

The Influence of Motives Traits, Self-Concept, Geographical Education, and Geographic Skills on the Development of Employee Performance of Sumber Alam Garden of Water Hotel Garut

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Abstract

The purpose of this study was to determine the autocratic leadership style, geographical location, and employee performance at Tiga Putri Sukabumi. The research method used is descriptive and verification. The population used is employees of the production CV. Tiga Putri Sukabumi with a sample of 60 respondents. The data analysis technique used is multiple linear regression and hypothesis testing. The results obtained are the autocratic leadership style applied to the CV. Tiga Putri Sukabumi is considered not good enough. Geographical location at CV. Tiga Putri Sukabumi is highly rated and employee performance at CV. Tiga Putri Sukabumi is considered to be not high enough. Additionally, the geographic location and geographical location of the employees also reported to be a significant contributor towards the employee performance. Leadership style and geographical location simultaneously or partially have a significant effect on the performance of the employees of CV. Tiga Putri Sukabumi. These findings contributed a literature in the extant literature that could help to the further research.

Keywords:

Human Resources Competence, Employee Performance

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Introduction

The development of the industrial world in the service sector in the era of corruption 4.0 continues to increase. This causes increasingly fierce competition, so it requires companies to optimize existing resources in their company. One of the service sector industries is the hospitality industry, especially hotel. Hotel is a type of accommodation that is commercially managed, which uses part or all of an existing building specifically provided for the public, by providing lodging, food, beverage and other supporting services related to hospitality.

Sumber Alam Garden of Water Hotel is one of the three-star hotels located in the Garut tourism area, which is precisely on Cipanas Street No. 122, Cipanas, and Taro gong Kaler, Garut, West Java, 44151. This hotel has been established since 1970. Hotel Sumber Alam Garden of Water sets the rules and work standards that apply to all employees which it is the employee's obligation to comply with and obey. Based on observations, it is known that the employees of Sumber Alam Garden of Water Hotel are 153 people. In addition, based on the results of interviews with the management, it was found that during the last five years the hotel has experienced a decline in visitors. The decrease in the number of tourist visits was due to the existence of old and new competitors in the hotel sector that had better facilities in the area, so that consumers switched. In addition, according to the management, the decline in visitors is caused by guests who are often less comfortable with service performance that seems slow and less efficient.

These factors are one of the reasons for the significant decline in visitors to the Sumber Alam Garden of Water Hotel. The increasing number of competitors who are increasingly competitive in offering their service products and the increasing number of complaints from guests is a challenge for Sumber Alam Garden of Water Hotel in an effort to improve the quality of its employees. This of course must be balanced with good service quality so that tourists who come, especially hotel service users, still feel comfortable and satisfied with hotel services. This development certainly has an impact on competition. With the emergence of new hotels with various classifications, it requires hoteliers to use the right strategy. One of the ways that can be done to overcome this problem is by maximizing the performance of human resources in the company in order to be able to provide excellent service to tourists. Human resources are the factors that have the most direct impact on company competitiveness (Mangkunegara, 2013). According to (Mathis & Benoist, 2009) "Employee performance is what employees do and what employees do not do and contribute to advancing the company". Performance can also be interpreted as a result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Abulela & Davenport Jr, 2020; Mangkunegara, 2013; Peker, 2020).

Quality human resources within the company are one important aspect that can encourage the company to move forward and continue to develop amid increasingly fierce competition. Excellent human resources and professionals who have competence in their fields are needed to support the sustainability of the goals and objectives set by a company. Wibowo (2012), states that "Competence is the ability that a person has to carry out the job given to him well". In addition, (Demir, 2020; Nazir, 2013; Santiasih, 2013) argues that "Competence is the geographical education, abilities, and geographic skills or personal characteristics of a person that determines the level of behavior and expertise of an individual in doing his job which is expected to provide superior performance in his job." According to (Spencer & Spencer, 1993), competence is "An underlying characteristic of an individual that is causally related to criterion-referenced effective and/or superior performance in a job or situation."

The problem found in this section is that there are several complaints from guests due to the lack of cleanliness in some rooms and the environment around the hotel and the discomfort because there are some inadequate and damaged facilities. The third problem is in the Customer Service section. There were some guests who complained about the way the employees served their guests. The last problem is the employee absentee level. The employee absentee level at Sumber Alam Garden of Water Hotel during 2019 was 3.5%, exceeding the target set by the company, namely, a maximum of 3%. In addition, there are some employees who work seriously if there is a leader, whereas if the leader is not there, the employee is just working. This of course causes complaints from guests who come or stay at Sumber Alam Garden of Water Hotel.

