

The Impact of Teamwork Towards Employees' Performance in Finance Department at The Ritz-Carlton Bali

Mico Lierence ¹, Devia Febrina², and Tina Linda ^{3*}

^{1,2,3} Hospitality Study Program, Institut Bisnis Informatika Dan Bisnis, Medan, Sumatera Utara, Indonesia; e-mail : deviafebrina@gmail.com², tina@itmb.ac.id³

* Corresponding Author : Tina Linda

Abstract: Hospitality industry is one of the largest industries in the world that delivers service to guests and continuously relies heavily on its human resources in order to deliver the best service and experience for guests. To have all tasks and assignments finished without any error, such as human error or system error, teamwork is needed so that the team could anticipate any obstacles against their work lines. The purpose of doing this research is to know whether there is any impact of Teamwork towards Employees' Performance in Finance department at The Ritz-Carlton Bali. The indicators of Teamwork are management, social cooperation, work commitment, and evaluation. And the indicators of Employees' Performance are productivity, quality of work, and time management. The population in this research consists of all employees in Finance department at The Ritz-Carlton Bali, therefore, the amount of sample in this research is 29 staffs. The sampling method used in this research is census sampling. Based on the hypothesis results, it can be seen that Teamwork has impact on Employees' Performance in Finance department at The Ritz-Carlton Bali and also it has a positive and strong relationship with Employees' Performance based on correlation coefficient test. After conducting research and data analysis, the writer provided some recommendations based on the conclusion that might be helpful for the company to solve the problem

Keywords: Team Work, Employee's Performance, The Ritz Carlton Hotel, Bali, Simple Linear Regression

1. Introduction

Hospitality industry is one of the largest industries in the world that delivers service to guests and continuously relies heavily on its human resources in order to deliver the best service and experience for guests. The hospitality has been one of the oldest industries and has been a fast-growing sector in the world in recent years.

With the intense competition between companies nowadays, companies are required to optimize all of their resources. It is mandatory to have capable human resources, as well as employees who are able to work well and cooperate with the other fellow employees. The cooperative effort of a team is called teamwork. It plays an important role in hospitality industry, it would not be success if there was no effective teamwork.

To avoid mistakes or problems from happening, it is incredibly important for a department to have employees that are able to cooperate and communicate well to each other. The factors that are being used are management, social cooperation, work commitment, evaluation.

Teamwork is a form of work in groups that must be well organized and managed (Tjosvold & Tjosvold in Misbahuddin et al., 2022). The team consists of people who have different expertise and are coordinated to work closely with their leaders. According to Robbins and Judge in Widayati et al. (2021), teamwork is a group that has individual efforts that result in greater performance than the number of individual inputs. It can be concluded that with teamwork, the performance would be better than individual performance in an organization or company.

Teamwork is a system of combining the work of a group that is supported by various expertise with clarity of goals, and is also supported by leadership and communication to produce performance that is higher than individual performance (Susanti et al, 2021). The team must be able to work well among sections such as Receiving, Purchasing, Cost Control, and Account Payable. It is needed to always communicate with each section to be able to avoid any unnecessary problems and conflicts.

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According to Zhang in Riyanto et al. (2021), employees' performance is an important assessment for companies so that the company's sustainability can be guaranteed. Employees' performance is closely related to the results of an individual's work in an organization or company. When employees are not able to carry out the duties or tasks that have been assigned by the department leaders, it can be said that the employees have poor performance (Artés in Rivaldo & Nabella, 2023).

The results of the work can involve quality, quantity, and timeliness, but performance evaluation in a company's organization is a key in employees' development (Wibowo in Kuswati, 2020). According to Sutrisno in Maryani et. al. (2021), the performance of employees' work can be seen from the aspects of quality, quantity, working time, and cooperation to achieve the goals set by the company or organization.

