The Influence Of Work Environment And Work Motivation On The Performance Of Employees Of Hotel Wijaya Sumenep

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Abstract:

This study aims to explore the effect of work environment and motivation on employee performance at Wijaya Hotel Sumenep. This research method uses a quantitative approach with the Structural Equation Modeling (SEM) method with a population of 50 employees and a sample of 30 respondents. The results of this study found that a good work environment and high work motivation have a positive and significant influence on employee performance.

Keywords: *Work Environment, Work Motivation, Employee Performance*

Abstrak:

Studi ini bertujuan untuk mengeksplorasi pengaruh lingkungan kerja dan motivasi terhadap kinerja karyawan di Wijaya Hotel Sumenep. Metode penelitian ini menggunakan pendekatan kuantitatif dengan metode Structural Equation Modeling (SEM) dengan populasi sebanyak 50 karyawan dan sampel sebanyak 30 responden. Hasil dari studi ini menemukan bahwa lingkungan kerja yang baik dan motivasi kerja yang tinggi memiliki pengaruh positif dan signifikan terhadap kinerja karyawan.

Kata Kunci: *Lingkungan Kerja, Motivasi Kerja, Kinerja Karyawan*

INTRODUCTION

In this era of globalization, the hospitality industry is one of the sectors that is experiencing rapid growth, especially in Indonesia (Maharani, 2024). Wijaya Hotel Sumenep as one of the hotels in Sumenep, Madura, is no exception in facing increasingly fierce competition in this industry. The key to the success of a hotel lies not only in the facilities and services offered, but also in the quality of employee performance which is the backbone of the hotel's operations (Ghani Al-Saffar & Obeidat, 2020).

The work environment in hotels, including Wijaya Sumenep Hotel, plays an important role in influencing employee performance (Kilag et al., 2023). A good work environment includes physical aspects such as adequate facilities, safe and comfortable working conditions, and social aspects such as relationships between employees and a supportive leadership style (Kwarteng et al., 2024). A conducive work environment is able to increase employee morale, satisfaction, and loyalty,

which in turn has a positive impact on the quality of service provided to hotel guests (Mehrabian et al., 2021).

On the other hand, work motivation also plays a crucial role in determining employee performance in hotels (Tegegne et al., 2024). Motivation can come from various sources, both from within the employee (intrinsic motivation) and from outside (extrinsic motivation), such as rewards, recognition, and career development opportunities (Hanaris, 2023). Motivated employees tend to be more dedicated and committed to their work, thus making a greater contribution to the hotel's goals (Sari et al., 2023).

Some researchers include (Maullinda, 2021) explained that Motivation acts as a method to improve employee performance at various levels. Providing motivation to employees is one of the tasks that every manager must do, along with other managerial tasks. A manager must act as a friend and encourager for his subordinates. Many companies recognize that motivating employees is a big challenge; however, it is often easier said than done. Motivated employees are usually more productive than unmotivated employees.

Further research by (Kurniawan & Sutiyanti, 2021) Motivation is very important for a company to improve employee performance. Motivated employees will continue to improve their performance and be able to achieve the results expected by the company. Training is also an important component in improving work performance. The purpose of training is to provide experience and understanding of how to perform tasks and responsibilities.

In research (Putri & Parwati, 2022) It is explained that a comfortable working environment for employees can improve employee performance. Conversely, an inadequate work environment can reduce performance and ultimately reduce employee motivation, which will have a negative impact on hotel operations. In addition to the work environment, hotel employees also need work motivation to improve employee performance.

Furthermore, research conducted by (Wulandari et al., 2024) The work environment encompasses all the facilities and infrastructure that surround employees as they perform their duties. It includes everything from equipment and supplies to the physical conditions and atmosphere of the workplace. All of these aspects have a significant impact on how work is done and how efficiently employees can accomplish their tasks.

From the results of previous studies, researchers underline the importance of motivation and work environment in improving employee performance. Motivation is proven to be an effective method of driving performance at various levels, with the role of managers not only as superiors but also as friends and encouragers for employees. Although many companies recognize the challenges of motivating employees, motivated employees tend to be more productive than unmotivated ones.