Literature Review

• Competence

According to Watson Wyatt quoted by Ahmed S. Ruky (Fitriani, Zubaidah, Susilo, & Al Muhdhar, 2020; Ruky, 2013), defines competence as "The combination of geographic skills , geographical education and behavior that can be observed and applied critically for the success of an organization and work performance and employee personal contributions to the organization". According to (Boyatzis, 2008) in (Sudarmanto, 2014), defines that competence is "Characteristics related to superior and/or effective performance at work". Meanwhile, according to Mangkunegara (Mangkunegara, 2013), "Human resource competence is competence related to geographical education , geographic skills , abilities and personality characteristics that directly affect their performance." According to Spencer & Spencer (in Sutoto, 2004) there are 5 (five) characteristics of competencies, namely as follows.

1. Motives, are things a person consistently thinks or wants that cause action. Motive is able to move, direct, and choose behavior towards certain actions or goals. People who are motivated to achieve something consistently set challenging goals for themselves, take responsibility for achieving them and use the feedback to do better later on. Motives include: Organizational Awareness (OA) and Achievement Orientation (ACH).
2. Traits, Traits include: Developing Others (DEV), Defectiveness: Assertiveness and Use of Positional Power (DIR), Teamwork and Cooperation (TW), Team Leadership(TL), Interpersonal Understanding (IU) and Customer Service Orientation (CSO).
3. Self-Concept, this characteristic emphasize the attitudes, values espoused or held or one's self-image. A person who has confidence in making that person: Self Control (SCT), Self Confidence (SCF), Flexibility (FLX) and Organizational Commitment (OC)
4. Geographical education, informs that a person has levels in certain fields. For example, surgeons' geographical education of nerves and muscles in the human body. Spencer & Spencer emphasized that this characteristic is a actually used on the job. Geographical education includes: Analytical Thinking (AT), Conceptual Thinking (CT) and Technical/Professional/Managerial Expertise (EXP).
5. Geographic skills, are the ability to carry out certain physical or mental tasks. Examples of these characteristics are the physical geographic skills of dentists in filling teeth without damaging the tooth nerves; the ability of Geographic skills include: Concern for Order, Quality and Accuracy (CO), Initiative (INT), Impact and Influence (IMP) and Information Seeking (INFO).

• Performance

The definition of performance itself is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Mangkunegara, 2013).Edison (Edison, Anwar, & Komariah, 2016), states that "Performance is the result of a process that is referred to and measured over a certain period of time based on predetermined terms or agreements". According to Sutrisno (2016), "Performance is a person's success in carrying out a task, the work results that can be achieved by a person or group of people in an organization in accordance with their respective authority and responsibility or about how someone is expected to function and behave in accordance with the tasks assigned. Has been charged to him and the quantity, quality and time used." From some of the above definitions, it can be concluded that performance is the result or level of success of a person as a whole during a certain period in carrying out a task compared to various possibilities, such as work standards, targets or criteria that have been determined in advance and have been mutually agreed.

Research hypothesis Hypothesis

This framework explains the relationship or influence of human resource competency variables which include Motives, Traits, Self-Concept, geographical education, and geographic skills as independent variables on employee performance as the dependent variable. Then the conceptual framework and variables in this study can be systematically described as follows.

- X_{1.1}= Motive (exogenous latent variable)
 X_{1.2}= Traits (exogenous latent variable)
 X_{1.3}= Self Concept (exogenous latent variable)
 X_{1.4}= Geographical education (exogenous latent variable)
 X_{1.5}= Geographic skills (exogenous latent variable)
 Y = Performance (endogenous latent variables)
 ζ = Residue factor

• Hypothesis

H₁: The Dimension Competent have a significant positive effect on Performance

Research Methodology

The object of research in the preparation of this thesis is summer alam garden of water hotel garut west java. With the variables examined are the on employee performance of summer alam garden of water hotel garut. The design research used in this research is exploratory, descriptive, verifiative, and causal, which aims to find views or insights into the problem in general, to clarify emerging phenomena and to clarify the priority of the problem in research. Descriptive research is research that aims to obtain variable characteristics or provide a more accurate description of the variable or segment. hypothesis testing with multiple linear regression analysis.. So in determining the research sample 100 is carried out by using probability sampling techniques,

Research Finding and Argument

Based on the results of data processing carried out, the results of respondents' responses regarding the performance of employees who have an average value of 3.28 are in the interval 2.60 - 3.39. From the analysis conducted, it can be concluded that the employee performance at Sumber Alam Garden of Water Hotel is said to be quite high. The highest average of employee performance variables is "Employees prioritize work interests" with an average of 3.58. This can be interpreted that employees at Sumber Alam Garden of Water Hotel are more concerned with work interests than other interests. Sumber Alam Garden of Water Hotel is not always right in doing their job, but sometimes employees have made mistakes.

