

EMPLOYEE PERFORMANCE ANALYSIS AND WORK ENVIRONMENT AT THE FRONT OFFICE DEPARTMENT DURING THE COVID-19 PANDEMIC AT THE ONE LEGIAN HOTEL

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ABSTRACT

This study aims to analyze how the performance of employees and the work environment of employees in the front office department at The ONE Legian. Data collection methods used were observation, questionnaires, and interviews where data collection was carried out by field observations, questionnaires with 30 respondents. The analysis used quantitative analysis includes validity test, reliability test, correlation test, classical assumption test, simple linear regression test, determination coefficient test, and t test. The results of quantitative analysis research show that the reliability test results show that the work environment has a Cronbach's Alpha value of 0.865 and employee performance has a Cronbach's Alpha value of 0.810 which indicates that each variable has a value greater than Cronbach's Alpha in the range of 0.70 in the correlation test. Correlation test of Employee Performance on the Work Environment in the front office department of The ONE Legian obtained a Pearson Correlation value of 0.745. In the simple linear regression analysis test results, the constant value is 14.089, which indicates that if the work environment is 0, then the employee's performance is 14.089. The value of the work environment coefficient is 0.678 indicating that if the work environment has increased by 1, then the employee's performance will increase by 0.678. With a strong and positive relationship between the two variables. Show that even during the COVID-19 pandemic, employees in the front office department at The ONE Legian can maintain their performance and work environment well.

Keywords: Employee Performance, Work Environment, The ONE Legian

Introduction

The hotel industry, especially in Bali, is very important and crucial in this regard as an economic driver at the provincial and national level. The hotel industry has many factors that are used as benchmarks for the success of the industry itself, especially as an industry engaged in services and dealing with guests or customers who use the facilities provided by the hotel, it is necessary to pay attention to hotel buildings which are no less important. The human resources in it, the better the service provided by hotel employees, the more satisfied guests will be and will likely become repeater guests in the future and if the guest travels to Bali, they will always use the hotel facilities again and again in accordance with the service that has been provided. given by the previous hotel.

Bali is one of the well-known tourism destinations in the national and international arena. Bali with its diversity, customs and culture is the main attraction

for domestic and foreign tourists. However, since the occurrence of the COVID-19 pandemic, tourism in Bali has shown a significant decline due to the drastic decline in tourist arrivals since the implementation of the lockdown in several countries. Of course, in this case, tourism service providers such as hotels, restaurants, night entertainment, shopping centers, and even MSMEs have made many changes to the SOP (Standard Operating Procedure). In accordance with Bali Governor Regulation No. 46 of 2020 concerning "Implementation of Discipline and Law Enforcement of Health Protocols as an Effort for Prevention and Control of Corona Virus Disease 2019 in the New Era of Life Order". Residents and tourism actors in this case are required to implement health protocols such as; the use of masks, hand gloves and face shields, washing hands for 20 seconds, maintaining a minimum distance of 1 meter, avoiding crowds, healthy living behavior, spraying disinfectants on the environment, and others. One of the hotels whose operations have been impacted by this pandemic is The ONE Legian Hotel with a 4 (four) star class located on Jln. Raya Legian No. 117, Kuta, Badung. hand glove and face shield, washing hands for 20 seconds, maintaining a minimum distance of 1 meter, avoiding crowds, healthy living behavior, spraying disinfectants on the environment, and others. One of the hotels whose operations have been impacted by this pandemic is The ONE Legian Hotel with a 4 (four) star class located on Jln. Raya Legian No. 117, Kuta, Badung. hand glove and face shield, washing hands for 20 seconds, maintaining a minimum distance of 1 meter, avoiding crowds, healthy living behavior, spraying disinfectants on the environment, and others. One of the hotels whose operations have been impacted by this pandemic is The ONE Legian Hotel with a 4 (four) star class located on Jln. Raya Legian No. 117, Kuta, Badung.

There are many changes in plans or goals that the company wants to aim for due to the impact of the pandemic, as well as the presence of foreign tourists which has fallen drastically, causing most of the workers to be laid off, outsourcers whose work contracts are being held for an undetermined period. This certainly affects the operational work in the company. The work environment is everything that is around the employee and can influence in carrying out the tasks assigned to him, for example by the presence of air conditioner (AC), adequate lighting and so on (Nitisemito in Nuraini 2013: 97). Front Office comes from the English "Front" which means front, and "Office" means office. The front office is the front office in the context of the hotel understanding, the hotel front office is a department in the hotel which is located at the front. Precisely not so far from the front door of the hotel or the lobby. This area is the busiest place in the hotel. With a location at the front, the Front office is one of the easiest departments to find and see for guests. To refer to the front office, some hotels use another term, namely the guest service area (guest service area). Therefore the head of the department is called the Guest Service Manager. While the officers are called guest service agents. However, the term front office is still often used both in the hotel industry and in education circles" (Bagyono, 2012) The front office is the front office in the context of the hotel understanding, the hotel front office is a department in the hotel which is located at the front. Precisely not so far from the front door of the hotel or the lobby.