Employees' performance provides feedback, and programs are prepared to improve their performance that can help them to develop skills to maximize their potential. According to Serinkan & Kızıloglu (2020), teamwork creates strong employee relationships. The closer the employees work together, the better they get to know each other, cooperate well, and their performance will also increase.

The Ritz-Carlton Bali is a luxurious five-star hotel located in Bali, Indonesia. It is known for its stunning clifftop and beachside setting in the Nusa Dua area. The Ritz-Carlton Bali is renowned for its detail, exceptional service, and a tranquil atmosphere. The property was opened in 2014, featuring 313 guest rooms, along with suites and villas; 5 outlets of restaurant & bar, spa, fitness center, Ritz-Kids, swimming pool, wedding chapel, meeting room (1 grand ballroom, 2 ballrooms, 4 meeting rooms), and 4 locations for outdoor event.

From the writer's observation during internship at The Ritz-Carlton Bali, the writer also found that the reason of the decreasing in employees' performance is caused by peak season and lack of teamwork. And in the Receiving section, it is a must to work quickly yet efficiently, hence, it would be a tough work for new employees who have not learned about the procedures in the section but they are required to work quickly, especially working without team. When it is a really crowded day, the Receiving team tends to work individually in order to receive all ordered supplies as soon as possible, while checking and collecting all invoices for being inputted in the system afterwards. However, when a team member is handling too many supplies by their own, it would take quite a long time for that one member to handle all of the supplies, and that team member could get confused or panicked. Hence, mistakes could also emerge because the other team members are too focused on their own works instead of assisting a team member who is handling too many supplies by their own. And the tasks and responsibilities of Receiving team are shared to all of the team members, so it is better for Receiving team to cooperate together instead of working individually.

The employees in the Receiving section must clearly check the purchase order and make sure that the items are ordered by Purchasing section. The team must always check the group chat as well, to anticipate if there are newly ordered items. It is a must to manage a good communication in a team so that everyone in the team knows what supplies are needed when there are events in the hotel. The team must also pay attention to all of the information given by the Purchasing team, it would be a problem if Receiving team received supplies that have been canceled by the Purchasing team. And Purchasing team must always be available at any time whenever Receiving team needs any assistance, such as confirming food ingredients, pink POs, and sample products. As well as delivering supplies and new pink POs to Receiving office whenever they are available. Receiving team may not receive any general supplies without the physical pink POs from Purchasing team because the ordered general supplies could be already canceled or have been received completely. However, Receiving team has ever received general supplies without pink POs for several times, because time was chasing, Purchasing team was also busy, the supplier has waited way too long and many other suppliers are coming as well. Hence, Receiving team had no other choice than to receive the general supplies then confirm the received general supplies with Purchasing team when they are available. And eventually, if the received general supplies are not supposed to be received, Purchasing team would not take responsibilities and Receiving team should find their own way to return the received general supplies. There were also problems when Receiving team received general supplies of which the pink POs are already at Account Payable team, but it is already stamped with "Closed Stamp", which means that the pink POs are already finished,

but in the system it is yet to finish. This indicates the lack of focus and teamwork of Receiving team, Cost Control team, and Account Payable team.

Based on the preliminary research, the decreasing in employees' performance is caused by many factors, which one of the factors is teamwork. After the writer conducted the research, insufficient teamwork results in poor performance because of lack of management, social cooperation, work commitment, and evaluation.

There were also problems where the Purchasing team does not cooperate well with the Culinary staffs, causing different quality of supplies delivered by the suppliers. Improvement could be done if the team members could work together well, communicate among sections to prevent problems from emerging. And it is a procedure for Receiving team to always confirm with the Purchasing team whether they placed an order for different brand of products to avoid receiving the wrong products. When there are events at the hotel, the Purchasing team tends to place new orders of supplies out of a sudden. Receiving team should always confirm that the arrived supplies are ordered to avoid over-receiving supplies. After that, Receiving team should inform the users of the supplies so that they can be distributed as soon as possible and free up the loading dock or chiller.

