

The Impact of Morale and Work Experience on Hotel Employee Performance

Faozen

faozen@unmuhjember.ac.id

Universitas Muhammadiyah Jember, Jl. Karimata No. 49 Jember, Jawa Timur, Indonesia

Received Date : 17.11.2022

Revised Date : 05.01.2023

Accepted Date : 14.04.2023

ABSTRACT

Human resources are an important aspect of the industry to achieve industrial goals, where industrial goals are carried out if in the industry there are potential and professional human resources, it can provide quality improvement and industrial quality. The objectives of this study include determining the relationship between morale and employee performance, to find out the experience of work on employee performance. This research method uses a total sample of 82 respondents with a saturated sampling method. The results of this research prove that variable morale has a positive and significant impact on employee performance where if morale increases, employee performance will also increase, activity experience affects positively and is important to employee abilities whereas if work experience increases employee performance will also increase. Assessing that morale and good work experience will improve employee performance in hotels.

Keywords : **Morale; Work Experience; Performance; Employees; Hotels**

ABSTRAK

Sumber daya manusia merupakan aspek penting dalam industri guna mencapai tujuan industri, dimana tujuan industri dilaksanakan jika dalam industri terdapat sumber daya manusia yang potensial dan profesional, maka dapat meningkatkan kualitas dan mutu industri. Tujuan dari penelitian ini antara lain untuk mengetahui hubungan antara semangat kerja dengan kinerja karyawan, untuk mengetahui pengalaman kerja terhadap kinerja karyawan. Metode penelitian ini menggunakan jumlah sampel 82 responden dengan metode pengambilan sampel jenuh. Hasil penelitian ini membuktikan bahwa variabel semangat kerja berpengaruh positif dan signifikan terhadap kinerja karyawan dimana jika semangat kerja meningkat maka kinerja karyawan juga akan meningkat, pengalaman aktivitas berpengaruh positif dan penting terhadap kemampuan karyawan dimana jika pengalaman kerja meningkat maka kinerja karyawan juga akan meningkat. Menilai bahwa semangat kerja dan pengalaman kerja yang baik akan meningkatkan kinerja karyawan di hotel.

Kata Kunci : **Moral; Pengalaman Kerja; Pertunjukan; Karyawan; Hotel**

INTRODUCTION

The industry is a big effort that is managed or undertaken by individuals or in a joint way where there is large capital to achieve the goal of forming their own company but needs to be assisted by its employees. Therefore, the factory and employees must be able to act similarly to achieve the desired goals. The origin of public energy is the value assessment in the factory to achieve the purpose of the factory. The purpose of the factory is to be easier to succeed if in the factory there are potential and reliable public energy roots so that they can share the progress of the quality and quality of the factory. The success of a factory will be clearly evident as to whether it can organize the energy roots of the existing audience better than ever in achieving the goals of the plant.

Performance is a valuable aspect of determining industry success. If employee performance always faces important improvements from time to time, the company will easily achieve the goals that have been inaugurated (Andriyany, 2021). It is said that the ability of employees is a relationship between the output or results of the institution with the input needed, the results can be quantified by separating output from input (Wibowo, 2017). From that employee performance can be influenced by many aspects, including psychological and physical skills of employees, bonds between leaders and subordinates, enthusiasm for employee activities, learning, activity experience, work obedience, expertise, behaviour and activity ethics, nutrition and health, income level or honour, technological sophistication used, achievement opportunities (Sutrisno, 2017).

According to (Sutrisno, 2017) performance is psychological behavior. It is a psychological behaviour that is always looking for changes in what already exists. Meanwhile, according to (Busro, 2018) ability is an analogy between output (result) and input (input). If the ability to rise is to increase the ability (duration of the power) and the system of activity, the way of manufacture and there is an advancement in the ability of the working force. ability is referred to as concrete results (products) obtained by individuals or groups, during a special unit of time in a work process (Yuniarsih & Suwatno, 2016). Views that can support the ability of activity power include age, activity experience, pay, technology, activity zones and activity passion (Kumbadewi et al., 2016).

