

The Effect of Work Facilities to the Work Performance of Employees in Finance Department at the Ritz Carlton Pacific Place Hotel Jakarta

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ABSTRACT

The purpose of this final project is to finish the study in the last semester of the hospitality major. Hopefully, this final project can be useful and helpful for people in the hospitality industries or other majors. This project is also expected to improve and increase the hotel's quality. The result shows that the available work facilities do not meet the standards and the needs of the employees. This affects the work performance of the employees in the finance department at the Ritz-Carlton Pacific Place Hotel, Jakarta. The work is hampered and not finished on time. The employees often have to work overtime. This research uses causal quantitative approach. The data is collected by distributing questionnaires, and the result of the questionnaire is analyzed by the writer. The writer also uses secondary data to support the primary data, such as books, journals, and references related to this research. The analytical tools used in this study are validity and reliability analysis, classic assumption tests (Normality, Linearity, and Coefficient of Determination), Simple Linear Regression Analysis, and F Test (Simultaneous). 76.1% of the independent variable (work facility) can be explained by the dependent variable (work performance). Based on the data processed by the F test, the dimensions of the variable X (work facilities) significantly influence the variable Y (work performance).

Keywords: Work Facility, Work Performance, Employees, Finance Department

Introduction

One of the most rapidly growing industry nowadays is the hospitality industry. According to Popova (2012), hospitality industry is the act of kindness in welcoming and fulfilling the customers' needs in relation to food, drinks, and accommodation. Based on the statement, hospitality is an industry with four service sectors: food and beverage, lodging, recreation and travel and tourism. Lodging or accommodation is a place for guests to rest or sleep for one night or more. Lodging can be categorized into certain types, such as hotels, resorts, hostels, and villas. The hospitality industry is engaged in services to tourists, which includes lodging, event planning, theme park, transportation, cruise line, and additional field. The hospitality industry is an industry that depends on the availability of leisure time and disposable income. A hospitality unit include a restaurant, hotel, or an amusement park, which consists of multiple groups, such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, human resources, etc.).

An employee with a great performance can support the company to achieve the goals and objectives set. In principle, a work facility helps the work activity to run smoothly. To achieve this goal, a proper work facility is needed. Everything in a physical form which can support various activities in companies can be called work facilities. An employee or worker can not work without work tools. The better the work facilities, the higher the level of employee performance. Dessler (2015) argued that "Performance is work performance, namely the comparison between the results of work with the standards set- ". Performance is the result of a work in terms of quality and quantity achieved by an employee in carrying out their duties accordingly. The quality and quantity of employees can affect the work. The emergence of the low work performance problem is most likely caused by the work facilities. This can be seen from the, lack of work facilities, such as outdate computers and printers, frequently not functioning operational system, and slow internet network. This cause the quality of work of employees to not be optimal. Furthermore, the lack of office supplies, such as limited paper and stationary, also cause the quantity of the work to not be optimal.

Therefore, it can be concluded that work facilities support physical and daily organizational activities, have a relatively permanent period of use, and provide benefits for the future. Work facilities are very important for organizations, because they can support the employees' productivity. In addition, work facilities can also help work productivity, which as a result achieve organizational goals and the target.

There's three probelm arise; There is a lack of work facility, namely dysfunctional computers, printers, internet access, and operational system, which obstruct operationals and affect the employees' performance; There are complaints from employees regarding the dysfunctional work facilities, which cause the work performance to be slow; The employees' performance is less effective and not done on time because of the lack of work facility.

