



The Influence of Teamwork Towards Employee Performance in Front Office Department at JW Marriott Medan

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Abstract. In hospitality industry, working in a team necessitates a high level of interaction among coworkers. It has been suggested that cooperation contributes to great employee performance because one coworker may have unique competencies, abilities, and expertise that others do not, yet which are necessary for performing a certain task. Therefore, this research is done in order to measure the influence of teamwork towards the employee performance at JW Marriott, Medan. Employee job performance can only be achieved at its best when all the working elements of the organization perform together. Teamwork has been considered as one of the most desired attributes, which an employer wishes to have in modern day organization. The methods or instruments which are used in order to measure this research are quantitative method, deductive approach, descriptive and causal research. In addition, the selection of samples that the writer use in this research is using census sampling by using 30 employees in front office. Besides that, the methods which are used to collect the data are primary and secondary. The results are done through the tests which are research instruments, descriptive statistics, classical assumption test, coefficient of determination (adjusted R^2) and hypothesis test. By using these tests, it show that teamwork simultaneously have the influence towards employee performance at JW Marriott, Medan. The writer provides some recommendations which are important for the industry to implement.

Keywords: Teamwork; Employee Performance; JW. Marriot; Medan,; Linear Regression

1. INTRODUCTION

As a result of globalization, humans must now turn their potential into a valued asset. It is impossible to attain the aims of a great organization by depending solely on individual efforts. Employees at the company, on the other hand, should work together. The organization process determines whether or not a firm succeeds, and whether or not it is capable of creating something helpful for the company.

Hospitality is a promising industry, particularly in countries with distinct cultures, traditions, and tourist attractions. The presence of a hospitality industry in a given location becomes a big draw for visitors looking for entertainment as well as for business.

The success of a company is largely determined by the performance of its employees. Poor performance will harm an organization's success, whereas excellent performance will ensure success in any industry. There are numerous things that influence success on the path to success. Employees' performance is defined in simple words as the total behavior of employees at work premises (Jex in Khan et al., 2020). The specific amount of employees' behavior at work does not relate to the job performance. More commonly employees' performance refers to how well an employee performs while performing his job duties (Berghe

& Hyung in Khan et al., 2020). Performance is the result of an employee's or a group of employees' efforts in carrying out their responsibilities, and the outcome must be consistent with work standards.

Working in a team necessitates a high level of interaction among coworkers. It has been suggested that cooperation contributes to great employee performance because one coworker may have unique competencies, abilities, and expertise that others do not, yet which are necessary for performing a certain task. Teamwork is aimed at working together harmoniously towards a defined goal by providing the necessary synergy where individuals get empowered in the working relationship to achieve continuous performance improvement and a better understanding of the importance of collective action towards career advancement (Adeleke in Wanyeki et al., 2019). According to Wageman in Wanyeki et al., (2019) Company's teamwork is the only way anything gets accomplished with quality and efficiency and a major reason why economic growth is under control. According to Mueller in Inoti, (2018), a number of theoretical arguments have been developed to explain why team working might lead to improved organizational performance.

According to West in Khan, (2017) Employee job performance can only be achieved at its best when all the working elements of the organization perform together. Teamwork has been considered as one of the most desired attributes, which an employer wishes to have in modern day organization.

The writer would like to conduct research in JW Marriott Hotel, Medan. JW Marriott Hotel Medan established in 2009 which is the first International five-star luxury hotel in Medan and is managed by Marriott International. Located at a prime location in Medan's central business district makes them strategic place for travelers to stay.

During the internship, the writer discovered guest that have great experience will score staff service a 9-10 level. Guest ratings at a 9-10 level show that associates have successfully built an emotional connection with the guest and made them feel special and they almost always recommend the property. These memorable moments inspire guests to share their experiences which is "I'm very happy from my stay at JW Marriott as all the hotel staff are very friendly." "Love the hospitality, friendly staff" "My experience was very good while staying at JW Marriott Medan, all the services were friendly especially the receptionist who always provided the best service when I check-in. All the staff are very friendly and helpful which make my stay very comfortable and pleasant. You can always expect a world class service and hospitality at Marriott and JW Marriott has great staff from room service to front desk staff, special thanks to duty manager for making my stay feel like home.

