

CHAPTER I

INTRODUCTION

1.1. Background of Study

The performance of working employees largely depends on the management capabilities of the company in which they work. The ability of employees to achieve the expected work targets is a measure of the company's ability to properly carry out human resource management. Employees with good work skills will be able to help the company to achieve the expected profit of the company. Therefore, managing employees as human resources should be a priority for the company. With good management skills in carrying out employee management, it will give employees good work productivity and loyalty in carrying out work.

Employee performance in carrying out work is an important thing that the company must monitor. According to Arif et al. (2019), one way to view the company's development is to look at the performance of employees in the company. Performance may be referred to as a person's actual job performance or achievements. Performance is achieved by a person's work based on the job's requirements (job requirements).

To support good employee performance and, as expected, a work environment that supports employee conditions is needed to work comfortably. According to Sedarmayanti (2011) in Edward and Purba (2020), the work environment is the overall tools and materials faced by the surrounding

environment in which a person works, his work methods, and work arrangements both as individuals and as groups.

Work discipline is also needed to support employees so that they can work by the rules set by the company. According to Suprapti et al. (2020), work discipline is a management action to encourage members of the organization to meet the demands of various conditions that employees must obey. In addition, employee discipline is a form of training that tries to improve and shape employees' knowledge, attitudes, and behavior so that employees can work cooperatively with other employees and improve their work performance.

The hotel is a business that offers aspects of service in the form of lodging, lodging, and other services related to consumer demands for food, comfort, and security after public amenities like comfort, privacy, and business. For the company to take the opportunity and outperform the competition, tangible and intangible facilities must support and maintain one another. This cause does require high-caliber, talented human resources. Hotel Kalang Ulu Berastagi is one of the hotels located in the Berastagi tourist area, Karo Regency, North Sumatra. As one of the hotels with a famous tourist location, it attracts close attention from visitors. Visitors will also hope to have services and get supportive facilities from the Kalang Ulu Berastagi Hotel.

At this time, the performance of employees at the Kalang Ulu Berastagi Hotel has not shown good performance. At present, the performance of employees at the Kalang Ulu Berastagi Hotel has not had a good performance. This can be seen from the total revenue from Hotel Kalang Ulu Berastagi in the following table.

Table 1.1
Revenue Data from Kalang Ulu Berastagi Hotel

| Years | Revenue Target | Revenue Data | Percentage |
|-------|----------------|---------------|------------|
| 2018 | 4,000,000,000 | 3,653,332,000 | 91% |
| 2019 | 4,000,000,000 | 3,000,250,000 | 75% |
| 2020 | 4,000,000,000 | 1,850,000,000 | 46% |
| 2021 | 4,000,000,000 | 1,452,000,000 | 36% |

Source: Kalang Ulu Berastagi Hotel, 2022

The total income at the Kalang Ulu Berastagi Hotel shows that there has been a decline in revenue in recent years. The decrease in income from the Kalang Ulu Berastagi Hotel shows that there has been a decrease in the performance of employees because they are unable to achieve the targets set. As follows, poor employee performance can also be seen from the employee delay in carrying out work.

Table 1.2
Yearly Data of Employee Tardiness at Kalang Ulu Berastagi Hotel

| Years | Number of Tardiness | Percentage |
|-------|---------------------|------------|
| 2018 | 125 | 19.7% |
| 2019 | 152 | 23.9% |
| 2020 | 165 | 26% |
| 2021 | 193 | 30.4% |
| Total | 635 | |

Source: Kalang Ulu Berastagi Hotel, 2022

The table shows that employees working at Kalang Ulu Berastagi Hotel have an increasing number of delays from 2018 to 2021. The number increases from the figure of 125 times with a percentage of 19.7% of delays to 193 times with a percentage of 30.4% of delays. The increased number of delays shows that employees have problems with their performance. In addition, the delay in attendance shows that employees are less responsible in their commitment to work on time and cannot carry out work properly.

The work environment of employees at Kalang Ulu Berastagi Hotel shows that the environment around the hotel does not allow employees to carry out their

work correctly. To see the problems in the employee's work environment, the authors conducted interviews with 30 employees regarding their current work environment. The following are the results of interviews with employees.

