

Employee Performance Of Hotel Tampiarto Plaza Probolinggo Influenced By The Dimensions Of Motivation

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ABSTRACT

The purpose of this study was to determine how the dimensions of motivation affect employee performance at the plaza hotel located in the city of probolinggo both simultaneously and partially. this study uses a quantitative descriptive approach with five variables contained in the dimensions of motivation. the number of samples in this study were 39 employees registered at the Tampiarto plaza probolinggo hotel, the researchers used the entire number of employees using the sampling technique, namely saturated sampling. the data collection method used in this study was a questionnaire measured by a Likert scale and validity and reliability testing. data processing using the SPSS version 22 program as a multiple linear analysis test tool, F test, and T test. the results of the study prove that the dimensions of motivation affect the performance of employees of the tampiarto plaza probolinggo hotel both simultaneously and partially. partially physiological needs affect employee performance, a sense of security affects employee performance, social needs affect employee performance, self-esteem or recognition affects employee performance, and self-actualization affects employee performance. while simultaneously proving that five variables in the dimensions of motivation affect employee performance.

Keywords: Employee Performance, Motivation Dimensions



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INTRODUCTION

Employees or human resources (HR) are the only breathing or living assets of the company in addition to other assets that are not breathing or material in nature such as capital, buildings, machinery, office equipment, inventory of goods, and so on. The success of the company and the growth it wants to achieve is determined by the ability to manage human resources, this resource shows that it is the main key that must be considered with all its needs. The success or failure of an organization will be determined by the human factor or its employees in achieving company goals.

According to Edison, et al (2018: 181), the theory of motivation developed by Maslow states that every human being consists of five levels or hierarchies of needs, namely: "Physiological needs (Physiological Needs) are the lowest needs or also called the most basic needs, the need to

maintain life, the need for security (Safety Needs) is the need for protection from threats, namely feeling safe from the threat of accidents and safety in carrying out work, social needs (Social Needs) is the need to be accepted in groups, affiliate, interact, and the need to love and be loved because humans are social creatures, the need for self-esteem or recognition (Esteem Needs) is a need related to the need to be respected and valued and get recognition from others, and the need for self-actualization (Self Actualization Needs) is the need to use abilities, skills, optimal potential to achieve very satisfying / extraordinary work performance. " According to Mangkunegara (2014: 9) "Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him."

As one of the profit-oriented companies and a company engaged in the service sector, hotel employees are required to always work quickly, effectively and efficiently and prioritize good service to consumers. For this reason, the demand for high performance of its employees at work is needed to achieve company targets. Therefore, this study aims to determine the effect of the dimensions of motivation on employee performance at Tampiarto Plaza Probolinggo Hotel both partially and simultaneously.

METHODS

Researchers chose descriptive quantitative research using primary data and secondary data as data sources in this study. According to Sugiyono (2017: 147) "Descriptive statistics are statistics used to analyze data by describing or describing the data that has been collected as it is without intending to make general conclusions or generalizations". The distribution of questionnaires and the results of interviews are primary data in this study, while secondary data in the form of supporting data taken from research sites such as organizational structure, company profile, company vision and mission, main duties of employees, etc., as well as literature that can be used as support for this research. This study used a saturated sample with 39 employees. According to Sugiyono (2017: 85) "Saturated sampling is a sampling technique when all members of the population are used as samples". In data processing, this study uses the help of the SPSS version 22.0 application to test validity and reliability, classical assumption tests and hypothesis tests such as the T test and F test.

RESULTS AND DISCUSSION

Validity Test

Table 1. Validity Test Result

Variables	Item No.	r count	R table 5 % (39-2) =37	Description
Physiological Needs (X) ₁	1	0,8230	0,3160	Valid
	2	0,857	0,3160	Valid
	3	0,884	0,3160	Valid
	4	0,680	0,3160	Valid
Security Needs (X) ₂	1	0,770	0,3160	Valid
	2	0,882	0,3160	Valid
	3	0,884	0,3160	Valid
	4	0,848	0,3160	Valid
SocialNeeds (X) ₃	1	0,829	0,3160	Valid
	2	0,878	0,3160	Valid
	3	0,785	0,3160	Valid
	4	0,821	0,3160	Valid
Esteem/ Recognition	1	0,811	0,3160	Valid
	2	0,805	0,3160	Valid