According to the writer research from these 6 months, it shows that the guest not so great experience is increasing over time which influence the employee performance, it can be seen in the table below

Table 1 The Guest's Voice Ratings from January 2023–June 2023

Month	No. of Guest	Guest Ratings (1-6 level)	Guest Ratings (7-8 level)	Guest Ratings (9-10 level)
January	30	15	6	9
February	35	27	5	3
March	35	24	3	8
April	32	22	7	3
May	30	24	2	4
Jun	35	29	5	1

Source: JW Marriott, Medan and prepared by writer (2023)

From the table above, the overall aspect of guest voice indicates that the guest not so great experience is increasing from January 2023 to June 2023. Guest ratings at a 1-6 level usually defined the service quality was not up to standard. Guest ratings of 7-8 typically mean that although the guest did not have a bad experience, nothing stood out. This is failure disguised as success. Guest ratings at a 9- 10 level show that associates have successfully built an emotional connection with the guest and made them feel special.

This can be concluded from the guest's feedback in the survey where the major issues faced by the hotel are, long duration of guest check-in, this occurs when associates do not anticipate the number of guests who will check-in at that time and leaders do not coordinate so that several guests can check-in in the executive lounge; the unavailable rooms for arrival, this happens because of a lack of communication between housekeeping staff and the front office where when guests have already checked out the front office staff does not notify the housekeeping staff and there is a delay in cleaning the rooms which leads to the case; the issue with AC hot in rooms, the outdated facility design and so forth. This reflects to the performance of the employees in front office at JW Marriot Medan decreased as the employees has to attend briefing each day and get to know the guest feedback.

Based on the writer's research, some of the employees still hold the mindset that they don't want to help other employees who are having problems at work. A group of fresh employees can be tough to manage or direct. For example, once the employee has concluded their work, they may refuse to assist with other aspects of the task while other members of the

task force are present. On regards to teamwork, the unwillingness of senior staff to assist and support the new intern such as in locating for documents. The inability of leaders to have the courage to confront with guests directly to overcome complaints and as a result, intern or junior staff is forwarded to handle the issue. This shows the hotel's teamwork is still not optimal and solid. Employees faces many conflicts due to misunderstandings and personal issues which causes uncomfortable working environment.

Based on the description above, the writer would like to conduct research with the title ***“The Influence of Teamwork Towards Employee’s Performance in Front Office Department at JW Marriott Hotel Medan”***

2. RESEARCH METHODE

A researcher's research design is the framework for the methods and approaches he or she will use. Researchers can focus on research methodologies that are appropriate for the topic matter and set up their studies for success thanks to the design. According to Creswell, (2014) research designs are plans and the procedures for research that span the decisions from broad assumptions to detailed methods of data collection, analysis, and interpretation.

Research design is important because it allows the many research techniques to go smoothly, resulting in research that is as professional as possible, giving the most information with the least amount of work, time, and money. The research design aids the researcher in organizing their thoughts in such a way that errors and shortfalls can be identified.

This research uses a quantitative descriptive approach. Quantitative method Descriptive research is defined as a research method used to describe the existing phenomenon as accurately as possible Atmowardoyo, (2018). The nature of descriptive research is either quantitative or qualitative. Quantitative data, such as satisfaction ratings, production figures, sales figures, or demographic data, may be collected. Likewise, cross-sectional studies provide reliable data, allowing for strong conclusions and the creation of new hypotheses that can be investigated with further research (Raimundo et al., 2018). These studies are particularly useful in descriptive studies, but when used in analytical studies, the data must be interpreted by researchers with extensive experience in the field, using caution and common sense.

This research was conducted at JW Marriott Hotel Medan located in Jl. Putri Hijau No.10, Medan City, North Sumatra 20111. The sampling technique for this study used a census sampling approach. According to Sugiyono (2019), census sampling is a sampling technique in which all members of a population are used as samples. This study aims to make

generalizations with minimal error, where all members of the population are sampled. The sample collected in this study was 30 employees at the JW Marriott Hotel, Medan, working in the front office in 2023.

