Influence of human resource competencetraitsdan self-concept against employee performance at 'fave hotel hyper square' bandung

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Abstract

This study aims to analyze the effect of human resource competence on employee performance. The research was conducted at 'Fave Hotel Hyper Square' Bandung City. The research method used was descriptive-verificative analysis with a sample of 153 people taken from the entire population. The sampling technique used is a saturated sample or census. The data analysis technique used is multiple linear regression analysis through statistical software SPSS Series 21.0 for Windows. This research was conducted by distributing questionnaires, interviews and observations as data collection techniques. The results showed that human resource competencies which include Traits, Self-Concept have a positive effect on employee performance either partially or simultaneously. The results of the analysis show that the magnitude of the influence of Traits on employee performance is 26.93% and the remaining 73.07% is influenced by other variables not examined in this study. The effect of Self-Concept on employee performance is 35.76% and the remaining 64.24% is influenced by other variables not examined in this study. Simultaneously, the magnitude of the influence of human resources which includes Traits, Self-Concept on employee performance partially is 64.3% and the remaining 35.7% is influenced by other variables not examined in this study.

Introduction

Human resource management is one of the important factors in a company to achieve the goals of a company. Various kinds of visions and missions set by a company to get results in accordance with what the company expects. Suparyadi (2015:2) states that human resource management is a system that aims to influence the attitudes, behavior, and performance of employees in order to be able to make an optimal contribution in order to achieve company goals. The purpose of a company which is an organization must provide clear directions and have been agreed upon by all employees in this case the human resources involved in it, In carrying out the company's daily activities, companies compete with each other to be the best in everything, every effort made by companies to continue todevelop themselves in the eyes of consumers is of course the result of the hard work of all employees in the organization. Employees are a very valuable organizational asset that must be managed properly by the organization in order to provide optimal performance. One of the things that must be the main concern of the organization is compensation, job satisfaction, and a sense of pride from employees towards the company where they contribute.

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

The hotel is a service business that is quite complicated in its management, starting from providing various facilities needed by its guests to quality human resources in their fields, especially in the hospitality sector. In addition, the hotel business can also support the activities of entrepreneurs who are on business trips, or tourists who are traveling to visit tourist destinations that need a place to stay.

In Indonesia, the hospitality industry is currently experiencing very rapid growth and development. The growth and development of the hospitality industry is contributed by the tourism sector. In several regions in Indonesia, apart from aiming to increase local revenue from the hospitality and tourism service sector, tourism development is also considered to have a dual effect and can move the economy at all levels of society. Tourism has a direct or indirect impact on the national economy. Activities in the tourism sector have a large multiplier effect because they are related to various sectors and other economic activities. Activities related to tourism include hotels, restaurants, the transportation sector (both land, sea and air), Its market segmentation has not significantly increased visitors at Fave Hotel Hyper Square Bandung. Although the determination of market segmentation has been carried out well by the hotel, there are several things that cause a decrease in the room occupancy rate at Fave Hotel Hyper Square Bandung City caused by internal and external factors of the company. One of the most important management in the world of hospitality is the management of its human resources (HR). This is because human resources arethe driving force behind the operation of a hotel. In this regard, the provision of human resources as a driving force must be prepared and managed as well as possible because the community needs a hotel that has the best quality.

In addition, with the explanation of all the information mentioned above regarding the growth and development of the hospitality industry, of course this must be balanced with good service quality so that tourists who come, especially hotel service users, still feel comfortable and satisfied with the services of the hotel. With these developments, of course, have an impact on competition.

With the emergence of new hotels with various classifications, hoteliers need to use the right strategy. One way that can be done to overcome this problem is to maximize the performance of human resources in the company so that they are able to provide excellent service to tourists. Human resources are the factors that have the most direct impact on the competitiveness of the company (Mangkuprawira, 2002). According to Mathis (2009), "Employee performance is what employees do and things that employees don't do and their contribution to advancing the company". Performance can also be interpreted as 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 (Mangkunegara, 2013).

Quality human resources within the company is one of the important aspects that can encourage the company to move forward and continue to grow in the midst of increasingly fierce competition. Excellent and professional human resources 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 possessed by a person to carry out the work given to him well". In addition, Santiasih (2013) argues that "Competence is the knowledge, ability, According to Spencer and 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", namely the characteristics that underlie an individual that is causally related to the criteria -effective and/or superior performance in the job or situation. There are five characteristics of competencies that affect employee performance,

namely, motives (motives), traits (traits), self-concept (self-concept), knowledge (knowledge), and skills (skills). This study only takes 2 traits (traits), self- concept (self-concept) from 5 dimensions of competence. Traitsis a trait that makes people behave or how someone responds to something in a certain way. For example, such as self-confidence, self-control, fortitude or endurance.

