



Homepage Journal: <https://jurnal.unismuhpalu.ac.id/index.php/JKS>

The Effect of Employee Work Attitudes on Employee's Job Performance at Miyana Hotel Medan

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Artikel Penelitian

Article History:

Received: 8 July, 2024

Revised: 8 August, 2024

Accepted: 15 August, 2024

Keywords:

Employee Work Attitudes,
Employees' Job Performance

DOI: [10.56338/jks.v7i8.5963](https://doi.org/10.56338/jks.v7i8.5963)

ABSTRACT

Work Attitude of an employee at work relates to his/her job performance. Job performance of an employee is concerned with two aspects. First, employee should perform his/her job in such a manner that it leads to achievement of desirable ends. Second, he/she should use organizational resources efficiently by avoiding or minimizing the waste in performing the job activities. These attitudes reflect a particular person's likes and dislikes towards other people, objects, events and activities in that person's surrounding environment. Some of the strong attitudes are likely to affect person's behavior and this makes the enthusiasm to study and know about attitudes. Work attitude of an employee at work relates to his/her job performance. Miyana Hotel has problem which the performance of the employees which the employees do not do their jobs with good results in terms of quality which can be seen from customer's complaints and whenever there is supervisor, employees don't perform their job. The employees tend to have conflict among them. According to the GM of the hotel, these conditions are associated with the employees being not satisfied with their job because they don't have opportunity for higher position. The population that is used in the research is the total employees who are active working in Miyana Hotel Medan that are 93 people. The sampling technique is called as census sampling. Census sampling method is method which takes all the population as the sample. In analyzing questionnaires, the writer used validity test and reliability test, to analyze the data, use statistics, correlation test, determination test, linear regression, and hypothesis test. The correlation test shows work attitudes have a positive and significantly strong effect on employees' job performance at Miyana Hotel Medan. $z_{count} > z_{table}$ ($8.10 > 1.96$). This means the Null hypothesis (H_0) is rejected and the alternative (H_a) is accepted. Work Attitudes have effect on employees' job performance at Miyana Hotel Medan.

INTRODUCTION

Attitudes are evaluative statements either favorable or unfavorable concerning objects, people, or events. They reflect how one feels about something. A work attitude is a predisposition to make certain kinds of judgments about people, issues and events, usually in specific situations. Personal attitudes are a reflection of the broad values held by the individual. Attitudes lead to the development of personal opinions and prejudices, as well as contributing positively to an individual's exercise of judgment. Some attitudes are held firmly and are unlikely to be changed in a person's lifetime. Others are held less firmly, and are subject to change, where the individual perceives it useful to do so. An attitude is a positive or negative feeling or mental state of readiness, learned and organized through experience that exerts specific influence on a person's response to people, objects and situations. A work attitude is a set of evaluations of one's job that constitute one's feelings toward, beliefs about, and attachment to one's job in the company. Employees evaluate their advancement opportunities by observing their job, their occupation, and their employer. Employees with positive work attitudes tend to be more productive employees because they always see the accompanying opportunity with every

challenge. Things are seldom as bad as people think they are. People with positive work attitudes know this, therefore they do not waste time worrying, and they expend their energies on more positive activities.

Work Attitude of an employee at work relates to his/her job performance. Job performance of an employee is concerned with two aspects. First, employee should perform his/her job in such a manner that it leads to achievement of desirable ends. Second, he/she should use organizational resources efficiently by avoiding or minimizing the waste in performing the job activities. Attitudes have significant effects on the behavior of a person at work. Some of the areas of attitudes that a person in the world of work is concerned with are superior, subordinates, peers, supervision, pay, benefits, promotions or anything that leads to trigger positive or negative reactions. These attitudes reflect a particular person's likes and dislikes towards other people, objects, events and activities in that person's surrounding environment. Some of the strong attitudes are likely to affect person's behavior and this makes the enthusiasm to study and know about attitudes. The work attitudes have relationship to employees' job performance stated by Hettiararchchi, and Jayarathna (2014, p.224), "Work attitude of an employee at work relates to his/her job performance". Based on the information that the writer has research there are several problems among the employees and the employer struggle to retain their valuable employees. The employees are showing attitudes which they do not work enthusiastic in the hotel, they are not satisfied enough to work in the hotel, they are not willing to work long hours attempt to be high performers and not committed to work long time in the company. The job performance entirely can be assumed by the General Manager of Miyana Hotel Medan (Mr. Zainul Arifin, SE, MM), the job performance of the employees which the employees do not do their jobs with good results in terms of quality which can be seen from customer's complaints and whenever there is supervisor, employees don't perform their job. The employees tend to have conflict among them. According to the GM of the hotel, these conditions are associated with the employees being not satisfied with their job because they don't have opportunity for higher position.

