

CHAPTER I

INTRODUCTION

1.1 Background of The Study

The hospitality sector is recognized for its very competitive and dynamic environment, which forces businesses to continuously adjust and pursue excellence. In this regard, staff performance is essential to the survival and prosperity of the hotel industry. In order to properly manage their human resources and preserve a competitive advantage, firms must comprehend the elements that drive employee performance. Organizations must create methods that improve employee performance because of the fierce competition and quick changes that define the current business landscape. In this environment, knowing what affects employee performance has become critical for businesses looking to grow.

According to Yeti (2022), employee performance is significantly impacted by emotional intelligence. The term emotional intelligence describes the capacity to recognize, regulate, and engage with others in a productive manner. Emotional intelligence has been identified as a critical component that impacts teamwork, individual performance, and overall organizational effectiveness in the workplace. Workers with strong emotional intelligence are more able to manage obstacles at work, create wholesome bonds with others, and exhibit flexibility and resilience, all of which contribute to higher performance. Therefore, understanding the impact of emotional intelligence on employee performance can

be essential for organizations aiming to create a productive and harmonious work environment.

Aldy Januar Rakhma (2019), Employee performance is significantly impacted by performance management. Organizations utilize a variety of procedures and tactics under performance management to match worker output with corporate objectives. To inspire employees, it entails establishing performance standards, giving feedback, and putting in place procedures for incentives and recognition. Higher levels of performance have been associated with effective performance management strategies, as well as enhanced work satisfaction and staff engagement. This study aims to clarify the significance of putting in place thorough performance management systems in order to accomplish organizational goals by looking at the link between performance management and employee performance.

According to Setyowati and Sukarno (2023), employee performance is significantly impacted by organizational learning. The process by which companies gather, disseminate, and use information in order to adjust and enhance their performance is known as organizational learning. The purpose of the study is to determine how much Trans Resort Bali fosters a culture of learning inside the company and how this affects worker productivity. It will look into the effects of opportunities for employee growth, ongoing education, and knowledge exchange on both individual worker performance and overall organizational effectiveness.

Through the integration of performance management, organizational learning, and emotional intelligence, this research attempts to offer a thorough comprehension of the elements that influence employee performance at Trans Resort Bali. The business will be able to maintain a competitive edge in the hospitality sector by using the findings to inform the development of targeted interventions and strategies that improve employee performance and promote organizational effectiveness.

An attempt has been made to resolve the issues with staff performance at Trans Resort Bali. Management actively promotes a culture of improvement by giving staff members the resources and encouragement they require to succeed in their positions. These initiatives show a proactive approach to improving worker performance and making sure the resort keeps its stellar reputation for providing first-rate hospitality services. The following are some personnel issues that have been brought to light by consumer complaints:

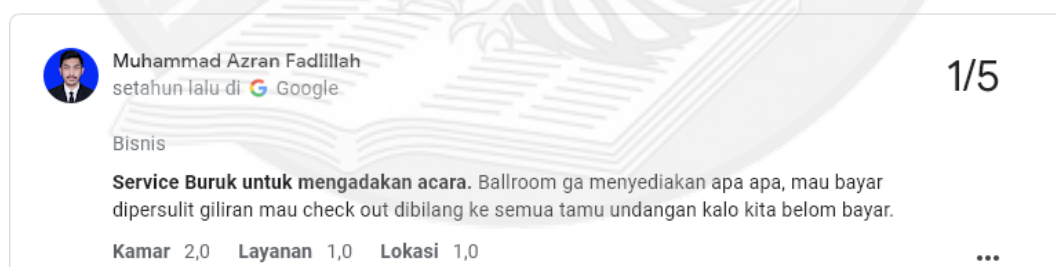


Figure 1.1. Customer Complaints about Emotional Intelligence.

Source: Google.com/travel (2023).

Based on the guest complaint above regarding problems with emotional intelligence when holding an event at the ballroom of The Trans Resort Bali. Guests complained about the payment

system being difficult when holding events in the ballroom at The Trans Resort Bali and when checking out, the hotel notifies all invited guests that the event organizer has not paid the bill. This shows that employees lack emotional intelligence regarding the problems that occur.

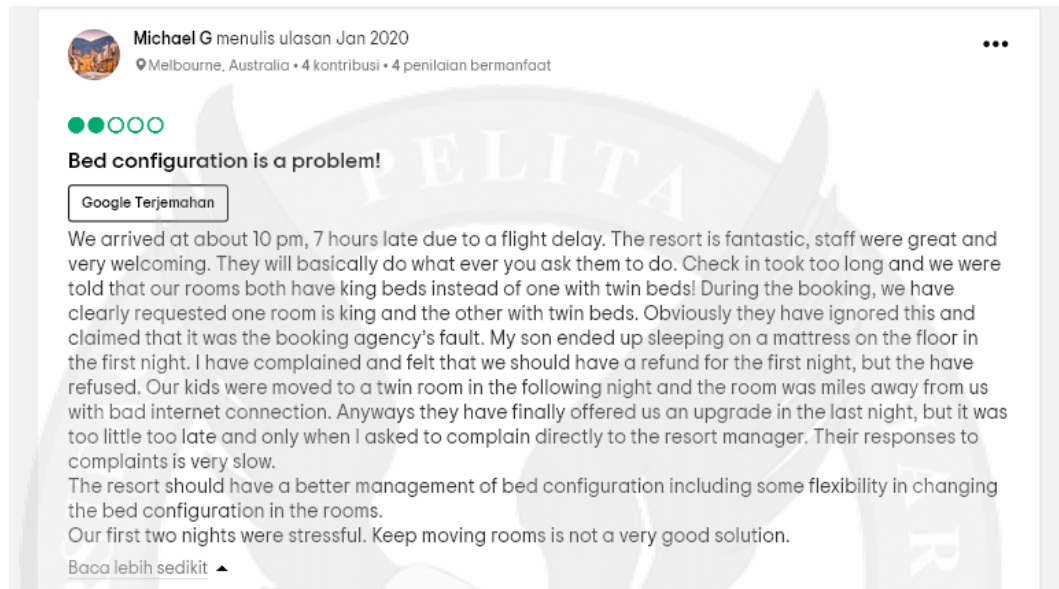


Figure 1.2. Customer Complaint in Performance Management.

