

The Effect of Motivation on Work Productivity of Kitchen Employees at Mandarin Oriental Hotel Jakarta

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ABSTRACT

Purpose: This study aimed to determine the effect of motivation on employee work productivity. The research was conducted at the Mandarin Oriental Hotel Jakarta to find out how much influence the motivation program has on the work productivity of kitchen employees at the mandarin oriental Jakarta.

Research methods: This research uses the type of associative analysis. The method used in this research is quantitative. The sampling technique used in this research is total sampling, in which all population members are employed entirely.

Result and discussion: Providing motivation and work productivity of kitchen employees at the Mandarin Oriental Hotel Jakarta with a correlation coefficient shows that explaining ing to work productivity has a very close and solid relationship.

Implication: A hotel dents a competent workforce to work effectively and efficiently to increase its repetitive hotel competitiveness enessinvincibleThee best service certainly requires high employee work productivity. Therefore, the hotel motivates its employees to keep abreast of existing developments and fulfill the wishes and goals of the hotel.

Keywords: Motivation, Employee Productivity, Kitchen Employees, Mandarin Oriental Hotel Jakarta.

INTRODUCTION

A hotel is a company engaged in accommodation (room) services managed commercially and provides food and beverage services and other facilities guests need. The average hotel affected by the Covid 19 pandemic has high work enthusiasm and is rising together to face the new normal. This motivation is one of the activities or ways hotel employees motivate them to work.

A hotel requires a competent workforce to work effectively to improve the best competitive service in the second year, which demands high employee work productivity. Therefore the hotel motivates its employees to keep abreast of existing developments and achieve their goals. This motivation can be provided by holding weekly meetings with HRD, daily briefings, and outings so employees can get to know and motivate one another. This motivational program can encourage employee morale and passion. This motivation can provide creativity and participation in work.

The importance of motivation programs can be seen from the difference in productivity levels between employees who are already motivated and employees who are not yet motivated, where motivated employees will have a higher level of productivity. Companies are hard on employees who have yet to achieve their goals, such as at work, are not I, easy and complete work or assignments on time.

There are several examples of activities to provide work motivation; employees will gather for the morning briefing and inform that there is an important guest; all employees must be prepared to avoid fatal mistakes because the Mandarin Oriental Hotel Jakarta is a business hotel that is visited by many important guests such as the President of the Republic of Indonesia and his ministers.

As a 5-star hotel in the capital city of Jakarta, Hotel Mandarin Oriental Jakarta continues to increase its competitiveness to achieve the desired goals; careful and precise planning is required, namely trying to improve the skills and knowledge of employees under the tasks carried out. The implementation of giving motivation is one way to further increase the work productivity of its employees to the maximum and provide high enthusiasm so that all employees are motivated and want to be better than before. Therefore the author chose "The Effect of Giving Motivation on the Work Productivity of Kitchen Employees at the New Normal Hotel Mandarin Oriental Jakarta."

RESEARCH METHODS

The essential primary method in this research is the associative quantitative research method. According to Russiadi et al. (2016: 12), associative/quantitative research is research that aims to determine the relationship between two or more variables. by collecting existing information, distributing questionnaires, and defining the relationship that occurs between the independent variable (X) and the related variable (Y) according to the data obtained from the questionnaire.

According to Sugiyono (2018: 15) explains the quantitative research method as follows:

"The quantitative method is called the traditional method because it has been used for a long time and has become a tradition for research. This method is called the positivistic method because it is based on the philosophy of positivism. This method is scientific/scientific because it fulfills scientific principles: concrete/empirical, objective, measurable, rational, and systematic. This method is also called discovery because this method can be discovered and developed by various new science and technology. This method is called quantitytity causee the research data is in numbers, and the analysis uses statistics.

The research method used in this study was to use a questionnaire instrument, namely the survey method, and provide a list of statements to be shown to respondents.