Self-conceptis a person's attitudes and values. Attitudes and values are measured through tests to respondents to find out the value a person has and what is interesting for someone to do something. In its activities, Fave Hotel Hyper Square Bandung has problems related to human resource competence and employee performance.

The problem faced by the hotel is that the performance standards set by Fave Hotel Hyper Square Bandung cannot be achieved. Some indications are, employees are not responsive and respond to what guests want when staying at the hotel, employees in dealing with guests both from service and in informing something are not confident to directly respond to the wishes and needs of guests, there are still many employees in handling guests on when the condition of the hotel is full of reservations or there is an event, it still looks panicky and not straightforward.

The attitude of employees from all parts is still low in their creative level in carrying out each job and responsibility, so that the hotel environment is boring, stiff and the atmosphere is unattractive, to the lack of guest comfort, besides that they are less creative in dealing with big events, such as decorations on Christmas Day, new year, or other big day. This happens because employees are less creative and innovative, such as in making a variety of dishes because there are still employees who are not culinary graduates so that the employee's performance is low which causes guests to be dissatisfied with Food and Beverage services at Fave Hotel Hyper Square, Bandung City. It can be said that the performance of the employee concerned still needs to be improved.

The second problem is found in the House Keeping section. The problem found in this section is that there are several complaints from guests due to the lack of speed in tackling the problem of cleanliness in the hotel environment in some rooms and the environment around the hotel and it is less comfortable because there are some facilities that are not well maintained and arranged.

Literature Review

- According to Ihsanti (2014) defining human resource competence is the ability of a person or individual of an organization (institutional) or a system to carry out its functions or authority to achieve its goals effectively and efficiently. Meanwhile, according to Wirawan (2015) defining human resource competence is to describe the characteristics of knowledge, skills, behavior and experience possessed by humans to carry out a particular job or role effectively.

- According to Spencer & Spencer in (in Sutoto, 2004) there are 5 (five) characteristics of competence, namely motives, traits, self- concept, knowledge, skills. Traits are physical characteristics and consistent responses to situations or information. Spencer and Spencer exemplified this characteristic with fighter pilots having good reaction time and eyesight. Self-control and initiative are more complex "consistent responses to situations". Some people don't get mad at others and go beyond the call of duty to solve problems under pressure. Self-concept is a characteristic that focuses on attitudes, values held or held or a person's self-image.

- According to Sutrisno (2016) defines performance as a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave in accordance with the assigned tasks. charged to him and the quantity, quality and time used. Meanwhile, according to Edison (2016) performance is the

result of a process that refers and is measured over a certain period of time based on pre-determined provisions or agreements.

Hypotheses

- Hypothesis1: Traits have a positive effect on employee performance at Fave Hotel Hyper Square Bandung partially.
- Hypothesis 2: Self-Concept has apositive effect on employee performance at Fave Hotel Hyper Square Bandung partially.

Research Method

In this study, descriptive-verificative analysis is used to test whether the competence of human resources, which includes Traits, Self-Concept, has an effect on employee performance at Fave Hotel Hyper Square Bandung, as well as testing the hypothesis whether the hypothesis is accepted or rejected. This study uses the descriptive-verificative method, which is a method that aims to describe whether the facts are true or not, and explain the relationship between the variables studied by collecting data, processing, analyzing and interpreting the data in statistical hypothesis testing. Data collection by survey method is carried out through the use of structured questionnaires given to a sample of a population and designed to produce specific information from respondents.Fave Hotel Hyper Square Bandung employee datathat is as many as 153 people in 2021. The number of samples in this study usesa census method in which a sample is obtained from all employees to fill out a questionnaire.