METHODOLOGY

Research design is a plan and structure of investigation so conceived as to obtain the answer of the research question. The plan is the overall scheme or program of research. According to Creswell (2008:34), "Research design is all process in planning and doing the research. A good research design is those that can result in a logical and systematic conclusion". A research design will express both the structure problem and the plan of the investigation used to obtain empirical evidence on relation of the problem. The purpose of this research is to collecting, compiling and classifying obtained data, and then interpreting the problem encountered which theories related to job satisfaction and turnover in its company. The data collection is obtaining the data by conducting a survey which is done by either questionnaire or interview. This refers to the type of research with the problem characteristic which can be two variables or more. The purpose of this research is to determine whether there is any correlation between variables and make prediction between the variables.

Population is the whole research object as the source of data with certain characteristics in the research. The population that the writer uses in this research is the total employees who are active working in Miyana Hotel Medan that are 93 people.

Sample is the selection of a fraction of the total amount of units of interest to decision makers, for the ultimate purpose of being able to draw general conclusions about the entire body of units. The writer will use Arikunto Sampling Theory. According to Arikunto (2006, p.134), "Apabila subyek penelitian kurang dari 100 orang, lebih baik diambil semua, sehingga penelitian ini merupakan penelitian populasi. Selanjutnya, jika subyeknya besar maka dapat diambil sample 10%-15% atau 20%-25% atau lebih." (If the sample of the research is less than 100 people, it is better to apply the entire sample so that the research is a sample research. Then, if the sample is large, the sample used is 10% - 15% or 20% - 25% or more). For this research, the population is 93 which is not more than 93. So the

sample size is 93 employees. This sampling technique is called as census sampling. Census sampling method is method which takes all the population as the sample.

Primary research (also called field research) is research which is directly conducted by the researcher to the object study. It is done to collect data and information related to the problem being discussed, through observation and interviews. a. Interview, the writer interviews the key person of the company. b. Questionnaire is to arrange a list of questions that would be asked to the respondents. In doing questionnaire, the writer uses Likert scale to analyze the data. When you want to know respondents' feeling or attitudes about something, consider asking a Likert – scale question. The respondent must indicate how closely their feelings match the question or statement on a rating scale. Typical test item in a Likert scale is a statement. The respondent is asked to indicate his or her degree of agreement with the statement or any kind of subjective or objective evaluation of the statement.

Linear Regression Equation Analysis

Linear Regression Equation analysis is a statistical technique that analyzes the linear relationships between two variables (variable x and variable y) by estimating coefficients for an equation for a straight line. The writer uses the linear regression method as follows:

$$Y = a + b x$$

$$a = \frac{\sum Y - (b \sum X)}{\sum X \cdot \sum Y / n - (\sum X)^2}$$

$$b = \frac{n \cdot \sum XY - (\sum X \cdot \sum Y)}{n \cdot \sum X^2 - (\sum X)^2}$$

Where:

- a – the constant factor
- b – the slope of the regression line
- X – independent variable
- Y = dependent variable
- n = Sample Size

RESULT

The statistics consist of Mean is the arithmetic of average data, this can be obtained by adding the entire data and dividing the result by the amount of data, Median as the middle number that is obtained if data is arranged from the lowest to the highest and mode is the value that appears frequently in a data set or a probability distribution. Based on the responses to the questionnaires distributed to respondents about Variable X (Work Attitudes), the results of statistics calculation by SPSS Program is as shown belows:

N	Valid	93
	Missing	0
Mean		19.26
Median		19.00

Mode	19.00
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The Mean of variable X is 19.26. This means that average answers by respondents are 17.36 or averagely answer is disagree. The mean resulted that the employees disagree that they have good work attitudes working in the hotel. The Median of Variable X is 19. The result is as disagree. So, the result showed that the respondents (employees) disagree that they have good work attitudes working in the hotel. The Mode of Variable X is 19. The mode of variable X is disagree. Most of the respondents (employees) disagree that they have good work attitudes working in the hotel. Based on the responses to the questionnaires distributed to respondents about Variable Y (Employees' Job Performance), the writer then made a data tabulation as the following:

Statistics

Job Performance

N	Valid	93
	Missing	0
Mean		11.62
Median		12.00
Mode		12.00

Mean of variable Y is 11.62. It means that mean result for variable Y (Job Performance), the result is disagree. This means, averagely, the respondents (employees) disagree that they have good job performance currently. The Median of Variable Y is 12 shows that the the respondents (employees) disagree that they have good job performance currently. The Mode of Variable Y is 12. This means that most of the respondents (employees) disagree that they have good job performance currently.