The variables were assessed with a scale from 1 (one) to 5 (five). Which is used to measure variables X and Y. The Likert scalsetessed with weights as follows:

- a. For answers that strongly disagree, they were given a score of 1.
- b. Disagree answers are given a score of 2.
- c. For a neutral answer, a score of 3 is given.

- d. For answers that agree, a score of 4 is given.
- e. For answers that strongly agree, a score of 5 is given.

Operational variables are complete guides on what to learn and how to measure a concept to be tested—operational Variables This research can be seen in the table below.

Table 1. Operational Research Variables

| Variable | Indicator | Measuring scale |
|--------------------------|---------------------------------|--|
| Giving Motivation (X) | Driving Force | Measured through a questionnaire using a Likert scale. |
| | Will | |
| | Willingness | |
| | Responsibility | |
| Work Productivity (Y) | Ability | Improve the results achieved Measured through the path using a Likert scale. |
| | Spirit at work | |
| | Meningkatkan hasil yang dicapai | |
| | Self-development | |
| | Efficiency | |

[Source: Processed Author Data, 2022]

The population used in this study was 30 people in the kitchen department at the Mandarin Oriental Hotel Jakarta.

The data analysis technique used in this study is quantitative by analyzing statistics with the help of the Package For The Social Science (SPSS) statistical software. Before the hypothesis testing is carried out, it is necessary to test the questionnaire, namely the validity and reliability tests. After that, the classical assumption test was also carried out. Before the hypothesis testing is carried out, it is necessary to test the questionnaire, namely the reliability test. After that, the classical assumption, normality, and heteroscedasticity tests were also carried out.

RESULTS AND DISCUSSION

Respondents used as samples in this study amounted to 30 people, corresponding to the number of employees in the Kitchen Department at the Mandarin Oriental Hotel Jakarta. This study used the questionnaire method to determine the effect of giving motivation on the work productivity of kitchen employees at the New Normal Hotel Mandarin Oriental Jakarta.

The following table is the composition of research respondents based on gender, age, education, and length of work from a questionnaire filled out by employees of the Kitchen Department at the Mandarin Oriental Hotel Jakarta.

Table 2. Respondent Profile Based on Gender

| | | Gender | | | |
|-------|-------|-----------|---------------|--------------------|-------|
| | | Frequency | Valid Percent | Cumulative Percent | |
| Valid | Men | 28 | 93.3 | 93.3 | 93.3 |
| | Women | 3 | 6.7 | 6.7 | 100.0 |
| | Total | 30 | 100.0 | 100.0 | |

Based on the data above, the respondents consisted of men and women. Of the 30 respondents sampled in this study, 28 were men, and the rest were two women. This proves that at Mandarin Oriental Hotel Jakarta, there are more male employees than females.

Table 3. Respondent Profile Based on Age

| | | Age | | | |
|-------|-------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 17-25 Years | 7 | 23.3 | 23.3 | 23.3 |
| | 26-35 years | 18 | 60.0 | 60.0 | 83.3 |
| | 36-45 years | 5 | 16.7 | 16.7 | 100.0 |
| | Total | 30 | 100.0 | 100.0 | |

Respondents were divided into five age levels that have been grouped. Of the total 30 respondents who were taken, seven were aged 17-25 years, with a percentage of 23.3%, 18 were aged 26-35 years, with a percentage, shared five were aged 36-45 years, with a rate of 16.7%. From these data, it can be concluded that the average age of employees in the kitchen department is 26-35 years because employees are more productive and have much experience.

Table 4. Profile Based on Education

| | | Education | | | |
|-------|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | SMA-SMK-MA | 10 | 33.3 | 33.3 | 33.3 |
| | DIPLOMA (D1,D2,D3) | 13 | 43.3 | 43.3 | 76.6 |
| | D4 –SARJANA(S1) | 7 | 23.3 | 23.3 | 100.0 |
| | Total | 30 | 100.0 | 100.0 | |

Respondents were divided into five levels of education that have been grouped. From a total of 30 respondents who have been taken, ten respondents have SMA-SMK-MA level with a percentage of 33.3%, 13 respondents have a Diploma education level (D1-D2-D3) with a rate of 76.6%, seven respondenrateD4-GRADUATE education level (S1) with a percentage of 23.3%. From these data, it can be concluded that the average level of DIPLOMA education (D1-D2-D3) is because graduates from DIPLOMA (D1-D2-D3) have a lot of experience and extensive knowledge.

