

CHAPTER I

INTRODUCTION

1.1 Background of the Study

The internal and external changes of an organization can be due to the weakening or strong contribution of its human resources. This means the existence of human resources in a company can be one of the drivers of the company's performance. Company performance is aggregation or performance accumulation of all organizational units. Thus, the company's performance is strongly influenced by three main factors namely organizational support, management capability and performance of everyone who works in the company. The role of human resources for the survival of the company, of course, no doubt. Human resources play a role in activity planning activities, implementation, achievement, evaluation and improvement results.

Employee performance is defined as how an employee fulfills their job duties and executes their required tasks. It refers to the affect iveness, quality, and efficiency of their output. Performance also contributes to our assessment of how valuable an employee is to the organization. Each employee is a serious investment for a company, so the return that each employee provides must be significant. The performance represents one of the most important aspects that must be taken into account when talking about the internal marketing of a company, but not only. Reaching performance to the highest level becomes more and more a challenge, given the continuous development of the companies and the continuous increase of the market standards. This assumes not only providing

quality of the service and products, but also having a performant workforce. The more the employees, the greater the company's competitive advantage will be. A strong company will always attract and retain talents. This study was conducted among different companies from Bucharest, Romania - an emerging market by definition with great development opportunities, and the questions for the managers were constructed under the umbrella of the emerging market they activate on. The emerging markets, given the low standardization level and the continuous improvement and innovation requirements.

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 Point by Sheraton Hotel Medan is an ideal choice for every traveler. Four Point by Sheraton Hotel 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.

Based on the survey that the decrease of the employees performance Four Point by Sheraton Hotel Medan. It is seen from the error rate of work increases resulting in a decrease in customer satisfaction because of the provision of the service has not been satisfactory for the consumer, the amount of work completed is not the right time so that the trigger workload of the employees because of the demands of the job more and more, disciplinary action employees who decline the

looks of absence and delay of employees Four Point Hotel Medan. The following data delay of employees come to the Four Point by Sheraton Hotel Medan :

Table 1.1
Data Delay of Employees Four Point by Sheraton Hotel Medan

Month	Total	%
January	43	32.09
February	54	40.30
March	39	29.10
April	41	30.60
May	62	46.27
June	55	41.04
July	37	27.61
August	64	47.76
September	71	52.99
October	56	41.79
November	63	47.01

Sources: Four Point by Sheraton Hotel Medan, 2021

In addition, data on employee delays in this company can also be seen from figure 1.1

