

The Impact of Motivation Towards Employee Performance in Finance Department at Jw Marriott, Medan

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Abstract: In managing the hospitality industry, one of the goals is to increase the performance of its employees/ human resources. Employee performance has an important role in the overall performance and growth of the company. To perform well, employees must have motivation. Work motivation sparks a sense of purpose and passion in employees, encouraging them to invest time and energy in their work efforts. This study aims to determine whether there is an impact of motivation towards employee performance in finance department at JW Marriott, Medan. In this study, indicator of motivation are achievement, recognition and responsibility. Indicator of employee performance are work quality, work quantity and work behavior. The data analysis method in this study is the descriptive analysis method, validity test, reliability test, descriptive statistics, normality test, coefficient of correlation test, coefficient of determination test, linear regression analysis, and hypothesis test. Sampling in this study is a census sampling method with sample size is 32 employees. The result of the coefficient of correlation is 0.717. The result of the coefficient of determination is 51.5%. The regression equation is $Y = 5.024 + 0.674X$. The result of the Z test shows that the Z count > Z table (3.99 > 1.96). The results of descriptive statistics show that the average employee is disagrees that there is positive motivation and employee performance in the hotel. The conclusion of this study means that motivation has impact towards employee performance in finance department at JW Marriott, Medan.

Keywords: Motivation, Employee Performance, JW Marriot Hotel, Medan, Simple Linear Regression

1. Introduction

The hospitality industry is defined as an extensive range of companies that offer services to customers. The hospitality industry is the main service sector in the world's companies. The hospitality industry consists of broad categories of fields within the service industry that can be divided into various subsectors. The top four sectors consist of food and beverage, accommodation, travel and tourism, and entertainment and recreation. Even though the market is divided into segments, there is a lot of overlap to enhance the customer experience.

Hotels are the most common type of lodging in the hospitality industry. Hotel accommodate guests that need short- or long-term stays. In addition to lodging, hotels frequently offer a variety of other services, such as housekeeping, room service, laundry, etc. The main objective of a hotel is to provide exceptional customer service by producing high-standard facilities and services.

The hotel industry is an industry that can absorb a lot of workers. The hotel industry in Indonesia continues to grow along with the development of the business world, which is marked by the continued increase in the number of existing hotels. This causes competition between one hotel and another to increase. This sector has the main goal of fulfilling guest satisfaction through the services provided, and human resources are the main asset to achieve this goal [1]. Human resources have an important role in the operations of a company which ultimately leads to achieving company goals, so quality of the human resources is really needed. One of the goals of an organization is to increase the performance of its employees/human resources.

Received: September , 14 2024
Revised: September , 26 2024
Accepted: October , 14 2024
Published: October , 30 2024
Curr. Ver.: October, 30 2024



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Employee performance is primarily seen as the level of output delivered by employees who focus on quality and quantity [2]. Employee performance has an important role in the overall performance and growth of the company. According to [3], employee performance is believed to be one of the most significant aspects that influences the success of the hotel industry.

Performance can benefit not only organizational succession but also employees. High levels of employee performance can create opportunities for employees to earn better salaries and achievements, which then results in the improvement of welfare [4].

To perform well, employees must have motivation. According to [5], one thing that can influence performance is motivation, because in organizations this is something important and needed to improve employee performance affirmatively. Likewise, according to [5], motivation has a significant effect on employee performance.

According to [7] states that "motivation is a stimulation of desire and the driving force of a person's willingness to work." Work motivation sparks a sense of purpose and passion in employees, encouraging them to invest time and energy in their work efforts. Work motivation fosters a positive work environment characterized by high levels of engagement and work enthusiasm.

As a result, employee performance increases through a motivated workforce. Only motivated employees will achieve good performance and will contribute to achieving organizational goals and its success. If employees are not motivated, then their performance is low, and thus the organization will not operate successfully.

The writer conducted the research at JW Marriott Medan, which is located in Putri Hijau Street Number 10, Medan. JW Marriott Hotel Medan is located in the city center and business district of Medan City. JW Marriott Medan has the distinction of being the first and only five-star international hotel in Medan, providing a memorable experience for business and leisure travelers. Enjoy delicious cuisine and specialty drinks at the hotel restaurant, or relax in the Executive Lounge and enjoy 180° views of the city. JW Marriott Medan offers the largest pillar-free ballroom in Medan, as well as 9 other venues for meetings or events. The hotel's rooms and suites are intuitively designed with luxurious beds, modern technology and panoramic views of the Medan skyline. The facilities offered by the JW Marriott hotel are quite diverse, including an outdoor infinity pool, spa, sauna and hotel gym which operates 24 hours.