Table 1.3
Result of Interview about Working Environment

| Questionnaires | Answer | |
|---|----------------|----------------|
| | Yes | No |
| Does your workspace have good lighting? | 10 respondents | 20 respondents |
| Is the air condition around the work room comfortable? | 22 respondents | 8 respondents |
| Do you feel noise in the workspace? | 25 respondents | 5 respondents |
| Does the hotel provide a qualified workspace for employees? | 8 respondents | 22 respondents |

Source: Interview Result 2022

From the results of interviews with employees who work at the Kalang Ulu Berastagi Hotel, it shows that the dominant respondents stated that the Kalang Ulu Berastagi Hotel has a work room with poor lighting, has a noisy work room because employees work in a room close to the kitchen, and has a work room narrow work based on the opinion of the respondents. This shows that the work environment in the company is not good enough to support the work of employees.

In the work discipline of employees, employees who carry out work do not yet have good work discipline. This can be seen in employees who still often violate regulations at work. Employees still do not follow the regulations set by the management of Kalang Ulu Berastagi Hotel in the implementation of work. Here is the employee job violation data.

Table 1.4
Employee Violation Data at Kalang Ulu Berastagi Hotel

| Years | Number of Rule Violations | Problems in Violation by Employees |
|-------|---------------------------|---|
| 2017 | 42 times | 1. Employees do not perform tasks according to directions. 2. Often late for work. 3. Not being polite with superiors. 4. Conflict with co-workers. 5. Not showing up for work without notice. 6. Eating in the work room without permission from the manager. |
| 2018 | 44 times | |
| 2019 | 52 times | |
| 2020 | 53 times | |
| 2021 | 56 times | |

Source: Kalang Ulu Berastagi Hotel, 2022

The data on regulatory violations in table 1.4 shows that employees who violate work regulations increased from 2017 to 2021. The increase in regulatory violations employees commits shows that employees do not have good discipline in carrying out their work. The highest number of work violations was in 2021, as many as 56 times.

Based on the description above, the writer is interested in conducting research on work environment and work discipline and its effect on employee performance and writing it in the form of a final project report entitled "**The Effect of Work Environment and Work Discipline towards Employee Performance at Hotel Kalang Ulu Berastagi**".

1.2. Problem Limitation

The writer of this study will collect data through the manager and employee from Kalang Ulu Berastagi Hotel Berastagi. The research object is 45 permanent employees of Kalang Ulu Berastagi Hotel Berastagi. However, due to the limitation of time, budget, and data access. In this research, the writer will focus only on the work environment and work discipline and the relationship between employee

performance. Problem limitations are work environment and discipline as the independent variable (x) and employee performance as the dependent variable (y).

Indicators of work environment as the independent variables from Sedarmayanti in Bukhari and Pasaribu (2019) namely lighting, air temperature, noise, use of color, space, ability to work, relationships between employees. Indicators of work discipline from Saleh and Utomo (2018), namely: frequency of attendance, level of vigilance, adherence to work standards, observance of work regulations, work ethics.

Employee performance as the dependent variable with indicators according to Sudiarditha (2018), namely: quality of work, the quantity of work, timeliness, effectiveness, employee cooperation.

1.3. Problem Formulation

Based to the study's background, the following questions must be addressed in this research:

- a. Does work environment have partial effect on employee performance at Hotel Kalang Ulu Berastagi?
- b. Does work discipline have partial effect on employee performance at Hotel Kalang Ulu Berastagi?
- c. Do work environment and work discipline have effect on employee performance at Hotel Kalang Ulu Berastagi?

1.4. Objective of the Research

The objective of this research are as follows:

- a. To examine work environment has partial effect on employee performance at Hotel Kalang Ulu Berastagi.
- b. To examine work discipline has partial effect on employee performance at Hotel Kalang Ulu Berastagi.
- c. To find out whether work environment and work discipline have simultaneous effect on employee performance at Hotel Kalang Ulu Berastagi.

1.5. Benefit of the Research

The benefit of this research are as follows:

1.5.1. Theoretical Benefit

The findings of this study are intended to add to the body of knowledge on work environment and work discipline and their effect on employee performance.

1.5.2. Practical Benefit

- a. According to the writer, the outcome of this research should contribute to the interesting theories on how discipline and motivation affect employee performance.

- b. For Hotel Kalang Ulu Berastagi, this research serves as an indication of whether the survey conducted will be beneficial in improving the company's performance.
- c. To serve as a guide or reference for other researchers in directing them to conduct additional study that is compatible with this research.