Needs (X) ₄	3	0,805	0,3160	Valid
	4	0,830	0,3160	Valid
Self-Actualization Needs (X) ₅	1	0,875	0,3160	Valid
	2	0,828	0,3160	Valid
	3	0,841	0,3160	Valid
	4	0,863	0,3160	Valid
Employee Needs (X) ₁	1	0,754	0,3160	Valid
	2	0,809	0,3160	Valid
	3	0,854	0,3160	Valid
	4	0,846	0,3160	Valid

Source: Data processed, 2024

It can be seen in table 1. explains that all variables have r count greater than r table, so it can be concluded that all measuring concepts in all research variables can be said to be valid.

Reliability Test

Table 2. Reliability Test Results

Variabel	Jumlah Butir Pernyataan (N)	Cronbach Alpha	Keterangan
X ₁	4 Item	0,829	Reliabel
X ₂	4 Item	0,868	Reliabel
X ₃	4 Item	0,848	Reliabel
X ₄	4 Item	0,828	Reliabel
X ₅	4 Item	0,874	Reliabel
Y	4 Item	0,832	Reliabel

Source: Data processed, 2024.

Seen in table 2, it explains that Cronbach's alpha > 0.60 in the reliability test results, which means that the questions from each variable are entirely reliable.

Normality Test

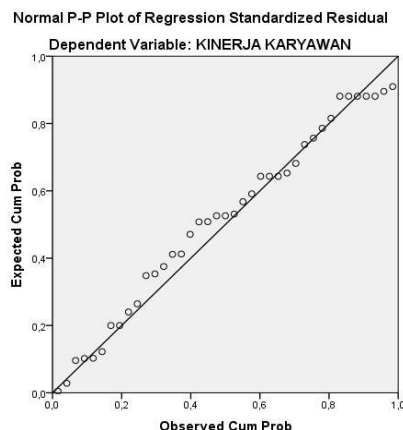


Figure 2. Normality Testing Results (Probability Plots)

Source : Data processed, 2024.

In accordance with the Probability Plots graph in the normality test above shows that the points are around the diagonal line so it can be said that the data is normally distributed.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		39
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,36265848
Most Extreme Differences	Absolute	,098
	Positive	,075
	Negative	-,098
Test Statistic		,098
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: Primary data processed by IBM SPSS Statitics 22

Looking at the table the normality test results show One Sample Kolmogorov Smirnov Asymp. Sig. (2-tailed) is at 0.200 which means the value is greater than 0.05 or $0.200 > 0.05$ so the conclusion is that the data is normally distributed.

Multicollonierity Test

Table 3. Multicollonierity Test

Coefficients ^a								
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-4,102	,663		-6,187	,000		
	KEBUTUHAN FISILOGIS	,233	,070	,203	3,337	,002	,181	5,523
	KEBUTUHAN RASA AMAN	,283	,056	,296	5,087	,000	,198	5,053
	KEBUTUHAN SOSIAL	,258	,083	,212	3,106	,004	,144	6,922
	KEBUTUHAN HARGA DIRI	,240	,088	,195	2,739	,010	,133	7,511
	KEBUTUHAN AKTUALISASI DIRI	,168	,066	,154	2,541	,016	,184	5,448

Source: Data processed, 2024

Seen in table 3. The results of the Multicollinearity test explain that the VIF value of the physiological needs variable is 5.523, the VIF value of the security needs variable is 5.053, the VIF value of the social needs variable is 6.922, the VIF value of the self-esteem needs variable is 7.511 and the VIF value of the self-actualization needs variable is 5.488. This means that there is no correlation between the independent variables in the regression model. So that no multicollinearity is found or does not occur. The proof can be seen in the VIF results, where the VIF number shows less than 10, which means that there is no multicollinearity.

Heteroscedasticity Test

Table 4. Glejser Test

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,288	,383		,753	,457
KEBUTUHAN FISIOLOGIS	-,033	,040	-,315	-,821	,418
KEBUTUHAN RASA AMAN	,026	,032	,294	,801	,429
KEBUTUHAN SOSIAL	-,039	,048	-,352	-,821	,418
KEBUTUHAN HARGA DIRI	-,017	,051	-,149	-,333	,741
KEBUTUHAN AKTUALISASI DIRI	,067	,038	,666	1,749	,090

a. Dependent Variable: ABS_RES

Source: Data processed, 2024.