During the internship at JW Marriott Medan, the author encountered the problem of decreasing employee performance. This decline can be seen in the quality and quantity of work produced by employees. There were many complaints from supervisors about their work ethics, such as making mistakes, being ignorant and irresponsible at work. Employees tended to be slow and unproductive that they weren't able to complete their daily tasks, they didn't know how to work effectively.

In order to find out the causes, the writer conducted an interview with several employees in the finance department. The findings show that lack of appreciation and reward for their hard work plays an important role in employee work motivation which results in decreased employee performance. The employees have no initiative or unwilling to help others and take challenging tasks because they feel that their help and achievements will not be appreciated.

Based on the author's assessment, 50% of the total employees are old employees and have worked for 10–15 years. They are no longer productive, they don't have the motivation or ambition to grow and develop their career path. It means that promotion and career development aren't interested by them. The condition might give negative and positive impact for new young employee. New motivate employees can take this opportunity to learn and develop their skills and career in the company.

Apart from that, the writer also found a lack of sense of belonging in employees. They often return back to work late after the lunch break and neglect their work because their shift is over. Employees don't want to be disturbed outside of working hours. Employees are not responsible for their job, they only work with the aim of fulfilling their duties, they have no desire to do more than expected. This lack of sense of belonging not only hinders the company's growth but also hinders the personal and professional growth of employees.

Based on the problem stated above, the writer wants to conduct the research with the title: **“The Impact of Motivation Towards Employee Performance in Finance Department at JW Marriott, Medan”**.

2. Proposed Method

According to [8], research design is a blueprint or plan for the collection, measurement, and analysis of data, created to answer your research questions. A good research design is those that can result in logical and systematic conclusion. According to [9], quantitative research is a type of research that produces discoveries that can be achieved using statistical procedures or other ways of quantification (measurement). In this research, the writer will focus on 2 types of research design that can be seen as follow: Descriptive Research and Causal Research. This research was conducted at JW Marriott Hotel Medan located in Jl. Putri Hijau No.10, Medan City, North Sumatra 20111.

According to [10], population is generalization area or a group consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and then made a conclusion. Based on the definition above, the population used in this research is the employees that work in finance department of JW Marriott Medan, which are 32 employees.

According to [11], census sampling is a sampling technique when all members of the population are used as samples. Census method confirms a higher degree of accuracy than other techniques. The Census method provides complete information because each and every item is investigated carefully. Therefore, it is a very reliable method of data collection. This research will collect responses from all employees that work in finance department of JW Marriott Medan, which are 32 employees.

Operational variables are necessary so that reader will know exactly what the dependent variable is and how it was measured. There are two variables that have being applied in this research

Table 1 Operational Variabel Definition

Variable	Indicators	Sub Indicators	Questionnaire Statement
Motivation (X)	Achievement	High Desire	The associates highly desire to develop their skills.
		Challenge	The associates are willing to accept challenging goal.
	Recognition	Appreciation	The associates receive a generous appreciation for their achievement.
		Satisfaction	The associates are satisfied with the recognition given.
	Responsibility	Accountable	The associates are accountable to complete their task on time.
		Belongingness	The associates feel a sense of belonging on their responsibilities.
Employee Performance (Y)	Work Quality	Consistent	The associates consistently produce good performance.

	Work Quantity	Thoroughness	The associates are always meticulous at work.
		Load of Assignment	The associates can get any load of assignment done quickly
		Deadliness	The associates always complete their work and duties timely.
	Work Behavior	Punctual	The associates are punctual to start their work.
		Initiative	The associates have initiative to propose rotation to other section.

Source: Writer (2024)

According to [12], data collection refers to the actual methods used to gather data for analysis. Popular research methods included, but are not limited to, are questionnaires, interviews and observations. In order to have an objective and accurate data and information needed in accomplishment of this research, the writer use methods of research, those are Primary Data Sources : A data that is obtained from respondents through questionnaires, focus groups and panels or also data from researchers' interviews with resource persons. Data obtained from primary data must be processed again. Resources that directly provide data to data collection. Secondary data is data that is obtained from records, books, government reports, and articles. Usually, data obtained from secondary research does not need to be processed anymore. analysis data is the simple linear regression equation is an equation model describes the relationship between an independent variable/ predictor (X) and a dependent variable/ response (Y). The formula is:

$Y = a + bX$ To find the value of a and b, the formula is:

$$a = \frac{(\sum Y)(\sum X^2) - (\sum X)(\sum XY)}{n \sum X^2 - (\sum X)^2}$$

$$b = \frac{(\sum XY) - (\sum X)(\sum Y)}{n \sum X^2 - (\sum X)^2}$$

Where:

n = number of sample

a = constant factor

b = regression coefficient X = independent variable Y = dependent variable

Hypothesis testing is an act in statistics whereby an analyst tests an assumption regarding a population parameter. As a result, a hypothesis test is to see which of the null hypothesis (H₀) and alternative hypothesis (H_a) will be accepted. The hypothesis test in this study uses Z-test. Z-test is a statistical test used to determine whether two population means are different when the variances are known and the sample size is more than 30. This test statistic is assumed to have a normal distribution, and standard deviation must be known to perform an accurate z-test. The formula is:

The following are the scales that were used to determine the outcome of the hypothesis test:

1. If $-z_{count} < -z_{table}$, null hypothesis (H₀) is rejected and alternative hypothesis (H_a) is accepted.

2. If $+z_{count} > +z_{table}$, null hypothesis (H_0) is rejected and alternative hypothesis (H_a) is accepted.
3. If $z_{table} \leq z_{count} \leq -z_{table}$, null hypothesis (H_0) is accepted and alternative hypothesis (H_a) is rejected.

4. Results and Discussion

Coefficient of correlation aims to study whether the two observed variables are related and to determine the strength and direction of this relationship. The writer uses Pearson correlation coefficient, this is the most common and used to know the correlation between independent variable and dependent variable. The correlation test results can be seen as follows:

Table 2. The Result of Coefficient of Correlation

		X	Y
X	Pearson Correlation	1	.717**
	Sig. (2-tailed)		.000
	N	32	32
Y	Pearson Correlation	.717**	1
	Sig. (2-tailed)	.000	
	N	32	32

** Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Processing Results (2024)

From the data above, it shows that the coefficient of correlation between Variable X (Motivation) and Variable Y (Employee Performance) is 0.717. Therefore, it can be concluded that motivation and employee performance have a significant strong and positive relationship.

The coefficient of determination essentially measures how far the model's ability to explain the variation of the dependent variable. The determination test results can be seen as follows:

Table 3. The Result of Coefficient of Determination Variable X (Motivation) Y (Employee Performance)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.717 ^a	.515	.498	2.94470

a. Predictors: (Constant), X

b. Dependent Variable: Y

Source: SPSS Processing Results (2024)

From the table above, it shows that the coefficient of determination is 0.515. It means that 51.5% of employee performance can be explained by motivation. The remaining amount of 48.5% can be influenced by other variable which are not included in this research model.

Simple linear regression equation is an equation model describes the relationship between an independent variable/ predictor (X) and a dependent variable/ response (Y). The result of simple linear regression analysis can be seen in table below:

Table 4. The Result of Linear Regression Analysis

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.024	1.801		2.789	.009
	X	.674	.119	.717	5.640	.000

a. Dependent Variable: Y

Source: SPSS Processing Results (2024)

Based on the linear regression processing result, then it can be obtained that linear regression result can be seen as following:

$$Y = a + bX$$

$$Y = 5.024 + 0.674X$$

The equation can be explained as follow:

1. Constant (a) are shown as a positive indication from the value 5.024. It shows constant value where if Motivation (X) is assumed to be zero, Employee Performance (Y) has the value 5.024.
2. It shown as a positive indication from the value of Motivation (X) of 0.674. It means that when Motivation (X) raises by one value, Employee Performance (Y) raises by 0.674.
3. Therefore, it can be concluded that if Motivation increase, then this will lead the increasement of Employee Performance.

The coefficient of correlation between Motivation and Employee Performance is 0.717, mean that Motivation and Employee Performance have a significant strong and positive relationship. The coefficient of determination which is 0.515, mean there is 51.5% of Employee Performance can be explained by Motivation in Finance Department at JW Marriott, Medan. While 48.5% can be impacted by other factors which are no included in this research model. The results of a linear regression test found the regression model is $Y = 5.024 + 0.674X$, which mean every increase of 1 unit variable X (Motivation) can increase the variable Y (Employee Performance) as much as 0.674 times. The results of the hypothesis test (Z-test) show Z count 3.99 > Z table 1.96, so it can be concluded there is an impact of variable X to variable Y.

5. Conclusions

After conducting the research and data analysis about the impact of Motivation towards Employee Performance in Finance Department at JW Marriott, Medan. The writer can conclude that Motivation has an impact towards Employee Performance in Finance Department at JW Marriott, Medan. This can be seen from the result of hypothesis, correlation and determination test. The result of hypothesis test shows that Z count > Z table (3.99 > 1.96), which means H_a is accepted. The result of correlation test shows that the correlation between the variable is 0.717, which means the variables have a significant strong and positive relationship. The result of determination test is 51.5%, which means that the change of employee performance can be explained by motivation while the remaining 48.5% can be explained by other factors. This poor employee performance is caused by unmotivated work environment since 50% of the total employees have worked more than 10 years. They don't want to accept challenges and don't have the motivation and ambition to grow and develop their career path.

For further researchers, the recommendation is to do any research related to other factors that affect employee performance, such as communication, teamwork, leadership, and many other factors.

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