Literature Review

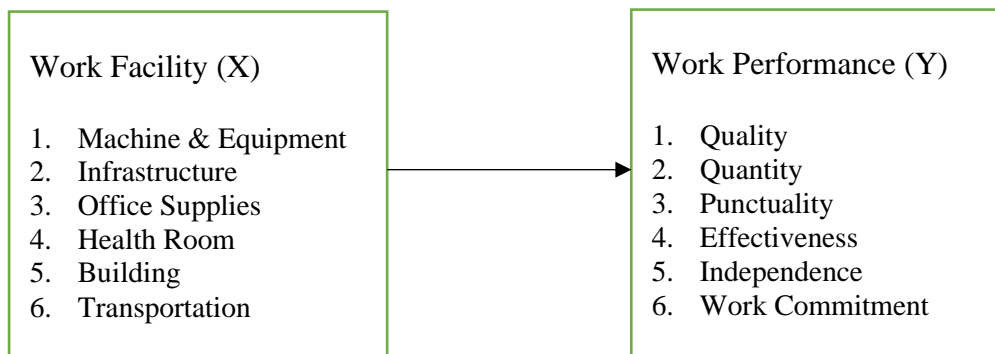
Work Facility

Work facilities are supporting facilities in company activities in a physical form. They are used in the normal activities of the company, have a relatively permanent period of use and provide benefits for the future. Work facilities are very important for the company because they can support the employees' performance, especially in the completion of work. To achieve a goal, a company need supporting tools for the employees' to use in the working process or activity. The work facilities come in a variety of forms, types and benefits. The greater the activities of a company, the more complete the supporting facilities are (Hartanto, 2000). Work facilities are one of the tools used by employees to support the completion of daily work. Work facilities of every company differ in their forms and types, depending on the type of business and the size of the company. According to Sofjan (2004), indicators of work facilities in the company are: **Machinery and equipment; Infrastructure; Office supplies; Medical rooms; Building; Transportation**

Work Performance

Performance is displayed by an employee in a process relating to specified work assignments. Performance is not the last part of a series of work processes, but the overall appearance which starts from the inputs, processes, outputs, and even outcomes. A measurement for performance is quality. A work quality can include aspects such as effectiveness, efficiency, accuracy, durability, relevance, impressive, and compliance with standards (Gomes, 2005). A work performance is a measure of the success of the company. Discipline employees are the most important thing in producing a good work performance. With discipline employees and good attendance levels it is more likely for a company to succeed in carrying out its activities. Employee Performance Indicators according to Robbins (2001/2006): **Quality; Quantity; Punctuality; Effectiveness; Independence; Work commitment.**

Figure 1. Frame Work



Source: Sofjan (2004)

Source: Robbin (2006)

Methods

This research uses a quantitative method with a descriptive approach. A quantitative approach, according to (Sugiyono, 2016), is a scientific approach which views a reality can be clarified, concrete, safe, and measurable, and have a causal relationship variable. The research data is in the form of numbers and statistical analysis. This approach is used to find out whether the work facilities influence the employees' performance in the finance department of The Ritz-Carlton Pacific Place Hotel, Jakarta. Primary data, according to Sugiyono (2016), is a source which directly provides data to data collectors. The primary data of this research is obtained from questionnaires and interview results which are given to the employees of the finance department in The Ritz-Carlton Pacific Place Hotel.

Secondary data is a source which does not directly provide data to researchers. The data is obtained from other people or documents. The secondary data of this research is obtained from literature studies, books, notes, and sources found on the internet which are related to this research (Sugiyono, 2016). Primary and secondary data are used in this research. The primary data is the interview and observation results obtained during the training. The secondary is data from journals and books.

For the tools using an interview, questionnaire and observation; which is Interview is a meeting of two people to exchange information and ideas through question and answer which is constructed in a particular topic (Sugiyono, 2016). And for the According to Sujarweni (2016), questionnaire is a data collection techniques which is carried out by giving written questions or statements for the respondents to answer. Observation is a complex process, which is composed of various biological and psychological processes. The two most important processes are the processes of observation and memory (Sugiyono, 2016). In this study, a questionnaire with a Likert measurement scale is used. According to Sugiyono (2016), Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people regarding a phenomenon. In this research, the questionnaire with a Likert scale consist of 4 categories of choices by eliminating neutral choices.

Results

Validity Test

Based on the processed SPSS data in the table above, the questionnaire item of work facility, which are, machine and equipment, infrastructure, office supplies, medical rooms, buildings, and transportation are valid, because the value of the Rcount is higher than 0,514. Other than that, the questionnaire item of work performance, which are quality, quantity, punctuality, effectiveness, independence, and work commitment are valid as well, because the value of the Rcount is higher than 0,514.