Based on the description above, the writer wants to conduct research with the title **“The Impact of Teamwork Towards Employees’ Performance in Finance Department at The Ritz-Carlton Bali”**.

2. Proposed Method

Research design is a procedural plan that is adopted by researchers to answer the questions objectively, accurately, economically, and with validity (Kumar in Singh, 2020). According to Calderon in Rillo & Alieto (2018), descriptive research is a purposive process of gathering, analyzing, classifying, and tabulating data about prevailing conditions, practices, processes, trends, and cause-effect relationships.

Then making adequate and accurate interpretation about such data with or without or sometimes minimal aid of statistical methods. Also, this method ascertains prevailing conditions of facts in a group under study that gives either qualitative or quantitative, or both, descriptions of the general characteristics of the group as results.

According to Sugiyono in Daengs et al. (2020), causal research is a research which explains the cause-and-effect relationship between the independent variable and the dependent variable. The researcher assumes that the variables are related and seeks to discover and explain that relationship.

The object of this research is The Ritz-Carlton Bali. The company is located at Raya Nusa Dua Selatan Lot III, Sawangan, Nusa Dua 80361, Bali, Indonesia.

According to Havel (2019), population refers to all of the individuals or measures of interest. The population in this research consists of all employees of The Ritz-Carlton Bali in finance department, therefore, the amount of population in this research are 29 employees from June 3 until December 3, 2024. According to Havel (2019), sample is a portion of the population which is collected and measured or counted by the researcher.

The sampling method used in this research is census sampling. According to Sugiyono (2019), census sampling is a sampling technique where everyone which is included in the population and will be used as samples.

The variables in this research are independent variable and dependent variable. Teamwork is considered as an independent variable and Employees’ Performance is considered as a dependent variable. The definition of operational variables are in the table below:

Table 1. Definition Variable Operational

Variable	Indicator	Sub Indicator	Questionnaire
	Management	Operational	The team can manage a good operational plan whenever there is any changes in the plan.

Teamwork (X)	Social Cooperation	Communication	The team can manage a Good communication among sections.	
		Willingness	The team is willing to lend any helping hand to anyone among sections who shares the common vision.	
		Patience	The team can handle their emotions well while working or communicating with individuals from inside or outside the hotel.	
	Work Commitment	Loyalty	The team members could assist the team whenever they are having day off.	
		Overtime	The team can stay at the hotel after working hours to do all of the remaining tasks available.	
	Evaluation	Punctuality	The team can arrive in a timely manner to assist the team with the company or organization's tasks.	
		Performance	The team members can give their best performance in every task and produce the best outcome possible.	
	Employees' Performance (Y)	Productivity	Task Completion	The employees can finish any task available properly and effectively.
			Time Planning	The employees can manage their working time and avoid having too much break time.
		Quality of Work	Ability	The employees can work effectively and handle all kinds of problems from inside or outside of the hotel.
Consistency			The employees can keep up with the good work for a long time.	
Time Management		Prioritization	The employees can differentiate between urgent and non-urgent tasks.	
		Time Tracking	The employees can track their working time and try to rush their work to finish their work earlier.	

Source: Writer (2025)

The data collection method in this research are as follows: primary data and secondary data. According to Sugiyono (2019), primary research is research with original collection method by the researcher for the first time for any investigation. It is collection of data from first-hand information. The primary research is conducted as follows: questionnaire, observation, and interview. According to Sugiyono (2019), secondary research is research with the data collection method by obtaining it from third-party or looking through other individuals' documents. The secondary data may be obtained from books, E-books, journals, websites and other literatures. In this research, the data analysis methods are as follows: coefficient correlation. According to Gogtay and Thatte (2017), by measure, the correlation coefficient can be interpreted based on its value as shown as follows:

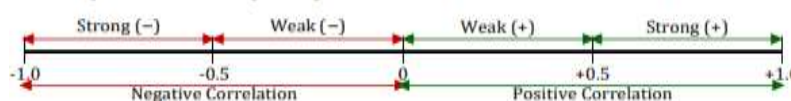


Figure 1. Coefficient of Correlation

Source: Gogtay and Thatte (2017)

There are many forms of coefficients of correlation, but in this research, the one that will be used is Pearson's correlation. A coefficient of correlation which is widely used in linear regression is Pearson's correlation or also as known as Pearson's R. The formula of Pearson's correlation is as follows:

$$r = \frac{n\sum XY - (\sum X)(\sum Y)}{\sqrt{[n\sum X^2 - (\sum X)^2][n\sum Y^2 - (\sum Y)^2]}}$$

Where:

r = coefficient of correlation

n = total sample

X = independent variable Y= dependent variable

According to Wright in Chicco et al. (2021), coefficient of determination (R^2) is the proportion of the variance in the dependent variable which is predictable from the independent variables.

The formula of coefficient of determination is as follows:

$$CD = r^2 \times 100\%$$

Where:

CD = coefficient of determination

r = coefficient of correlation

According to Bhat (2024), regression analysis is used to analyze data to be able to understand the relationship between variables, which can be further utilized to predict the precise outcome. The formulas of simple regression analysis test are as follows:

$$Y = a + bX$$

$$a = \frac{(\sum x^2)(\sum y) - (\sum x)(\sum x \cdot y)}{n \sum x - (\sum x)^2}$$

$$b = \frac{n(\sum x \cdot y) - (\sum x)(\sum y)}{n \sum x - (\sum x)^2}$$

Where:

Y = dependent variable

X = independent variable

a = intercept

b = slope

According to Sugiyono (2019), hypothesis is a temporary answer towards a research problem and it is based on empirical facts that are obtained from data collection. Z test will be used if the sample value is ≥ 30 , and T-test will be used if the sample value is < 30 .

The hypothesis made by the writer for this research are as follows:

H0: Teamwork does not have an impact towards Employees' Performance in Finance Department at The Ritz-Carlton Bali.

Ha: Teamwork does have an impact towards Employees' Performance in Finance Department at the Ritz-Carlton Bali.

The formula of hypothesis test is as follows:

$$t = r \sqrt{\frac{n-2}{1-r^2}}$$

Where:

r = the correlation between variable X and variable Y

n = sample size

The scale that is used for the result of hypothesis test is as follows:

$-T_{table} \leq T_{count} \leq T_{table}$ = Null Hypothesis (H0) is accepted and Alternative Hypothesis (Ha) is rejected.

$-T_{count} \leq -T_{table}$ or $T_{count} \geq T_{table}$ = Null Hypothesis (H0) is rejected and Alternative Hypothesis (Ha) is accepted.

4. Results and Discussion

Correlation coefficient is a test which is used to find the relationship and prove the hypothesis of the relationship between two or more variables in the form of intervals and from the same data source. The writer is conducting this test to be able to know the strength of the relation between X variable (Teamwork) and Y variable (Employees' Performance). The correlation test result can be seen as follows:

Table 2. Correlation Test

Correlations			
		Teamwork	Employees' Performance
Teamwork	Pearson Correlation	1	.828**
	Sig. (2-tailed)		.000
	N	29	29
Employees' Performance	Pearson Correlation	.828**	1
	Sig. (2-tailed)	.000	
	N	29	29

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

Source: SPSS Processing Result (2025)

The calculation of the correlation coefficient between X variable (Teamwork) and Y variable (Employees' Performance) results in a value of 0.828. Therefore, it can be concluded that Teamwork and Employees' Performance have a strong positive relationship.

