gesek mau d big kamar d lt 3
(Translated by Google)
Very disappointing. Just wanted to stay overnight, I was disappointed. Hotel booked 5 days prior. Booking d lt 1 and declared there. 1 day before arrival, we confirm. Still the answer is ok. After the ATM is swiped, I want to use the room on the 3rd floor

Trip type Family
Location 1.0 **Service** 1.0 **Rooms** 1.0 ...

Pesona Tanah Rincong
a year ago on Google 1/5

tidak menyenangkan. karena pelayanan 2 hari selama pelatihan tidak memuaskan. air toilet panas air mandi pun panas dan tidak di i dahkan saat di komplain. selimut selama 2 hari tidak diganti. jadi kurang puuaasss.
(Translated by Google)
not fun. because the 2-day service during the training was not satisfactory. hot toilet water the shower water is hot and not even when complained. blankets for 2 days are not replaced. so lacking in quality. ...

Figure 1.1 Guests Complaints on Hotel Luxury.

Source: Google Review (2021)

As the feedback above stated, both of the reviews complained about the employee performance. The complaint also stated about how the staff reacted negatively when being complained about and this causes the guests to feel dissatisfied with their performance.

After the interview with the manager, the training process in Hotel Luxury focuses on standard tasks like cleaning, arranging, and attending to guests' demands. If the employees can do all the tasks mentioned, they will be recruited. After the employees have been recruited, they are then given a trial duration of one month to prove that they have the basic skills needed at work. Further training is conducted to give proper knowledge about modern equipment such as vacuum cleaners and ceramic polishers. According to the owner of Hotel Luxury, Mr. Willy Fusin, employees that are working in Hotel Luxury also came from people who has low education background since many of them originated from villages in Aceh.

According to the interview (Fusin, 2021), employees are also reward-oriented and only work as hard as they get paid. Hotel Luxury motivates its employees by using monetary methods such as “diligent bonus” to cope with their mindset of working. Long working employees are also noticeably lazier than others, resulting in being absent and affecting other employees to become lazy too.

Based on the description of the situation above, the writer is interested in conducting research with the title “**The Influence of Training and Motivation on Employee Performance at Hotel Luxury, Bireun**”.

1.2 Problem Limitation

In order to be more focused on this research and the limited sources, the writer determines the limitation for this study into employee training as the first independent variable (Variable X1). The indicators are obtained from Novitayanti (2020) and the indicators are the purpose of training, training materials, methods used in training, qualification of participants, and qualification of the trainer. Employee motivation as the second independent variable (Variable X2). The indicators are obtained from Sastrohadiwiriyo (2019) and the indicators are achievement, recognition, challenge, responsibility, development, involvement, and opportunity. Employee performance as a dependent variable (Variable Y). The indicators are obtained from Novitayanti (2020) and the indicators are accuracy in carrying out tasks, work quantity, and cooperation and willingness. This research and its results are also only applicable to Hotel Luxury located in Bireun, Aceh.

1.3 Problem Formulation

Based on the background study above, the writer can take problem formulation as follows:

- a. How is the provided training at Hotel Luxury Bireun?
- b. How motivated are the employees of Hotel Luxury Bireun?
- c. How well employees have been performing at Hotel Luxury, Bireun?
- d. Does training have a partial influence on Hotel Luxury, Bireun?
- e. Does motivation have a partial influence on Hotel Luxury, Bireun?

f. Do training and motivation have a simultaneous influence on employee performance at Hotel Luxury, Bireun?

1.4 Objective of Research

The objectives of this research are as follows:

- a. To assess the training at Hotel Luxury Bireun
- b. To describe employee motivation at Hotel Luxury Bireun
- c. To evaluate employee performance at Hotel Luxury Bireun
- d. To analyze whether training has a partial influence on employee performance at Hotel Luxury, Bireun
- e. To explain whether motivation has a partial influence on employee performance at Hotel Luxury, Bireun
- f. To investigate whether training and motivation have a simultaneous influence on employee performance at Hotel Luxury, Bireun

1.5 Benefit of the Research

The benefit of this research will be divided into two which are:

1.5.1 Theoretical Benefit

This completion of this study is expected to give a better understanding of how training of employees will affect employee performance. The result of this research is also expected to contribute to existing theories, that are relevant to training, motivation, and their influence on employee performance.

1.5.2 Practical Benefit

The following are the practical benefits of this research:

- a. For the writer, this research has the aim to improve the knowledge about the importance of employee performance.
- b. For Hotel Luxury, this research can provide suggestions that can be used by Luxury Hotel and as consideration for improvements for the company's operations.
- c. For other researchers, the research can be used as a source or reference to learn more about employee performance.