One aspect that affects performance is morale. Work spirit is something that stimulates the will (want) and driving force of a person's desire to work. Each concept has a specific goal to be achieved (J. S. Hasibuan & Silvy, 2019). Work enthusiasm is needed in order to make a person enthusiastic in duty as a result of which it can support his performance. (M. S. Hasibuan, 2017) said that a working spirit is very useful because, with this working spirit, it is expected that everyone wants to work hard and is eager to achieve high performance. Bagi (Winardi, 2016) suggests that enthusiasm is a potential force contained within a person, which can develop alone or be raised by some outside forces which in essence range closely from monetary and non-monetary consequences, which can affect the results of his performance with positive or fewer methods. Research results (Laksmiari, 2019), (Yusuf, 2016), (Rizkie et al., 2019), and (Faozen, 2021) report that enthusiasm affects work performance because high activity enthusiasm will be easier to complete the profession when compared to low morale.

Another factor that affects employee performance is work experience. Activity experience is one aspect that affects the achievement of activities, With the experience of activities, the accumulation of knowledge techniques and abilities and attitudes in a person has been formed, so that it can support self-development with the transformation that exists. The experience of an employee has a very valuable number for his work needs

a duration to arrive, activity experience is the most important aspect of an industry (Habibah, 2017). Employees who already have a lot of activity experience will very easily adjust to the existing profession (Sastrohadiwiryo & Syuhada, 2019). For (Habibah, 2017), (Yona & Sastria, 2019), stated that work experience affects activity performance, this matter is convincing if the presence of the activity experience factor as statistics does affect the ability of employees to work, whereas good experience, until employees want to become active at work and the ability to increase, from the above hypothesized 1). Work morale has a positive and significant effect 2) work experience has a positive and significant effect.

RESEARCH METHOD

This study uses quantitative methods with descriptive-causality research types. Where sampling is carried out by *the non-probability sampling* method of census type (*saturated sampling*). The population of this study is hotel employees in Jember whose number is not known exactly. The data analysis techniques used are *descriptive* analysis and *multiple linear regression* analysis. The scope of this research is all employees in Jember. The data analysis methods used include 1) Validity Test. 2) Reliability tests. In addition, there are also a) classical assumption tests, b) normality tests, c) multicollinearity tests, d) heteroscedasticity tests, e) multiple linear regression analysis, f) multiple correlation analysis g) determination analysis, h) hypothesis tests that include t tests and F tests.

RESULTS AND DISCUSSION

After all the data obtained from the questionnaire passes the instrument test and classical assumption test, the next step is to test the hypothesis with multiple linear regression analysis. The results of multiple linear regression analysis to determine the influence of independent variables and bound variables simultaneously can be seen in Table 1.

Table 1. Multiple Linear Regression Test

Model	Unstandardized Coefficients		Standard Coefficients	T	Sig
	B	Std. Error	B		
(Constant)	3.586	1.055		3.398	0,001
Semangat kerja (X1)	0.755	0.101	0.540	7.487	0,000
Pengalaman kerja (X2)	0.718	0.120	0.431	5.977	0,000
R					0.921 ^a
R Square					0,848
Adjusted R Square					0,844
F Statistic					220.366
Significance					0,000 ^b

Source: Data Processing Results 2022

From Analysis Table 1. above the goal of recognizing changes in employee performance (Y) that are influenced by independent factors are morale (X₁) and work experience (X₂). Based on Table 1 obtained the value of the constant (a) and regression

coefficients (b_1) and (b_2) as follows $a=3.586$, $b_1=0.755$, $b_2=0.718$ from these values the following multiple linear regression equation is obtained:

$$Y = 3,586 + 0,755 X_1 + 0,718 X_2 \quad (1)$$

From the equation it can be interpreted, the value of $a = 3.586$ is interpreted from both variables to have a constant value in performance and if $b_1 = 0.755$. If morale is getting better and work experience is fixed, performance continues to increase. $b_2 = 0.718$. If the work experience is longer and morale remains, performance will continue to increase

