

CHAPTER I

INTRODUCTION

1.1 Background of the Study

A hotel is an accommodation that provides services and facilities for guests to stay. Hotel is a commercial building to provide lodging services and facilities for public such as lodging, luggage, food and beverage, and laundry. Most hotels and major hospitality companies have set industry standards to give service for guests. Four Points By Sheraton, Medan is an ideal choice for every traveler. Four Points By Sheraton Medan discover modern rooms and suites with complimentary Wi-Fi and pampering products. Sample delicious international cuisine at our restaurant or sip cocktails in lounge. Enjoy relaxing amenities from our spa, pool and gym to daily activities designed to keep families entertained. If a business or social event brings you to Medan, Indonesia, our extensive venues, custom catering and superb service set the scene for impressive gatherings and weddings. Whether staying with work or leisure, we look forward at Four Points by Sheraton Medan in Indonesia

According to Edison (2018), Job satisfaction refers to a person's feeling of satisfaction on the job, which acts as a motivation to work. It is not the self-satisfaction, happiness or self-contentment but the satisfaction on the job. Job satisfaction relates to the total relationship between an individual and the employer for which he is paid. Satisfaction means the simple feeling of attainment of any goal or objective. Job dissatisfaction brings an absence of motivation at work.

Job satisfaction is the result of various kinds of attitudes related to work and special factors such as wages, supervision, job stability, job security, opportunities for advancement, fair work assessment, social relations at work, and treatment of superiors. Employees experience dissatisfaction at work caused by work supervision that is too tight, financial compensation that is not adjusted to the risk and workload of employees. This can be seen from the increase in employee turnover data at Hotel Four Points by Sheraton which has increased. Some problems of employees resigning are unsatisfactory compensation, leadership that has not been effective, a management system that is not good, work conflicts with superiors, high workload due to unclear description of the fall.

Table 1. 1 Employee Turnover at Hotel Four Points by Sheraton, Medan (2018-2020)

	2018	2019	2020
Employees resign	31	45	65
Employees enter	27	32	57
Total Employee	164	151	143

Sources: Prepared by the writer (Hotel Four Points by Sheraton, Medan, 2021)

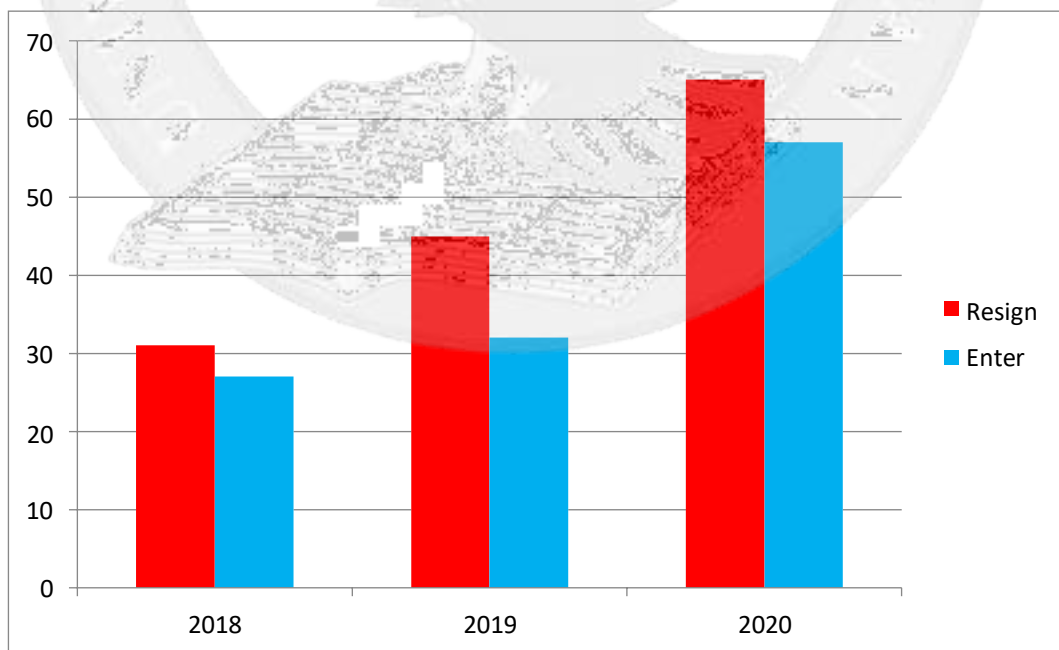


Figure 1. 1 Turnover Data at Hotel Four Points by Sheraton 2018-2020

Source: Prepared by the writer (Hotel Four Points by Sheraton, Medan, 2021)

Table 1.1 shows the company turn over data. This employee job dissatisfaction resulted in many employees who preferred to leave the company. In 2018, 31 employees left, while in 2019 there was an increase of 45 employees and most recently in 2020 there were 65 employees. For employees who entered in 2018 as many as 27 employees and the following year 32 employees and most recently in 2020 as many as 57 employees who entered. From this data it can be concluded that there are more employees who leave than employees who leave the company.