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"The Front Desk is a real Front Office that looks strategically located in the hotel lobby area. The Front Office is a place where guests make direct contact for the first time with the hotel (check-in) and the last time (check out)" (Agusnawar, 2013). The One Legian Hotel also briefly closed hotel operations due to the pandemic. The hotel was then reopened after the government set a new normal policy. The enactment of the new normal policy makes The ONE Legian need to imple

ment various policies regarding COVID-19 by sterilizing the entire hotel environment, from the building to its Human Resources by implementing CHSE (Cleanliness, Healthy, Safety, Environment) so that the company can survive during the COVID pandemic. This is because during this new normal period, employee performance and the work environment are different during normal times before the pandemic.

METHODS

This research was conducted at The ONE Legian which is located at Jln. Raya Legian No 117, Badung, Bali with the aim of seeing how employees perform and the work environment of employees in the front office department during normal times and during the COVID-19 pandemic. Research variables are everything in any form determined by the researcher to be studied so that information is obtained about it, then conclusions are drawn (Sugiyono, 2016: 38) and obtained. The independent variable is the Work Environment (X) and the dependent variable is Employee Performance (Y). The type of data used is qualitative data, namely data presented in the form of verbal words not in the form of numbers.

Qualitative in this study is an overview of the research object, including: a brief history of its establishment, geographical location of the object, vision and mission, organizational structure, employee circumstances (Sugiyono, 2010) and quantitative data are types of data that can be measured or calculated directly, in the form of information or explanations expressed in numbers or in the form of numbers (Sugiyono, 2010). Quantitative data used in this study is the number of employees, the number of facilities and infrastructure, and the results of the questionnaire. Sources of data used are primary data is data that refers to information obtained from the first hand by researchers relating to variables of interest for the specific purpose of the study.

Primary data sources are individual respondents, focus groups, the internet can also be a primary data source if the questionnaire is distributed via the internet (Uma Sekaran, 2011) in the form of results observations, interview notes, questionnaires and using secondary data is data that refers to information collected from existing sources. Secondary data sources are company records or documentation, government publications, industry analysis by the media, Web sites, the internet and so on (Uma Sekaran, 2011) in the form of websites, books, journal articles, internal organization records, documentation, and so on. The sample is a part of the whole as well as the characteristics possessed by a population (Sugiyono, 2008; 118) the sample used in this study is purposive sampling. Purposive Sampling is a type of non-probability sampling technique in which the sampling is based on the criteria formulated in advance by the researcher. Samples are not taken at random, Purposive sampling is also known as judgmental sampling, which is a sampling technique based on the judgment (assessment) of the researcher regarding which members of the population meet the criteria to be used as samples

. Therefore, in order not to be subjective, researchers must have background knowledge related to the criteria for the samples taken so that the research objectives can be achieved. The number of samples is 30 people. Analysis using IBM SPSS Version 25.0 by performing various tests including: validity test, reliability

test, correlation test, classical assumption test (normality test, linearity test, heteroscedasticity test), Simple Linear Regression Analysis, T test, coefficient of determination.

RESULTS AND DISCUSSIONS

Validity test is a measurement that shows the level of accuracy of the size of an instrument against the concept under study. As for the validity test in this study using IBM SPSS Version 25 with r tables with a significant level of 5% which got the following results:

Table 1. Validity Test

No	Variable	Items Question	Correlation Co- efficient (r)	Information
1.	Work Environment (X)	X1	0.593	Valid
		X2	0.702	Valid
		X3	0.587	Valid
		X4	0.652	Valid
		X5	0.614	Valid
		X6	0.509	Valid
		X7	0.699	Valid
		X8	0.633	Valid
		X9	0.835	Valid
		X10	0.679	Valid
		X11	0.820	Valid
2.	Employee Performance (Y)	Y1	0.622	Valid
		Y2	0.766	Valid
		Y3	0.690	Valid
		Y4	0.576	Valid
		Y5	0.647	Valid
		Y6	0.475	Valid
		Y7	0.606	Valid
		Y8	0.587	Valid
		Y9	0.524	Valid
		Y10	0.668	Valid
		Y11	0.683	Valid

Sources: Primary Data, 2022

The test results in Table 1. above can be concluded that each item/question has a result greater than their table in accordance with the r table df 30 is 0.361 then each question item can be declared valid.