Coefficient of Correlation

Correlation test is used to know the correlation between independent variable and dependent variable. The possible results are shown in the relations of both variables whether it is positive, independence or negative. The result of coefficient of correlation of X (Work Attitudes) and Y (Employees' Job performance) at Miyana Hotel Medan can be seen on table belows:

Coefficient of Correlation

		Work Attitudes	Job Performance
Work Attitudes	Pearson Correlation	1	.810**
	Sig. (2-tailed)		.000
	N	93	93
Job Performance	Pearson Correlation	.810**	1
	Sig. (2-tailed)	.000	
	N	93	93

** . Correlation is significant at the 0.01 level (2-tailed).

The result of calculation of correlation coefficient between Variable X (Work Attitudes) and Variable Y (Job Performance), the writer got the result of 0.81. In the table of scale of correlation test, the value of 0.81 is indicated as strong and Positive. The correlation test shows that work attitudes have a positive and significantly strong effect on employees' job performance at Miyana Hotel Medan.

Determination Test

Determination test is used to determine how strong the percentage relationship between Variable X and Variable Y. The result is as follows:

Model Summary

Model	R	R Square	Adjusted RSquare	Std. Error of the Estimate
1	.810 ^a	.6561	.124	1.227

a. Predictors: (Constant), job performance

The percentage relationship between work attitudes and employees' job performance is 65.61%. The result shows that work attitudes have high percentage effect on employees' job performance at Miyana Hotel Medan

Linear Regression Equation

The Linear Regression equation can be shown as follows:

Coefficients^a

	Unstandardized Coefficients	Standardized Coefficients		

Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	15.42	.740		2.143	.018
	Total_X	.760	.061	.741	6.295	.000

a. Dependent Variable

$$Y = a + b X$$

$$Y = 15.42 + 0.76 X$$

$$X= 0 \ Y= 15.42 +0.76 (0) = 15.42$$

$$X= 1 \ Y = 15.42+0.76 (1) = 16.18$$

$$X= 2 \ Y = 15.42 +0.76 (2) = 16.94$$

$$X=3 \ Y = 15.42+0.76 (3) = 17.70$$

The linear equation shows that when work attitudes are zero, the Y (Employees' job performance) is 15.42. When work attitudes ($X=1$), the employees' job performance is 16.18 (increases 0.76), when work attitudes ($X=2$), the employees' job performance is 16.94. and one level increase of variable X (work attitudes), will gives increase of 0.76 of variable Y (employees' job performance). This means, work attitudes have a positive equation with employees' job performance at Miyana Hotel Medan

The writer will use the confidence level of two-tailed hypothesis test in is 95% or 0.95, since use the two-tailed hypothesis test, $0.95/2=0.4750$. the ztable is 1.96. From the calculation above, the writer got zcount= 8.10. The zcount > ztable ($8.10>1.96$), Null hypothesis (H_0) is rejected and the alternative (H_a) is accepted.

DISCUSSION

From the results of validity test, the validity results of variable (work attitudes) got the value validity test in the scale of very high validity. The validity results for variable Y (employees' job performance) got the value High validity.

The reliability test of the questionnaires is 0.88 is located at the scale $0.88 > 0.80$, so the questionnaires have good reliability.

The statistics for variable X (work attitudes), got results of mean, median, and mode that the employees disagree that they have good work attitudes working in the hotel.. The statistics for variable Y (employees' job performance), got that the respondents (employees) disagree that they have good job performance currently.

The correlation test is 0.81 which work attitudes have a positive and significantly strong effect on employees' job performance at Miyana Hotel Medan.

The percentage relationship between work attitudes and employees' job performance is 65.61%. The result shows that work attitudes have high percentage effect on employees' job performance at Miyana Hotel Medan.

The linear regression equation shows that each increase of variable X will result 0.76 for variable Y. Work attitudes have a positive equation with employees' job performance at Miyana Hotel Medan.

From the result of hypothesis test, zcount > ztable ($8.10>1.96$), Alternative Hypothesis (H_a) is accepted which Work Attitudes have effect on employees' job performance at Miyana Hotel Medan.

CONCLUSION

Work Attitudes have effect on employees' job performance at Miyana Hotel Medan which can be seen from the result of hypothesis test.

Work attitudes have a positive and significantly strong effect on employees' job performance at Miyana Hotel Medan which can be seen from the result of correlation test and linear regression equation.

RECOMMENDATION

The management of Miyana Hotel Medan can set up the positive and open and cooperative communication between supervisors and staff so that the employees can feel positive working in the hotel and provide the employees with the growth prospect of career such as for the employees who has been performing well and develop by giving more responsibilities

The management of Miyana Hotel may appreciate and praise the employees who have been working well and behave good and discipline so that the employees are willing to apply effort beyond normal working in the hotel.

Miyana Hotel Medan can make regular meeting for the employees' improvement. The hotel let the customers to share their views. Monitor the section closely and look for inputs that can help the employees to increase their involvement in the hotel and this can make them attempt to be high performers.

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