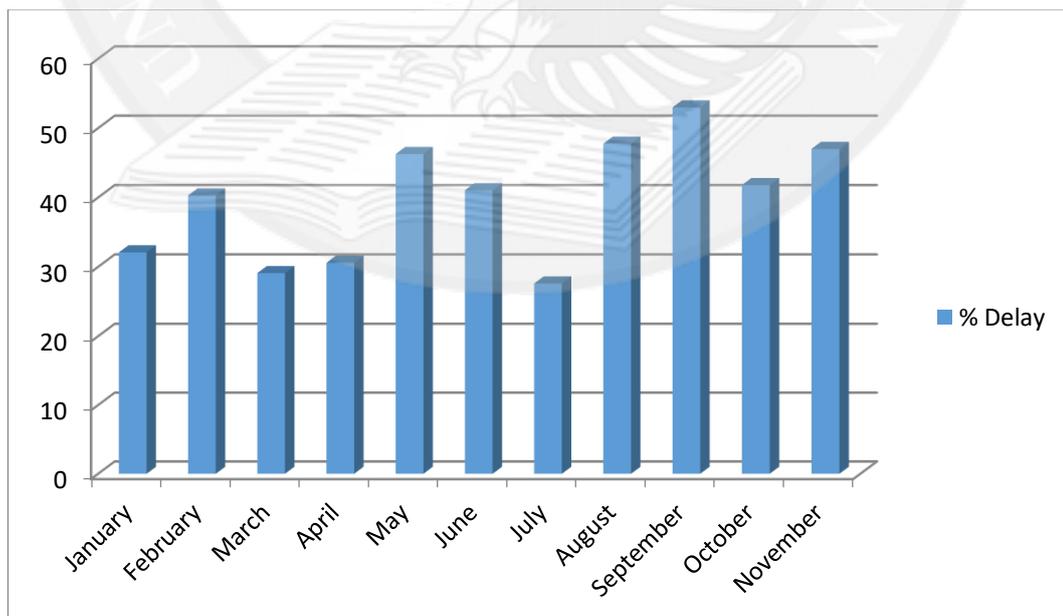


Figure 1. 1. Data delay of employees Four Point Hotel Medan

Spurces: Four Point by Sheraton Hotel Medan, 2021

The most important factor that can affect the achievement of one's work is the competence factor of the person concerned. Competence can be described as basic characteristics, personality deepest and influencing the behavior of a worker when he faces the job. Ultimately these basic characteristics affect the affectiveness in carrying out its work. Lasmahadi (2017) states that competence will always be associated with superior performance since competence includes personal aspects that encourage employees to achieve superior performance. Competence includes a set of intelligent actions, full of responsibilities that someone has as a condition to be considered capable by the community in carrying out tasks in the field of work. Dharma (2019) reveals that competence is what one brings to work in the form of different types and levels of behavior. This should be distinguished from certain abilities (knowledge, expertise, and expertise) required to perform various tasks related to a job. Competence determines aspects of the process of the outcome of a job.

The competence of the employees Four Point by Sheraton Hotel Medan who have not been able to support its performance efficiently. Where recruited employees who are still not in accordance with the education and work experience needed division specific work that resulted in the employee difficulties in adaptation and understand for work quickly and accurately, and the lack of job training that is given in order to improve the competence of the employee.

Leadership is a comprehensive pattern of the actions of a leader, both visible and invisible to his subordinates. Leadership describes a consistent philosophy, skills, traits and attitudes that underlie one's behavior. Leadership will show directly about a leader's belief in the abilities of his subordinates. Leadership

itself is a pattern of behavior that is displayed as a leader when trying to influence the behavior of others. Because the behavior shown by subordinates is basically the response of the subordinates to their leadership. Leadership can affect employee performance, because in carrying out their duties, leaders need to pay attention and be supervised so that employees work well. Therefore, leadership and motivation are very important in this company, so that there is supervision and encouragement for employees in carrying out work.

Leadership in the Four Point by Sheraton Hotel Medan is still less than optimal which is visible from many employees complain that the leaders who pay less attention to the employee when the employee is facing problems in the work, leaders who sometimes emotional when employees make mistakes, the leadership of the less motivated employees so that the employees work with passion and leadership, which sometimes is not fair in the determination of sanctions to employees who commit violations.

From the description that has been there before, it encourages researchers to discuss in the thesis under the title "**The Affect of Employee Competence and Leadership on the Employee Performance at Four Point by Sheraton Hotel Medan.**"

1.2 Problem Limitation

Limitation of the problem in this study only discusses "The affect of Employee Competence and Leadership on the Employee Performance at Four Point Hotel Medan". In this study, Employee Competence and Leadership hwill be the independent variable and Employee Performance will be the dependent variable.

1.3 Problem Formulation

The problem formulation in this research are:

1. Does Employee Competence has affect on Employee Performance at Four Point by Sheraton Hotel Medan?
2. Does Leadership has affect on Employee Performance at Four Point by Sheraton Hotel Medan?
3. Do Employee Competence and Leadership have affect on Employee Performance at Four Point by Sheraton Hotel Medan?

1.4 Objective of the Research

The objective of this study is:

1. To analyze Employee Competence whether has affect on Employee Performance at Four Point by Sheraton Hotel Medan.
2. To discover Leadership whether has affect on Employee Performance at Four Point by Sheraton Hotel Medan.
3. To investigate Employee Competence and Leadership have affect on Employee Performance at Four Point by Sheraton Hotel Medan.

1.5 Benefit of Research

1.5.1 Theoretical Benefit

A reference for similar research in the future, especially concern about employee competence and leadership attention to the level of employee performance.

1.5.2 Practical Benefit

From this study, the company will benefit from this research as they know if there is correlation between Employee Competence and Leadership with employee performance. If the employee competence and leadership is sufficient enough, then employee performance will be up to expectations. Some of the benefits are expected for:

1. Researcher

Help the writer to know the influence of employee competence and leadership towards employee performance in the real life.

2. Reader

Help to improve reader knowledge about how important the affect of the level of employee competence and leadership towards their employee performance.

3. Company

Help the company to aware that employee competence and leadership affect the employee performance.