Reliability Test

Table 1. Reliability Test Variable X

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| 0,967 | 12 |

Source: processing of Data by the writer

Table 2. Reliability Test Variable Y

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| 0,819 | 9 |

Source: processing of Data by the writer

The Cronbach's Alpha value of the work facility questionnaire is 0.913, which is included in the criteria of good reliability. Thus it can be concluded that the data of each question in the work facility variable is reliable. Next, with the Cronbach's Alpha value of 0.861, which is included in the criteria of good reliability, the data of each question in the work performance variable is also reliable.

Normality Test

Tabel 3. Kolmogrov-Smirnov Test
One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N | | 15 |
| Normal Parameters ^{a,b} | Mean | 0,0000000 |
| | Std. Deviation | 3,06125788 |
| | | |
| Most Extreme Differences | Absolute | 0,153 |
| | Positive | 0,153 |
| | Negative | -0,121 |
| Test Statistic | | 0,153 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source: processing of Data by the writer

The result of the normality test shows that the significance value is $0.069 > 0.05$. Therefore, it can be concluded that the residual value is normally distributed.

Linearity Test

Tabel 5. Linearity Test
ANOVA Table

| | | | Sum of Squares | df | Mean Square | F | Sig. |
|------------------------|----------------|--------------------------|----------------|-------|-------------|--------|-------|
| Kinerja * Fasilitas | Between Groups | (Combined) | 280,600 | 11 | 25,509 | 15,305 | 0,023 |
| | | Linearity | 154,402 | 1 | 154,402 | 92,641 | 0,002 |
| | | Deviation from Linearity | 126,198 | 10 | 12,620 | 7,572 | 0,061 |
| | Within Groups | 5,000 | 3 | 1,667 | | | |
| | Total | 285,600 | 14 | | | | |

Source: processing of Data by the writer

The result of deviation from linearity is 0.28, which is higher than 0.05. Since the significant value of deviation from linearity is higher than 0.05, it can be conclude that there is a linear relationship between the work facility and work performance.

Regression Test

Coefficient of Determination Test

Tabel 5. Coefficient of Determination Table

| Model Summary ^b | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .735 ^a | 0,541 | 0,505 | 3,177 |

a. Predictors: (Constant), Fasilitas

b. Dependent Variable: Kinerja

Source: processing of Data by the writer

Based on the table above, the value of the correlation / relationship (R) is equal to 0.873. A coefficient of determination (R Square) of 0.761 is obtained, which implies that the influence of the independent variable (work facility) on the dependent variable (work performance) is 76.1%

F Test

Table 6. Anova Test F

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 154,402 | 1 | 154,402 | 15,299 | .002 ^b |
| | Residual | 131,198 | 13 | 10,092 | | |
| | Total | 285,600 | 14 | | | |

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Fasilitas

Source: processing of Data by the writer

The result shows that the calculated F count = 41,453 has a significance level of $0.000 < 0.05$. Therefore, the regression model can be used to predict the participation variable. In other words, the independent variables (work facility) or variable (X) affect the dependent variable (work performance) or variable (Y).

Discussion

This research was conducted to determine whether the work facility has an effect on the work performance of the employees of the finance department. Work facilities can be anything which assist employees in working or improve work efficiency, such as computers, operational systems, office supplies, worship rooms, medical rooms, infrastructure, and so on. According to Hartanto (2000), work facilities are very important for the company, because they can support employee performance, especially in the completion of work. A work facility is a form of service to support the employees' work.

A complete work facility can also be an incentive to work. It is important for an office to have various kinds of work facilities, such as computers, desks, chairs, cabinets, and other supporting facilities.

Conclusions and Suggestions

Conclusions

76.1% of the independent variable (work facility) can be explained by the dependent variable (work performance). Based on the data processed by the F test, the dimensions of the variable X (work facilities) significantly influence the variable Y (work performance). The available work facilities do not meet the needs of the employees. This causes the employees to complain about the lack of facilities. The facilities provided do not support the employees, so that employees are not able to optimize their work results.

Suggestions

After doing the analysis of the effects of work facilities to the work performance of employees in the finance department at The Ritz-Carlton Pacific Place Hotel, there are a few suggestions which may improve the hotel. The suggestions are: To maintain and improve work facilities, update the optimal system and internet connection so that they can support the employees' performance better.

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