Hypothesis 1: Motives Variable has a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

From the statistical calculation of the t-test, t_{count} for Motives = 9.732 is greater than $t_{table} = 1.976$, this there is a positive Motives. The value of $t_{count} = 9.732$ is in the receiving area Ha. This means "Motives has a Positive Effect on Employee Performance". The influence of Motives on employee performance is 32.71%. While the remaining 67.29% is influenced by other variables which were not examined in this study. (Riduwan & Sunarto, 2012)

Hypothesis 2: The Traits Variable has a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

From the statistical calculation of the t-test, t_{count} for Traits = 8.962 is greater than $t_{table} = 1.976$. The value of $t_{count} = 8.962$ is in the receiving area of Ha. This means "Traits have a positive effect on Employee Performance". The effect of Traits on employee performance is 26.93% and 73.07% is influenced.

Hypothesis 3: Self-Concept Variable has a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

From the t-test statistical calculation, t_{count} for Self-Concept = 12.931 is greater than $t_{table} = 1.976$, that there is a Self-Concept on employee performance. The value of $t_{count} = 12.931$ is in the receiving area of Ha. This means "Self- Concept has a Positive Effect on Employee Performance". The effect of Self-Concept on employee performance is 35.76% 64.24% is influenced by examined.

Hypothesis 4: Geographical education Variable has a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

From the t-test statistical calculation, t_{count} for Geographical education = 4.316 is greater than $t_{table} = 1.976$, this means that there is a positive Geographical education. The value of $t_{count} = 4,316$ is in the receiving area of Ha. This means "Geographical education has a Positive Effect on Employee Performance". The influence of Geographical education on employee performance is 39.69%

60.31% influenced examined.

Hypothesis 5: Geographic skills Variable has a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

From the statistical calculation of the t-test, t_{count} for Geographic skills = 6,573 is greater than $t_{table} = 1.976$, this means that there is a positive influence between Geographic skills on employee performance. The value of $t_{count} = 6,573$ is in the receiving area H_a . This means that "Geographic skills have a Positive Effect on Employee Performance". The influence of Geographic skills on employee performance is 57.15% and the 42.15% is influenced not examined.

Hypothesis 6: Human Resources Competencies which include Motives, Traits, Self- Concept, Geographical education and geographic skills simultaneously have a Positive Effect on Employee Performance at Sumber Alam Garden of Water Hotel.

Based on the value of $F_{count} = 48.444$ it is in the receiving area of H_a . This means that the simultaneous research model, namely "Motives (X_1) and Traits (X_2), Self-Concept (X_3), Geographical education (X_4) and Geographic skills (X_5) has a Positive Effect on Employee Performance". The effect of Motives, Traits, Self-Concept, Geographical education and Geographic skills simultaneously on employee performance is 64.3% and the remaining 35.7% is influenced by other variables not examined in this study.

Conclusion and Suggestion

• Conclusion

The results of data processing and discussion, the author obtained

1. Motives variable employee performance at Sumber Alam Garden of Water Hotel by 32.71% and 67.29% is influenced examined.
2. Traits variable has a positive effect on employee performance at Sumber Alam Garden of Water Hotel by 26.93% and 73.07% is.
3. Self-Concept variable has a positive effect on employee performance at Sumber Alam Garden of Water Hotel by 35.76% - 64.24% is influenced by other variables not examined.
4. Geographical education variable has a positive effect on employee performance at Sumber Alam Garden of Water Hotel amounting to 39.69% and the remaining 60.31% is influenced

By other variables not examined in this study.

5. The variable geographic skills have a positive effect on employee performance at Sumber Alam Garden of Water Hotel by 57.15% and 42.15% is influenced variables not examined.
6. Human resource competencies which includes Motives, Traits, Self-Concept, Geographical education and Geographic skills simultaneously has a positive effect on employee performance at Sumber Alam Garden of Water Hotel by 64.3% and the remaining 35.7% is influenced by other variables that are not researched in this study.

• Suggestion

The author propose the following suggestions.

1. High employee performance should be maintained and improve employee performance that is still low by increasing the competence of human resources which includes can be done by providing adequate compensation as one of motivation and providing direct direction so that employees have a strong urge to do a good job consistently and responsibly. The briefing is carried out at a meeting that is held at least once every two weeks a month. Briefing can be done by the manager.
2. To increase employee Traits and Self-Concept, this can be done by providing direction in self-control by providing counseling guidance that can be carried out by the Human Resource Department. In addition, in controlling its employees, the company makes special points in the form of rewards and punishments that can be included in regulations so that all company employees can obey them. In dealing with stress, companies can carry out routine activities outside of work problems by conducting regular gatherings.
3. To increase employee geographical education and geographic skills, this can be done by providing geographical education and training regularly once every semester.

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