Multiple correlation analysis is found in Table 1. to determine the magnitude of the relationship between moral factors (X_1), work experience factors (X_2) and performance-bound factors (Y). From Table 1. the correlation value (R) of 0.921, R -value of 0.921 is located between 0.91-1.00 means that there is a very high relationship between morale (X_1) and work experience (X_2) to performance (Y)

From Table 1. , the amount of influence of morale and work experience on performance in hotels in Jember proves the Adjusted R square value of 0.844 or 84.4%, meaning that independent factors in the research are morale and work experience can explain 84.4% of performance and the remaining 15.6% is explained by other factors outside the model. Thus, morale and work experience affect employee performance at hotels in Jember

Test F

In Table 1. There is an F Test to determine the simultaneous effect of morale and work experience on work performance. the simultaneous significance test (F test) above has an F value of 220.366 with a significance level of 0.000 because the significance value is <0.05 , it can be concluded that the resulting model is worthy of further testing.

Test t

Morale has a positive and significant effect

In Table 1. The t-test value of the morale variable is 3.398 and the significance value of 0.000 is smaller than 0.05 then H_1 is obtained which means that morale positively and importantly affects employee performance. supported by research (Laksmiari, 2019), (Yusuf, 2016), (Rizkie *et al.*, 2019), (Faozen, 2021), (Dotulong & Assagaf, 2015), (Andika *et al.*, 2019) Obtain results that partially there is a positive and significant effect between enthusiasm for employee performance.

Work experience has a positive and significant effect

In Table 1. The t-test value of the work experience variable is 5.977 and the significant number of 0.013 is smaller than 0.05, then H_2 is obtained which means that work experience positively affects and is relevant to employee performance. supported by research (Habibah, 2017), (Yona & Sastria, 2019), (Nusran *et al.*, 2018) Getting work experience positively affects employee performance, meaning that the longer an employee's work experience will increase his performance.

CONCLUSION

Based on the results of research that has been carried out conclusions can be obtained including morale affects positively and is relevant to employee performance. While work experience affects positively and is relevant to employee performance. This means that if an employee has long work experience, it increases the performance of a hotel employee.

This study has suggestions related to morale indicators that have low values and things that hotel *leadership* needs to do to improve work performance, one of which is providing *rewards* for outstanding employees, strengthening kinship in the office, recognizing the shortcomings and advantages of each employee and providing *training* regularly so that it can revive employee morale. In addition, several indicators of work experience have low values. Things that need to be done by hotel *leadership* are familiarized with the work experience skills possessed by employees and do not hesitate to ask for help carrying out work.

RECOMMENDATION

Research on the impact of morale and work experience on hotel employee performance is still possible to be further developed in future research. Things that might be developed are adding new variants, namely *leadership* and *organizational culture* as independent variables, while morale and work experience become involved with the Warppls method and the respondents are multiplied to increase accuracy.

REFERENCES

- Andika, R., Wijarnako, B., & Ahmad, R. (2019). Pengaruh Motivasi Kerja Dan Persaingan Kerja Terhadap Produktivitas Kerja Melalui Kepuasan Kerja Sebagai Variabel Intervening Pada Pegawai Universitas Pembangunan Panca Budimedan. *Jurnal Manajemen Tools*, 11(1), 189–204. <https://journal.pancabudi.ac.id/index.php/JUMANT/article/view/513/485>
- Andriyany. (2021). *Analisis Konsep Produktivitas Dan Faktor-Faktor Yang Mempengaruhi Produktivitas Kerja Karyawan (Studi Literatur)*. [PGRI DEWANTARA JOMBANG]. <https://repository.stiedewantara.ac.id/1868/>
- Busro, M. (2018). *Teori-teori manajemen sumber daya manusia* (1st ed.). Prenadamedia Group.
- Dotulong, L., & Assagaf, S. (2015). Pengaruh Disiplin, Motivasi Dan Semangat Kerja Terhadap Produktivitas Kerja Pegawai Dinas Pendapatan Daerah Kota Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 3(2), 639–649. <https://doi.org/https://doi.org/10.35794/emba.3.2.2015.8692>
- Faozen. (2021). Pengaruh Beban Kerja Pada Tingkat Stress Kerja Karawan Yang Berdampak Pada Motivasi Kerja Dan Kinerja Karyawan Hotel di Jember. *Sadar Wisata: Jurnal Pariwisata*, 4(1), 1–7. <https://doi.org/https://doi.org/10.32528/sw.v4i1.5332>
- Habibah, T. U. (2017). Pengaruh Pengalaman Dan Pelatihan Kerja Terhadap Produktivitas Kerja Karyawan Dalam Perspektif Ekonomi Islam [UIN Raden Intan Lampung]. In *UIN Raden Intan Lampung* (Vol. 13, Issue 3). <http://repository.radenintan.ac.id/2314/>
- Hasibuan, J. S., & Silvya, B. (2019). Disiplin Kerja dan Motivasi Terhadap Kinerja Karyawan.