According to Hammed (2019), A good compensation in company package ensures, a compelling compensation plan helps to reduce the turnover rate and morale employee of the company. Employees will be more incentivized to stay in their role and this saves potential expenses related to turnover.

Based on the interview conducted to the Tambubolon (2021) as the HRD manager that gained a lot of complaints from employees related to compensation. In terms of work compensation at Hotel Four Points by Sheraton is lacking in providing compensation that satisfies its employees. The problem of compensation in this company is the date of receipt of salaries every month which is sometimes irregular as the company sets at the end of the month employees receive salaries while in practice employees sometimes receive salaries on the 1st to 5th, low incentives for marketing staff who do not match sales targets that are high and some employees in some parts still have salaries or wages that do not meet the minimum wage. Some of these problems cause employees to be bored at work and unable to get work performance in the company as seen from the

increasing number of absences of employees in the company. According to Hidayat (2018), Training has direct relationship with the employees' satisfaction in company. A significant relationship was found between the employees training and their resultant satisfaction in accomplishing different tasks. By the help of training employees become proficient in their jobs and they become able to give better results.

Based on the interview conducted to the Tambubolon (2021) as the HRD manager that there are complaints about the training program. One of the things that is thought to cause a decrease in performance in this company is job training. However, after passing the training period employees do not get additional training so that their performance does not improve. One of the factors that cause a decrease in employee performance is training that is not optimal due to limited training methods, fewer professional trainers and the time of participants who are not appropriate and willing come on time to attend training. This condition is known from waiters who are less skilled in serving customers as seen from the way the waiters bring plates or trays when taking orders, how to speak less fluently, less smiling, less showing hospitality and seem to be lazing in front of guests. The mastery of the menu that is still lacking is known when guests ask further about what menus are provided by Hotel Four Points by Sheraton, Medan. Lack of attention to job training needs can have an impact on future job performance

Based on the above explanation, the writer decides to conduct a research entitled **“The effect of Compensation and Training on Employees’job Satisfaction at Hotel Four Points by Sheraton, Medan”**.

1.2 Problem Limitation

Due to limitation of time and budget this research focussed to Hotel Four Points by Sheraton Medan that compensation (X_1), job training (X_2) and employee job satisfaction (Y).

According to Hakim (2020), Compensation is a remuneration given to someone for their contribution in achieving organizational goals, with the following indicators salary, incentives, benefits and rewards.

According to Mangkunegara (2018), there are several components in the training, including the aims and objectives, training material, the training method and trainees.

According to Hasibuan (2018), job satisfaction indicators are only measured by discipline, work moral and turnover is small,

1.3 Problem Formulation

Based on the background of the study, the writer formulates several questions, ad follows:

- a. How is the compensation offered Hotel Four Points by Sheraton, Medan?
- b. How is the training provided by Hotel Four Points by Sheraton, Medan?
- c. How satisfied are the employees of Hotel Four Points by Sheraton, Medan?
- d. Does compensation have partial effect on job satisfaction at Hotel Four Points

by Sheraton, Medan?

- e. Does training have partial effect on job satisfaction at Hotel Four Points by Sheraton, Medan
- f. Do compensation and training have simultaneous effect on job satisfaction at Hotel Four Points by Sheraton, Medan?

1.4 Objective of the Research

Based on the problem identification proposed in previous point, the objective of this research are:

- a. To describe about compensation offered Hotel Four Points by Sheraton, Medan.
- b. To explain about training provided by Hotel Four Points by Sheraton, Medan
- c. To assess how satisfied are the employees of Hotel Four Points by Sheraton, Medan.
- d. To analyze compensation whether have partial influence on job satisfaction at Hotel Four Points by Sheraton, Medan
- e. To discover training whether have partial influence on job satisfaction at Hotel Four Points by Sheraton, Medan.
- f. To investigate compensation and training have simultaneous influence on job satisfaction at Hotel Four Points by Sheraton, Medan

1.5 Benefit of the Research

The writer expects that this research can give benefits both theoretically and practically.

1.5.1 Theoretical Benefit

The research result can be used to expand, improve and develop the relevant theories especially in the compensation and training and its influence on job satisfaction.

1.5.2 Practical Benefit

The practical benefits on this research are:

a. For the writer

The writer as the researcher to get more experience in doing the research and as an addition to knowledge with regard to compensation, job training and job satisfaction of employees .

b. For the company

To provide useful suggestion for the company in increasing job satisfaction especially improving the compensation and training.

c. For other researchers

To be an additional reference, reference material for further research and information to interested parties in assessing the problem the same in the future.