Seen in table 4. The Glejser test is used to determine whether the pattern of disturbance variables contains heteroscedasticity or not. If the amount of significance value is greater than 0.5 (Sig. > 0.05), then it can be interpreted that the regression model does not have symptoms of heteroscedasticity. Vice versa, if the significance value number is smaller than 0.5 (Sig. <0.05), then it can be interpreted that the regression model has symptoms of heteroscedasticity. Based on the table above, it can be seen that the value (Sig.) of the Physiological Needs variable (X1) is 0.418>0.05, the Security Needs variable (X2) is 0.429>0.05, the Social Needs variable (X3) is 0.418>0.05, the Self Esteem Needs variable (X4) is 0.741>0.05, and the Self-Actualization Needs variable (X5) is 0.090>0.05. From the results of the Glejser test above, it can be concluded that it does not contain heteroscedasticity problems because all variables have a significance value (Sig.) > 0.05.

Autocorrelation Test

Table 5. Autocorrelation Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,989 ^a	,978	,974	,389	1,700

Source: Data processed, 2024

Based on table 4. autocorrelation test above, from the processed data above, the Durbin-Watson test was found to be 1,700 and DW $-2 \leq DW \leq +2$. So it can be concluded that the data above does not have autocorrelation.

Multiple Linear Regression Analysis

Table 6. Multiple Linear Analysis Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-4,102	,663		-6,187	,000
	KEBUTUHAN FISILOGIS	,233	,070	,203	3,337	,002
	KEBUTUHAN RASA AMAN	,283	,056	,296	5,087	,000
	KEBUTUHAN SOSIAL	,258	,083	,212	3,106	,004
	KEBUTUHAN HARGA DIRI	,240	,088	,195	2,739	,010
	KEBUTUHAN AKTUALISASI DIRI	,168	,066	,154	2,541	,016

Source: Data processed, 2024

The following multiple linear regression coefficient equation in table 6 is:

$$Y = a + b X + b X + b X + b X + b X_1$$

$$Y = -4.102 + 0.233X_1 + 0.283X_2 + 0.258X_3 + 0.240X_4 + 0.168X_5$$

The regression equation above can be interpreted as follows:

- It is known that the constant value of -4.102 states that if there are no variables of physiological needs (X_1), security needs (X_2), social needs (X_3), self-esteem or recognition needs (X_4) and self-actualization needs (X_5) are considered constant (fixed), the results of employee performance will decrease by -4.102.
- Regression coefficient b_1 (physiological needs) = 0.233 which states that if the perception of physiological needs is getting better and there are additional physiological needs variables, it will affect the level of employee performance.
- Regression coefficient b_2 (need for security) = 0.283 which states that if the perception of the need for security is getting better and there are additional security variables, it will affect the level of employee performance.
- Regression coefficient b_3 (social needs) = 0.258 which states that if the perception of social needs is getting better and there are additional social variables, it will affect the level of employee performance.
- Regression coefficient b_4 (need for self-esteem or recognition) = 0.240 which states that if the perception of the need for self-esteem or recognition is getting better and there are additional variables of self-esteem or recognition, it will affect the level of employee performance.
- Regression Coefficient b_5 (self-actualization needs) = 0.168 which states that if the perception of self-actualization needs is getting better and there are additional self-actualization variables, it will affect the level of employee performance.

Determination Analysis (R^2)

Table 7. Determination Analysis

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,989 ^a	,978	,974	,389	1,700

Source: Data processed, 2024

Seen in table 7. analysis of determination above which shows the magnitude of the influence of the two independent variables on the dependent variable obtained from the Adjusted R Square value. The coefficient of determination can be seen from the table above which shows that the Adjusted R square is calculated with $0.974 \times 100\% = 97.4\%$, which means that employee performance is 97.4% influenced by the Motivation Dimension, while the difference of 2.6% is influenced by other variables not examined at this time.

F Test (Simultaneous)

Table 8. F Test Results (Simultaneous)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	220,592	5	44,118	291,309	,000 ^b
	Residual	4,998	33	,151		
	Total	225,590	38			

Source: Data processed, 2024.