Therefore, this study aims to examine in depth the effect of work environment and motivation on employee performance at Wijaya Hotel Sumenep. With a deeper understanding of these factors, it is expected that the hotel can develop a more effective human resource management strategy to improve service quality, maintain guest satisfaction, and maintain a competitive advantage in the

hospitality market of Sumenep, Madura, and Indonesia more broadly.

RESEARCH METHOD

This study uses a quantitative approach with the Structural Equation Modeling (SEM) method to analyze the effect of work environment and work motivation on employee performance at Wijaya Hotel, Sumenep.

The population taken in this study were 50 employees of hotel wijayaumenep. The sampling technique used purposive sampling technique with 30 respondents who were considered representative for this study. Then, the data was analyzed using SEM with the help of statistical software such as AMOS.

RESULTS AND DISCUSSION
Result
SEM Model Fit Test

In this study, the model feasibility test shows that the proposed model has a good fit with the data obtained. The fit values obtained are within the acceptable range, indicating that this SEM model is valid and can be used for further analysis. The following are the results of the SEM model feasibility test in this study:

Table 1. SEM Model Feasibility Test

Criteria	Cut-off Value	Model Value	Conclusion
Chi-Square	Not Significant	48.76 (p=0.15)	Sufficient
RMSEA	≤ 0.08	0.045	Sufficient
GFI	≥ 0.90	0.92	Sufficient
AGFI	≥ 0.90	0.90	Sufficient
CFI	≥ 0.95	0.96	Sufficient
TLI	≥ 0.95	0.95	Sufficient

The results of this feasibility test indicate that the SEM model built has a good fit and can be used to test the research hypothesis.

SEM Parameter Estimation

After ensuring that the SEM model built has good feasibility, the next step is to perform parameter estimation. SEM parameter estimation involves calculating regression coefficients to measure the relationship between variables tested in the model. In the context of this research, SEM parameter estimation is used to measure the effect of work environment and work motivation on employee performance.

The parameter estimation results show that both work environment and work motivation have a significant influence on employee performance. The regression coefficient obtained shows the direction and strength of the relationship between variables. The following are the results of SEM parameter estimation in this study.

Table 2. SEM Parameter Estimation

Relationship Between Variables	Koefisien Regresi	t-Value	P-Value
Work Environment - > Performance	0.35	2.89	0.004

Work Motivation - > Performance	0.45	3.65	0.000

The parameter estimation results show that both work environment and work motivation have a significant influence on employee performance.

Discussion

The Effect of Work Environment on Employee Performance

The analysis revealed that work environment has a positive and significant impact on employee performance, indicated by a regression coefficient of 0.35 (p < 0.05). This finding indicates that the better the working environment conditions, the higher the level of performance achieved by employees. Several important aspects of the work environment, such as workplace cleanliness, comfort, availability of facilities, as well as the quality of interactions between employees, all play an important role in improving employee performance. In other words, a conducive and supportive work environment not only creates a pleasant atmosphere for employees but also encourages them to work more effectively and efficiently.

The Effect of Work Motivation on Employee Performance

Work motivation is shown to have a positive and significant impact on employee performance, as indicated by the regression coefficient of 0.45 (p < 0.01). This finding indicates that high work motivation, whether derived from intrinsic or extrinsic motivation, can effectively improve employee performance. Important factors such as recognition of work achievements, rewards, attractive incentives, and overall job satisfaction play a crucial role in motivating employees. When employees feel valued and recognized for their contributions, they tend to be more motivated to perform better. In addition, appropriate incentives and high job satisfaction also encourage employees to improve their productivity and quality of work.

CONCLUSION

Based on the results of this study, it can be concluded that both the work environment and work motivation have a very important influence on employee performance at Wijaya Sumenep Hotel. This finding shows that adequate work environment conditions and high levels of work motivation contribute significantly to improving employee performance. Therefore, hotel management needs to focus their attention on continuously improving work environment conditions, such as improving cleanliness, comfort and available facilities, as well as strengthening motivational factors such as recognition of achievements, adequate rewards, appropriate incentives, and the development of programs that increase job satisfaction. By doing this, it is expected that employee performance can reach optimal levels, which in turn will have a positive impact on overall hotel operations.

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