-
- PRODESING SEMINAR NASIONAL MULTIDISPLIN ILMU*, 2(1), 23.
<https://doi.org/10.32832/inovator.v9i1.3014>
- Hasibuan, M. S. . (2017). *Manajemen sumber daya manusia* (7th ed.). Bumi aksara.
- Kumbadewi, L. S., Suwendra, I. W., & Susila, G. P. A. J. (2016). Pengaruh Umur, Pengalaman Kerja, Upah, Teknologi Dan Lingkungan Kerja Terhadap Produktivitas Karyawan. *Jurnal Manajemen Indonesia*, 4(1), 1–11.
<https://ejournal.undiksha.ac.id/index.php/JMI/article/view/6729>
- Laksmiari, N. P. P. (2019). Pengaruh Motivasi Kerja Terhadap Produktivitas Kerja Karyawan Pada Perusahaan Teh Bunga Teratai Di Desa Patemon Kecamatan Serrit. *Jurnal Pendidikan Ekonomi Undiksha*, 11(1), 54.
<https://doi.org/10.23887/jjpe.v11i1.20066>
- Nusran, Bahruddin, & Nasir, M. (2018). Pengaruh Pengalaman Kerja, Pemberian Insentif dan Disiplin Kerja Terhadap Produktivitas Kerja Guru Di SMA 27 Bone. *YUME: Journal of Management*, 1(3), 46–83.
<https://journal.stieamkop.ac.id/index.php/yume/article/view/317/159>
- Rizkie, N., Ani, H. M., & Hartanto, W. (2019). Pengaruh Motivasi Kerja Dan Pengalaman Kerja Terhadap Produktivitas Tenaga Kerja Pengrajin Kuningan Di Kecamatan Tapen Kabupaten Bondowoso. *JURNAL PENDIDIKAN EKONOMI: Jurnal Ilmiah Ilmu Pendidikan, Ilmu Ekonomi Dan Ilmu Sosial*, 13(1), 42.
<https://doi.org/10.19184/jpe.v13i1.10419>
- Sastrohadiwiryo, H. B. S., & Syuhada, A. H. (2019). *Manajemen Tenaga Kerja Indonesia: Pendekatan Administratif dan Operasional, Edisi Revisi*. Bumi Aksara.
- Sutrisno, E. (2017). *Manajemen sumber daya manusia* (8th ed.). Kencana.
- Wibowo. (2017). *Manajemen kinerja* (5th ed.). Rajawali Pers.
- Winardi, J. (2016). *Motivasi dan pemotivasian dalam manajemen* (1st ed.). RajaGrafindo Persada.
- Yona, M., & Sastria, L. (2019). Pengaruh Motivasi Dan Pengalaman Kerja Terhadap Produktivitas Kerja Karyawan PT. Scheneider Electric Manufacturing Batam. 6(1), 166–180. <https://doi.org/https://doi.org/10.33373/jeq.v6i2.2245>
- Yuniarsih, T., & Suwatno. (2016). *Manajemen Sumber Daya Manusia; Teori, Aplikasi, dan Isu*. Bandung.
- Yusuf, B. (2016). *Manajemen sumber daya manusia di lembaga keuangan syariah* (M. N. R. Al Arif (ed.); 2nd ed.). Rajawali Pers.