It can be seen in table 8. the test results show that the value of F count > F table ($291.309 > 2.50$) (sig. $0.000 < 0.05$) means that H_a is accepted. This means that the motivation dimension consisting of five variables simultaneously affects employee performance

Test t (Partial)

Table 9. t Test Results (Partial)

Variabel	t	t _{table}	Sig.
X ₁ (Physiological Needs)	3,337	2,0345	0,002
X ₂ (Security Needs)	5,087	2,0345	0,000
X ₃ (Social Needs)	3,106	2,0345	0,004
X ₄ (Esteem/Recognition Needs)	2,739	2,0345	0,010
X ₅ (Kebutuhan Aktualisasi Diri)	2,541	2,0345	0,016

Source: Data processed, 2024

It can be seen in table 9. the test results show that the value of T count \geq T table ($3.337 \geq 2.0345$) (sig. $0.002 \leq 0.025$) means that H_a is accepted. This means that the Physiological Needs variable (X₁) partially affects employee performance (Y). The value of T count \geq T table ($5.087 \geq 2.0345$) (sig. $0.000 \leq 0.05$) means that H_a is accepted. This means that the variable Security Needs (X₂) partially affects employee performance (Y). The value of T count \geq T table ($3.106 \geq 2.0345$) (sig. $0.004 \leq 0.05$) means that H_a is accepted. This means that the Social Needs variable (X₃) partially affects employee performance (Y). The value of T count \geq T table ($2.739 \geq 2.0345$) (sig. $0.010 \leq 0.05$) means that H_a is accepted. This means that the variable Esteem Needs or Recognition (X₄) partially affects employee performance (Y). The value of T count \geq T table ($2.541 \geq 2.0345$) (sig. $0.016 \leq 0.05$) means that H_a is accepted. This means that the Self-Actualization Needs variable (X₅) partially affects employee performance (Y).

DISCUSSION

Judging from the results of hypothesis testing using the F test, proving that the Dimensional variable consisting of five variables has a simultaneous influence on Employee Performance. Thus, the results of this study provide information and instructions that the dimensions of motivation are very important and need to be considered in an effort to improve employee performance, because the dimensions of motivation can have an impact on employee performance, if the dimensions of motivation are fulfilled properly, it is very possible that employee performance will increase, which can also improve the performance of the Company or the performance of Tampiarto Hotel.

Previous research that supports this research is research conducted by Hartinah et al, (2020) with the title "Application of Abraham Maslow's Hierarchy of Needs Theory in Improving Employee Performance at Muhammadiyah Jember University" the results of his research explain that all variables of the motivation dimension in Maslow's theory have a significant influence on employee performance.

Judging from the results of hypothesis testing with the t test, it is partially proven that there is an influence of the dimensions of motivation on employee performance, physiological needs affect employee performance, meaning that physiological needs are basic needs for employees and need to be considered by the company, if employees are able to meet their basic needs from working at the place, employees will be motivated to continue working well. A sense of security affects employee performance, meaning that employees at work also need security, so that employees feel calm and comfortable in carrying out their duties which makes employee performance remain stable and can even increase. Social needs affect employee performance, meaning that Tampiarto Hotel management needs to build employee harmony, because in carrying out tasks it cannot be separated from teamwork, where it requires good communication on a team to produce good performance. self-esteem or recognition affects employee performance, meaning that Tampiarto Hotel management must provide facilities for employees who excel, such as being promoted, given bonuses, given awards or given salary increases, because it is also a trigger for employee motivation to improve their performance, and self-actualization affects employee performance, meaning that Tampiarto Hotel management needs to provide free space to employees, such as free speech and show the skills possessed by employees, so employees can explore their abilities to create innovations that can improve their performance.

This research is supported by previous research conducted by Hartinah et al, (2020) with research results that explain that partially the motivation dimension consisting of five variables is proven to have a positive and significant effect on employee performance.

CONCLUSIONS

From the results of research that has been conducted at Tampiarto Plaza Probolinggo Hotel on "The Effect of Motivation Dimensions (Physiological Needs, Feelings of Security, Social, Self Esteem or Recognition and Self-Actualization) Against Employee Performance at Tampiarto Plaza Probolinggo Hotel". So it can be concluded that partially physiological needs affect employee performance, a sense of security affects employee performance, social needs affect employee performance, self-esteem or recognition affects employee performance, and self-actualization affects employee performance. while simultaneously proving that five variables in the dimensions of motivation affect employee performance.

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