Source: Tripadvisor.com. (2023).

Based on the review above, there are problems with management performance towards guests who are disappointed because the room booked does not match the one provided and the hotel ignores the guest's request to change rooms and claims that this was the agency's error which resulted in the guest sleeping on a mattress on the first night. This shows that management is slow to respond to complaints.

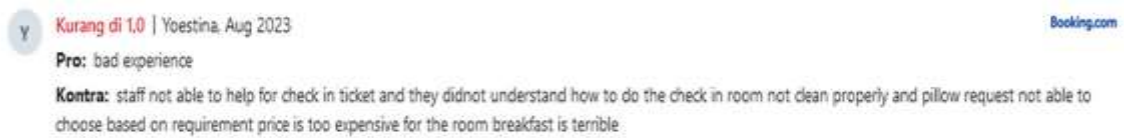


Figure 1.3. Customer complaint about Organizational Learning.

Source: Booking.com (2023).

Based on the guest reviews above, there are guest complaints about employees who do not understand how to check in a room, which shows that there is a lack of organizational learning among employees.

There are several problems at The Trans Resort Bali which prove that there are problems with emotional intelligence for Trans Resort Bali staff, this can be seen from several meetings with visitors. There appears to be a lack of awareness and ability to react correctly to visitors' needs and emotional indications. This includes scenarios where employees may have difficulty understanding a visitor's concerns or struggle to appropriately control their own emotions in difficult circumstances. This lack of emotional intelligence can cause guests to become dissatisfied and possibly negatively impact their overall stay. Targeted training programs to improve emotional intelligence capabilities will help address this issue by empowering staff members to handle interactions with visitors with more tact and responsiveness.

Trans Resort Bali is lacking in handling problems at the hotel. Guest demands indicate the need for more extensive performance management techniques. Employee growth may be hampered by gaps in coaching opportunities or feedback systems. To overcome this problem, a comprehensive evaluation of

performance management procedures is needed. This includes increased communication of expectations, focused training, and an organized feedback system to ensure that staff members are prepared to continue providing high-quality service. Trans Resort Bali's performance management issues are complex, with obvious weaknesses in a number of important areas. There was a stark difference between what the guests wanted and how the rooms were assigned, which left them feeling unhappy and uncomfortable. Weaknesses in the resort's performance management system, especially in terms of receiving and handling visitor complaints quickly, can be seen from the slow reaction to guest complaints. All of these issues suggest that the resort's performance management system must be strengthened, with improved guest satisfaction initiatives, communication channels, and training programs.

Recurring service related issues at Trans Resort Bali are a clear indication of an organizational learning problem as the same issues continue to arise without visible progress. This implies that there may be a learning gap and the resort's response to visitor complaints also indicates a lack of flexibility and a slow learning curve in managing and resolving difficulties quickly. The inability to adequately address issues related to check-in protocols, room cleanliness, or extras such as pillows indicates a need for improved organizational learning techniques. To stop frequent service lapses, it appears the resort could benefit from stronger feedback loops, comprehensive training courses and a culture of continuous improvement.

Based on the previously described problem backdrop, the researcher will carry out the following research under the heading: **“The Effect of Emotional Intelligence, Performance Management and Organizational Learning on Employee Performance at Trans Resort Bali.”**

1.2 Problem Limitation

The writer chooses to concentrate studies on organizational learning, performance management, and emotional intelligence as independent variables and employee performance as a dependent variable, taking into account time constraints and the writer's skill level.

1.3 Problem Formulation

The author can identify problems in the following ways using the background research described as follows:

1. Does emotional intelligence have a partial effect on employee performance at The Trans Resort Bali?
2. Does performance management have a partial effect on employee performance at The Trans Resort Bali?
3. Does organizational learning have a partial effect on employee performance at The Trans Resort Bali?
4. Does emotional intelligence, the performance management and organizational learning simultaneously have an effect on employee performance at The Trans Resort Bali?

1.4 Objective of the Research (delete the question mark)

1. To find out if emotional intelligence partially affects employee performances at The Trans Resort Bali
2. To find out if performance management partially affects employee performances at The Trans Resort Bali
3. To find out if organizational learning partially affects employee performances at The Trans Resort Bali
4. To find out if emotional intelligence, performance management and organizational learning simultaneously affect employee performance at The Trans Resort Bali

1.5 Benefit of the Research

1.5.1 Theoretical Benefits

The theory of hospitality is being developed with the help of this study, particularly in the areas of employee performance, performance management, organizational learning, and emotional intelligence.

1.5.2 Practical Benefits

- a. This study can broaden the writer's understanding of the hotel industry, particularly in the areas of employee performance, performance management, organizational learning, and emotional intelligence.

- b. The results of this study can help the business improve employee performance through performance management, organizational learning, and emotional intelligence.
- c. This study can serve as a reference for future research on a related issue for other researchers.