Table 5. Respondent Profile Based on Length of Work

| | | Length of work | | | |
|-------|------------|----------------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1-5 Years | 15 | 50.0 | 50.0 | 50.0 |
| | 6-10 Years | 15 | 50.0 | 50.0 | 100.0 |
| | Total | 30 | 100.0 | 100.0 | |

Based on the length of work, the respondents were divided into four levels of size of work that have been grouped. From 30 samples taken, 15 respondents had worked for 1-5 years with a percentage of 50.0%, and 15 respondents had worked for 6-10 years with a rate of 50.0%. From the above data, it can be concluded that most kitchen department employees have worked for >10 years. This shows they feel at home and comfortable working at the Mandarin Oriental Jakarta Hotel.

Table 6. Variable Validity Test Results for Giving Motivation (X)

| Statement | R Count | R Tabel | Results |
|-----------|---------|---------|---------|
| X1 | 0,617 | 0,361 | VALID |
| X2 | 0,551 | 0,361 | VALID |
| X3 | 0,596 | 0,361 | VALID |
| X4 | 0,566 | 0,361 | VALID |
| X5 | 0,566 | 0,361 | VALID |
| X6 | 0,656 | 0,361 | VALID |
| X7 | 0,666 | 0,361 | VALID |
| X8 | 0,548 | 0,361 | VALID |
| X9 | 0,647 | 0,361 | VALID |
| X10 | 0,541 | 0,361 | VALID |

[Source: Data processed with SPSS 26, 2022]

Based on the table above, it is known that the r count value of the 10 statement items on the independent variable giving motivation has a count r value

each > from the r table of 0.361 and is positive, so it can be concluded that the statement items on the independent variable giving motivation are declared valid.

Table 7. Results of Validity Test of Work Productivity Variables (Y)

| Statement | R Count | R Tabel | Results |
|-----------|---------|---------|---------|
| Y1 | 0,575 | 0,361 | VALID |
| Y2 | 0,547 | 0,361 | VALID |
| Y3 | 0,504 | 0,361 | VALID |
| Y4 | 0,595 | 0,361 | VALID |
| Y5 | 0,598 | 0,361 | VALID |
| Y6 | 0,547 | 0,361 | VALID |
| Y7 | 0,526 | 0,361 | VALID |
| Y8 | 0,672 | 0,361 | VALID |
| Y9 | 0,602 | 0,361 | VALID |
| Y10 | 0,509 | 0,361 | VALID |

[Source: Data processed with SPSS 26, 2022]

Based on Table 7, it is known that the r count value for the ten dependent variable statement items of work productivity has a respective r count value > from the r table of 0.361 and is positive, so it can be concluded that the statement items on the work productivity dependent variable are declared valid.

Table 8. Cronbach's Alpha Test Results

| Variable X | |
|------------------------|------------|
| Reliability Statistics | |
| Cronbach's Alpha | N of Items |
| .824 | 10 |

[Source: Research data processing, 2022]

The Cronbach's alpha value obtained from the data processing results is 0,524, where the value of each question cannot be less than 0.6.

Based on the tests carried out, questions are worth at least 0,6. So it can be concluded that all questions are reliable.

Table 9. Cronbach's Alpha Test Results

| Variable Y | |
|------------------------|------------|
| Reliability Statistics | |
| Cronbach's Alpha | N of Items |
| .739 | 10 |

[Source: Material, 2022]

The Cronbach's alpha value obtained from the data processing results is 0,739, where the value of each question cannot be less than 0,6. Based on the results of the tests that have been carried out, there are no questions with a value below 0,6.

Based on the results of the tests, such questions are worth below 0,6, so it can be concluded that all questions are reliable.