According to McLeod, (2019) The dependent variable in an experiment is the one that is being tested and measured, and it is "dependent" on the independent variable. In an experiment, the researcher seeks to determine whether changing the independent variable has any influence on the dependent variable. The dependent variable that is by the writer in this research is employee's performance (Y).

Table 2. Operational Definition Of Research Variabel

Variables	Indicators	Sub Indicators	Measurement Scale
Teamwork (X)	Cooperation	1. Dynamic 2. Ambitions	Likert scale
	Trust	1. Strong relationship 2. Sense of security	Likert scale
	Cohesiveness	1. Resolve conflicts 2. Decision making	Likert scale
Employee's Performance (Y)	Quantity	1. Efficiency 2. Achieving goals	Likert scale
	Quality	1. Effectiveness 2. Ability	Likert scale
	Timeliness	1. Specified of time 2. Punctuality	Likert scale

Source: West in Lawasi & Triatmanto, (2017), Dharma in Lawasi & Triatmanto, (2017) modified by the writer (2023).

The data sources in this study are divided into two parts, namely primary data and secondary data. The primary data collection technique was carried out using a research questionnaire distribution approach related to the research topic to the targeted respondents, through interviews with hotel front office staff, and observation of the phenomena or problems studied. Meanwhile, the secondary data collection technique was obtained from national and accredited scientific research journals, and other reading sources. The research data analysis technique used the correlation coefficient test and simple linear regression. According to Budiwanto & Kes, (2017) The correlation coefficient is used to determine whether or not there is a tendency for a relationship between two or more variables. The results of the correlation

analysis will obtain a correlation coefficient which indicates the magnitude of the relationship between variables. Simple linear regression analysis is the analysis of the linear relationship between two quantitative continuous variables. It is used when one independent variable is thought to have an effect on one dependent variable (Sekaran, 2016).

3. RESULTS AND DISCUSSION

a. Results

1. Descriptive Statistic

Characteristic of Respondents Based on Gender

Table 3. Characteristic of Respondent Based on Gender

No.	Gender	Frequency	Percentage (%)
1	Male	8	26.7%
2	Female	22	73.3%
Total		30	100%

Source: Questionnaire (2023)

Based on the table above, it shows that characteristic of respondent based on the gender for male are 8 respondents (26.7%) and the gender for female are 22 respondents (73.3%).

Characteristic of Respondents Based on Age

Table 4. Characteristic of Respondent Based on Age

No.	Age	Frequency	Percentage (%)
1	15-25	12	40%
2	26-35	14	47.7%
3	36-50	4	13.3%
4	> 50	0	0
Total		30	100%

Based on the table above, it shows that characteristic of respondent based on age from age 15-25 years are 12 people (40%), respondents from age 26- 35 are 14 people (47.7%), and respondents from age 36-50 are 4 people (13.3%).

Characteristic of Respondents Based on Length Become Employee

Table 5. Characteristic of Respondent Based on Lequength of Employment

No.	Length Become Employee	Frenchy	Percentage (%)
1	1 year	9	30%
2	2-3 years	7	23.3%
3	4-5 years	7	23.3%
4	> 5 years	7	23.3%
Total		30	100%

Source: Questionnaire (2023)

Based on the table above, it shows that characteristic of respondent based on length of employment for 1 year are 9 people (30%), respondents who become employee for 2-3 years are 7 people (23.3%), respondents who become employee for 4-5 years are 7 people (23.3%), and respondents who become employee for > 5 years are 7 people (23.3%).

2. Correlation Test

The coefficient correlation is used to determine whether or not there is a tendency for a relationship between two or more variables. The results of the correlation analysis will obtain a correlation coefficient which indicates the magnitude of the relationship between variables. The result can be seen as follow:

Tabel 6. Correlation Test

		Team Word	Employee Performance
Teamwork	Pearson Correlation	1	.829**
	Sig. (2-tailed)		.000
	N	30	30
Employee Performance	Pearson Correlation	.829**	1
	Sig. (2-tailed)	.000	
	N	30	30

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

Source: SPSS Processing Result (2023)

Based on the table above, it shows that the correlation value is 0.829. The data can be determined that there is significantly very strong positive relationship between teamwork and employee performance variable in JW Marriott Hotel, Medan.