Research Findings And Analysis

- Based on the results of data processing carried out, the results of the analysis of respondents' responses regarding Traits have an average value of 3.32 which is in the interval 2.60 - 3.39. From this analysis, it can be stated that the Traits of employees at 'Fave Hotel Hyper Square' Bandung is said to be quite good. The highest average of the Traits variable is at "Employees have tried to make themselves and other employees have knowledge that continues to increase in carrying out their work" with an average of 3.48. It can be interpreted that employees at 'Fave Hotel Hyper Square' Bandung always try to have increased knowledge in carrying out their work. However, from all statements there is the smallest score achievement, which is 3.10 on the statement "Employeealways ready to help colleagues in solving problems encountered in completing the work" means that not all employees who work at 'Fave Hotel Hyper Square' Bandung can help their colleagues in solving the problems they face.

- Based on the results of data processing carried out, the results obtained by respondents regarding Self-Concept which has an average value of 3.35 which is in the interval 2.60 - 3.39. From this analysis, it can be concluded that the Self-Concept at 'Fave Hotel Hyper Square' Bandung is said to be quite good. The highest average of the Self-Concept variables is at "Employees can adapt to work on various tasks even if it's not their previous skill" with an average of 3.62. This means that employees at 'Fave Hotel Hyper Square' Bandung can adjust to their work even though they are not previous skills. However, from all statements there is the smallest score achievement, which is 2.96 in the statement "Employees always avoid being emotional when facing failure or rejection from others in completing work" means that not all employees who work at 'Fave Hotel Hyper Square' Bandung can hold their emotions when facing failure in doing their jobs.

- Based on the results of data processing carried out, the results of respondents' responses regarding employee performance have an average value of 3.28 which is in the interval 2.60 - 3.39. From this analysis, it can be concluded that the performance of employees at 'Fave Hotel Hyper Square' Bandung is said to be quite high. The highest average of the employee performance variables is at "Employeeprioritize work interests" with an average of 3.58. This means that employees at 'Fave Hotel Hyper Square' Bandung are more concerned with work interests than other interests. However, from all statements there is the smallest average achievement, which is 2.87 in the statement "Employeeable to work accurately and there are no mistakes" means that employees at 'Fave Hotel Hyper Square' Bandung are not always right in doing their jobs but sometimes employees also make mistakes.

- From the statistical calculation of the t test, tcount for Traits = 8.962 is greater than ttable = 1.976, then Ha is accepted and Ho is rejected. This means that there is a positive influence between Traits on employee performance. The value of tcount = 8.962 is in the receiving area of Ha. This means "Traits have an effect on Employee Performance". The influence of Traits on employee performance is 26.93% and the remaining 73.07% is influenced by other variables not examined in this study.

- From the statistical calculation of the t test, tcount for Self-Concept = 12,931 is greater than ttable = 1,976, then Ha is accepted and Ho is rejected. This means that there is a positive influence between Self-Concept on employee performance. The value of tcount = 12,931 is in the receiving area of Ha. This means "Self-Concept has an effect on Employee Performance". The effect of Self-Concept on employee performance is 35.76% and the remaining 64.24% is influenced by other variables not examined in this study.

- Based on the calculated F value = 48,444 it is in the Ha acceptance area. This means that the research model simultaneously is "Traits (X1),Self- Concept (X2),affect employee performance"The influence of Traits, Self-Concept, simultaneously on employee performance is 64.3% and the remaining 35.7% is influenced by other variables not examined in this study.

Conclusion

Based on the results of data processing and discussion in chapter IV, the authors conclude that the competence of Human Resources Variable Traits at 'Fave Hotel Hyper Square' Bandung. From the results of this research, it can be concluded that the Traits of employees at 'Fave Hotel Hyper Square' Bandung is said to be quite good. The highest statement according to respondents from the Traits variable is kThe employee has tried to make himself and other employees have knowledge that continues to increase in carrying out their workhis. However, there are still things that need to be improved, namely employees must always ready to help colleagues in solving problems encountered in completing the work. In addition, the competence of Human Resources Variable Self-Concept at 'Fave Hotel Hyper Square' Bandung. From the results of this research, it can be concluded that the Self-Concept of employees at 'Fave Hotel Hyper Square' Bandung is said to be quite good. The highest statement according to respondents from the Self- Concept variable is employeecan adapt to work on various tasks even though it's not a previous skill. However, there are still things that need to be improved, namelyEmployees must be able to control their emotions in dealing with work and work environment problems. For example, you must be able to accept suggestions and criticism in the work environment. Employee Performance at 'Fave Hotel Hyper Square' Bandung from the results of this research it can be

concluded that employee performance at 'Fave Hotel Hyper Square' Bandung is said to be quite high. The highest statement according to respondents from the employee performance variableis employeehasprioritize the interests of their work

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