Table 10. One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|--|--------------------------|-------------------------|
| N | | 30 |
| Normal Parameters ^b | Mean | .0000000 |
| | Std. Deviation | 1.32228209 |
| | Most Extreme Differences | |
| | Absolute | .127 |
| | Positive | .127 |
| | Negative | -.116 |
| Test Statistic | | .127 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |
| d. This is a lower bound of the true significance. | | |

[Source processed research data, 2022]

Based on the normality test results, Table 10 shows that the Asymp. Sig.(2-tailed) of 0.200 > 0.05. This means that the residuals in the study have been normally distributed, and the basic assumptions of normalcy have been fulfilled.

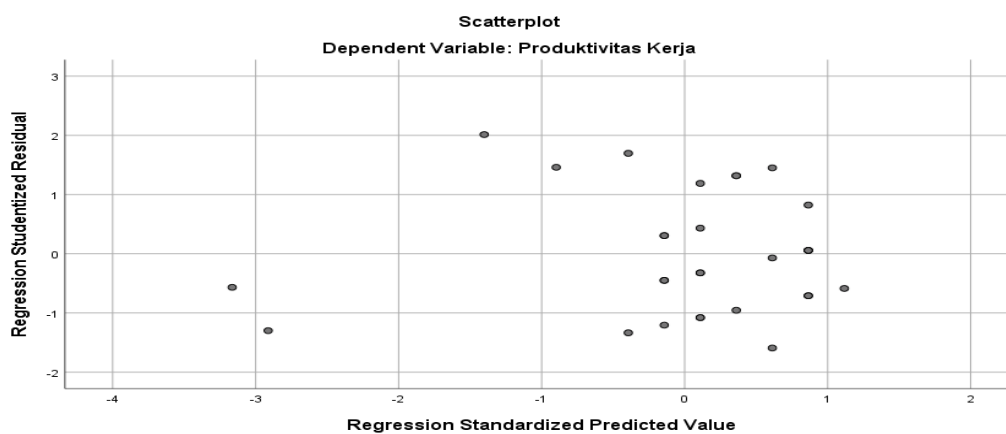


Figure 1. Scatter Plot Graph of Heteroscedasticity Test
 [Source: Data processed with SPSS 26, 2022]

Based on Figure 1, it is known that the scatter plot test shows that the data points are scattered above and below or around the number 0. The facts do not

just gather above or below, and the spread of the data points does not form a wavy pattern, widening then narrowing again. So it can be concluded that the data does not experience heteroscedasticity. This study also uses the Glejser test to predict heteroscedasticity with the following test criteria:

- a. The data does not have heteroscedasticity problems if the sig value > alpha level is 0.05 or
- b. The city problems if the sig value < alpha level is 0.05.

Table 11. Heteroscedasticity Test Results

| Model | Coefficients | | | | |
|-------------------|-----------------------------|------------|---------------------------|--------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | | |
| | B | Std. Error | Beta | t | Sig. |
| 1 (Constant) | 3.047 | 1.489 | | 2.047 | .050 |
| Giving Motivation | -.044 | .033 | -.242 | -1.320 | .198 |

a. Dependent Variable: res2

[Source: Data processed with SPSS 26, 2022]

The results of the heteroscedasticity test in Table 11 show that the significance value of the independent variable giving motivation is > alpha 0.05, equal to 0.198. This indicates that the data is homoscedasticity or does not experience heteroscedasticity problems.