3. Determination Test

The coefficient of determination is well defined in linear regression models, and measures the proportion of variation in the dependent variable explained by the predictors included in the model. The result can be seen as follow:

Table 7. Determination Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.829	.687	.676	1.881

a. Predictors: (Constant), Teamwork

b. Dependent Variable: Employee Performance

Source: SPSS Processing Result (2023)

Based on the table above, it shows that value of the coefficient of determination is 0.687. This shows that teamwork has an influence of 68.7% towards the employee performance in JW Marriott Hotel, Medan. Meanwhile, the remaining 31.3% is affected by others factors.

4. Simple Linear Regression

Simple linear regression analysis is the analysis of the linear relationship between two quantitative continuous variables. The result can be seen as follow:

Table 8. Simple Linear Regression

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
1 (Constant)	5.477	1.234		4.408	.000
Teamwork	.645	.082	.829	7.835	.000

a. Dependent Variable: Employee Performance

Source: SPSS Processing Result (2023)

Based on the table above, It can be obtained that the equation of simple linear

regression as follows:

$$Y = 5.477 + 0.645 X$$

The constant value is 5.477. This mean if teamwork value is 0 then the coefficient value of employee performance is 5.477. The regression coefficient value of teamwork is 0.645. This mean that when teamwork variable increased by 1 value, then the employee performance will increase as 0.645 unit in JW Marriott Hotel, Medan.

5. Test Of Hypothesis

The t test is used to test one sample which is used to compare the sample mean with the existing population average. The result can be seen as follow:

Table 9. Result of T-Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.477	1.234		4.408	.000
Teamwork	.645	.082	.829	7.835	.000

a. Dependent Variable: Employee Performance

Source: SPSS Processing Result (2023)

Based on the table above, it shows that teamwork variable has an outcome of 9.894 as the t arithmetic value. As a result, the value of t count is greater than t table (7.835 > 1.69), which means that Ha is accepted and Ho is rejected. Thus, it can be concluded that teamwork has significant influence on employee performance at JW Marriott Hotel, Medan.

b. Discussion

For correlation test, it shows that the correlation value is 0.829. The data can be determined that there is significantly very strong positive relationship between variable teamwork (X) and variable employee performance (Y) in JW Marriott Hotel, Medan.

Determination test for the variable teamwork (X) to employee performance (Y) is 68.7%. From the results, it can be interpreted that teamwork has an influence of 68.7% towards the employee performance in JW Marriott Hotel, Medan. Meanwhile, the remaining 31.3% is affected by others factors. Simple linear regression shows that one value increase of teamwork variable (X) will raise 0.645 of employee performance (Y) variable while the other independent variable remains constant.

From the result of hypothesis test for t-test, teamwork variable (X) $t \text{ count} > t \text{ table}$ ($7.835 > 1.69$) where H_a is accepted resulting in teamwork (X) has a significant influence on employee performance (Y). From the table above of statistic result where it shows result of mean of each indicator, it shows that the result in teamwork (X) variable and employee performance (Y) variable shows a disagree results due to most of the respondent's answer is disagree.

This particular research is aligned with the writer originality of research where it shows the independent variable has impact on the dependent variable which is from Phuong et al., (2022), Wanyeki et al., (2019), Septiani & Gilang, (2017), Salman, (2016), and Phina & Arinze, (2018).

4. CONCLUSION AND SUGGESTION

Teamwork has an influence towards employee performance at JW Marriott Medan which can be seen from the hypothesis test result which is teamwork variable (X) $t \text{ count} > t \text{ table}$ ($7.835 > 1.69$) where H_a is accepted resulting in teamwork (X) has a significant influence on employee performance (Y). The correlation test value is 0.829, this can be determined that there is significantly very strong positive relationship between teamwork and employee performance variable in JW Marriott Medan. In addition, based on determination test, it can be stated that teamwork has an influence of 68.7% towards the employee performance in JW Marriott Hotel, Medan. For the further researcher, the recommendation is to research other variables such as training, work motivation, compensation, environment and others that are affecting employee performance variable as it is not discussed in this research.

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