The coefficient of determination is used to find the effect of the variable variance, statistical techniques can be used to calculate the magnitude of the coefficient of determination. The determination test can be seen as follows:

Table 3. Determination Test

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.828 ^a	.685	.674	3.07341
a. Predictors: (Constant), Teamwork				
b. Dependent Variable: Employees' Performance				

Source: SPSS Processing Result (2025)

Based on the table, the coefficient of determination, R² is 0.685, which means 68.5% of changes in Employees' Performance can be explained by Teamwork in Finance department at The Ritz-Carlton Bali. While the other 31.5% can be explained by other factors, such as motivation, work environment, and many other factors, which are not included in this research. This explains that the decreasing of Employees' Performance is caused by the lack of Teamwork.

Simple linear regression is a statistical technique which determines the functional relationship between two variables, which is known as regression. It is presented in the form of algebraic equation, where the value of dependent variable is predicted based on the value of the independent variable.

Table 4. Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.171	1.619		1.959	.061
	Teamwork	.631	.082	.828	7.670	.000
a. Dependent Variable: Employees' Performance						

Source: SPSS Processing Result (2025)

Based on the linear regression analysis processing result, the linear regression result can be seen as follows:

$$Y = a + bX$$

$$Y = 3.171 + 0.631X$$

The constant value of 3.171 gives a positive indication. When Teamwork is considered to be zero, Employees' Performance has a value of 3.171. The regression coefficient value of 0.631 for Teamwork indicates that there is a positive indication. When Teamwork is increased by one unit, Employees' Performance increases by 0.631 units.

T-test is a statistical test for which the distribution of the statistic test under the null hypothesis can be approximated by a normal distribution. The writer used T-test to test the hypothesis as the sample size is 29 staffs. The hypotheses in this research are as follows:

H₀: Teamwork has no impact on Employees' Performance in Finance department at The Ritz-Carlton Bali.

H_a: Teamwork has impact on Employees' Performance in Finance department at The Ritz-Carlton Bali.

The T-test result of Teamwork and Employees' Performance can be seen from the formula as follows:

From the result above, the T_{count} result is 7.67. By comparing with the T_{table}, which is 2.05, it can be known that T_{count} > T_{table}, 7.67 > 2.05. Therefore, it can be concluded that H_a is accepted and H₀ is rejected, which also means that Teamwork has impact on Employees' Performance in Finance department at The Ritz-Carlton Bali.

In the correlation coefficient test of the X variable (Teamwork) and Y variable (Employees' Performance), resulting in a value of 0.828. Therefore, it can be concluded that Teamwork and Employees' Performance have a strong positive relationship.

In the determination test, it can be seen that R Square is 0.685, which means 68.5% of changes in Employees' Performance can be explained by Teamwork in Finance department at The Ritz-Carlton Bali. While the other 31.5% can be explained by other factors, such as motivation, work environment, and many other factors, which are not included in this research.

In T-test, it can be determined that $T_{count} > T_{table}$, $7.67 > 2.05$. Therefore, it can be concluded that H_a is accepted and H_0 is rejected. It can be stated that there is an impact of Teamwork towards Employees' Performance in Finance department at The Ritz-Carlton Bali.

5. Conclusions

Based on analysis result in this research, it can be concluded that there is impact of Teamwork on Employees' Performance in Finance department at The Ritz-Carlton Bali. From T-test, it shows that $T_{count} > T_{table}$, which is $7.67 > 2.05$. Teamwork has positive impact on Employees' Performance in Finance department at The Ritz-Carlton Bali in the amount of 68.5%. The remaining 31.5% is caused by other factors, such as motivation, work environment, and many other factors, which are not included in this research. The company can increase their Employees' Performance by increasing their Teamwork because there is positive and strong relationship between Teamwork and Employees' Performance variables. The coefficient of correlation value in 0.828 shows that there is positive and strong relationship between Teamwork and Employees' Performance in Finance department at The Ritz-Carlton Bali. The company can increase their Employees' Performance by increasing their Teamwork, it is based on the linear regression analysis test.

For the future researcher, the recommendation is to do any research which is related to other factors that are also having impact on Employees' Performance, such as motivation, work environment, and many other factors.

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