Table 12. Partial TT-test

| Model | Coefficients | | | | |
|--------------------|-----------------------------|------------|---------------------------|--------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | | |
| | B | Std. Error | Beta | t | Sig. |
| 1 (Constant) | 6.954 | 2.815 | | 2.470 | .020 |
| Pemberian Motivasi | .833 | .063 | .929 | 13.234 | .000 |

a. Dependent Variable: Produktivitas Kerja

[Source: processed research data, 2022]

Based on the regression results in Table 12, the simple regression equation model can be formulated as follows:

$$Y = a + bX + e$$

$$\text{Work productivity} = 6.954 + 0.833 \text{ Giving motivation}$$

The above equation means that:

1. The constant a of 6,954 indicates that if motivation is 0 (no change), then the work productivity of employees in the kitchen department of the Mandarin Oriental Jakarta hotel has a value of 6,954.
2. The regression coefficient of the motivation variable is 0.833 indicating a positive direction. This means that the variable giving motivation has a positive relationship to work productivity, where if the giving of motivation

increases by 1 percent, then the work productivity of employees in the kitchen department of the Mandarin Oriental Hotel Jakarta will increase by 83.3 percent.

Table 13. Correlation Coefficient Results

| Correlations | | | |
|-------------------|---------------------|-------------------|-------------------|
| | | Giving Motivation | Work Productivity |
| Giving Motivation | Pearson Correlation | 1 | .929** |
| | Sig. (2-tailed) | | .000 |
| | N | 30 | 30 |
| Work Productivity | Pearson Correlation | .929** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 30 | 30 |

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

[Source: research data processed, 2022]

Table 13 shows that the correlation coefficient between the variables giving the motivation to work productivity for Mandarin Oriental Jakarta hotel employees is 0.929. This indicates that explaining has a very close and substantial relationship to work productivity for employees of the Mandarin Oriental Jakarta hotel kitchen department.

Table 14. Coefficient of Determination (R²)

| Model Summary | | | | |
|---------------|-------------------|----------|-------------------|--------------------------------|
| Model | R | R Square | Adjusted R Square | Std. The error in the Estimate |
| 1 | .929 ^a | .862 | .857 | 1.34569 |

a. Predictors: (Constant), Giving Motivation

b. Dependent Variable: Giving Motivation

[Source: research processed. 2022]

The results of the coefficient of determination in Table 14 show that the value of the coefficient of determination is 0.862. This indicates that the proportion of the influence of the independent variable giving motivation on work productivity for the employees of the Mandarin Oriental Jakarta hotel kitchen department is 86.2 percent. In comparison, 13.8 percent (100 – 86.2 percent) is influenced by other variables not examined in the research.

Table 15. Partial T-test

| Model | Coefficients | | | | |
|--------------------|-----------------------------|------------|---------------------------|--------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| 1 (Constant) | 6.954 | 2.815 | | 2.470 | .020 |
| Pemberian Motivasi | .833 | .063 | .929 | 13.234 | .000 |

a. Dependent Variable: Produktivitas Kerja

[Source: Research processed. 2022]

Based on the results of the t-test above, then:

Hypothesis 1 = There is an effect of giving motivation on the work productivity of kitchen employees at the new normal Hotel Mandarin Oriental Jakarta.

The results of the study in Table 4.10 show the sig. Motivation variable <critical probability value ($\alpha = 5\%$) of $0.000 < 0.05$ and $t \text{ count} > t \text{ table}$ of $13,234 > 2,048$, this shows that giving motivation has a significant effect on work productivity. The regression coefficient of 0.833 indicates a positive direction. This means that providing an explanation positively and significantly affects work productivity for employees in the kitchen department of the Mandarin Oriental Hotel Jakarta. Based on these statistical results, the first hypothesis proposed by the author is declared accepted.

CONCLUSION

Based on the description and analysis that has been put forward in the previous chapters, the following conclusions can be drawn :

- Providing motivation and work productivity of employees at the mandarin oriental Jakarta with a correlation coefficient 0.929. this shows that motivating work productivity has a very close and strong relationship.
- From the study's results, it is known that providing motivation affects employees' work productivity by 86.2% and the remaining 13.8%. It is influenced by other variables that are not examined, such as employee performance, skill, and timeliness.
- From the calculation results in spss using the partial test to find out which hypothesis is accepted, it is known that the t count obtained is $13,234 > 2,048$, so it can be concluded that H1 is accepted. There is an effect of giving on the work productivity of kitchen employees at the new normal hotel mandarin oriental Jakarta.

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