To test the reliability of the data in this study, it was carried out using the Cronbach's Alpha method in the range of 0.70 which was carried out using IBM SPSS Version 25.0 with the following results:

Table 2. Reliability Test Results

No.	Variable	Cronchbach's Alpha	Information
1.	Work Environment (X)	0.873	Reliable
2.	Employee Performance (Y)	0.831	Reliable

Sources: Primary Data, 2022

The results from Table 2. above show that the work environment has a Cronbach's Alpha value of 0.865 and employee performance has a Cronbach's Alpha value of 0.810 which shows each variable has a value greater than Cronbach's Alpha in the range of 0.70. So it can be said that all variables are reliable and can be used for further analysis tests. The Correlation Test here aims to determine the high and low relationship between the work environment (X) and employee performance (Y) in the front office department of The ONE Legian. The results of this correlation test can be seen below:

Table 3. Correlation Test Results

		Correlations	
		Work environ- ment	Employee per- formance
Work environ- ment	Pearson Correlation	1	.745**
	Sig. (2-tailed)		.000
	N	30	30
Employee per- formance	Pearson Correlation	.745**	1
	Sig. (2-tailed)	.000	
	N	30	30

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

Sources: Primary Data, 2022

Based on Table 3. above, it is stated that the results of the correlation test of Employee Performance on the Work Environment in the front office department of The ONE Legian obtained a Pearson Correlation value of 0.745. This shows that the relationship or correlation between the Work Environment and Employee Performance is strong because it is in the range of 0.60 – 0.799. With the value of Sig. $0.745 > 0.05$, it can be said that the variables are correlated and have a positive correlation, this shows that if there is an increase in the work environment variable, it will be followed by an increase in the employee performance variable.

This Classical Assumption Test is used as a tool to support simple linear regression analysis that will be used next, there are 3 (three) tests carried out namely normality test, linearity test, heteroscedasticity test with the following results:

Table 4. Normality Test Results

		One-Sample Kolmogorov-Smirnov Test
		Unstandardized Residual
N		30
Normal Parameters, b	mean	.0000000
	Std. Deviation	2.69009388
	Absolute	
Most Extreme Differences	Positive	.102
	negative	.095
Test Statistics		-.102
asympt. Sig. (2-tailed)		.102
		.200c,d

Sources: Primary Data, 2022

From Table 4. above it can be seen that the Asymp value. Sig. (2-tailed) of 0.200, this indicates that the significance value is greater than 0.05 ($0.200 > 0.05$), then the residual value is standardized. Thus it can be said that the data are normally distributed and the simple linear regression analysis has met the assumption of normality

Table 5. Linearity Test Results

			ANOVA Table				
			Sum of Squares	df	Mean Square	F	Sig.
Em- ployee Perfor- mance* Work Environ- ment	Between Groups (Com- bined) linearity Deviation from Line- arity		380,038	11	34,549	6839	.000
			268,173	1	261.105	51,688	.000
			217,198	10	11.893	2,354	.055
	Within Groups		90,929	18	5.052		
Total			470.967	29			

Sources: Primary Data, 2022

In accordance with Table 5. Above it can be stated that the value of Sig. the Deviation from Linearity obtained is $0.055 > 0.05$ which indicates that the relationship between work environment variables and employee performance has a linear relationship.

Table 6. Heteroscedasticity Test Results

Model		Coefficients ^a		T	Sig.
		Unstandardized Coef-	Standardized Coef-		
		B	ficients Std. Error Beta		
1	(Constant)	-.880	3.263	-.270	.789
	Workenvi- ronment	.075	.072	.194	.305

a. Dependent Variable: Abs_RES

Sources: Primary Data, 2022

From Table 6. above it can be stated that in the regression model there is no symptom of heteroscedasticity, this is because the value of Sig. the work environment variable is $0.305 > 0.05$.

Linear regression is a regression that has one independent variable Work Environment (X) and one dependent variable Employee Performance (Y).

Table 7. Simple Linear Regression Test Results

Model		Coefficients ^a		Standardized Coefficients	T	Sig.
		Unstandardized Coefficients				
		B	Std. Error			
1	(Constant)	14,089	5.267		2,675	.012
	Work environment	.678	.115	.745	5.902	.000

a. Dependent Variable: Employee Performance

Sources: Primary Data, 2022

Based on Table 7. above, the relationship between work environment variables and employee performance is as follows:

$$Y = a + bX$$

$$Y = 14,089 + 0.678X$$

From the formula above, it can be seen that the constant value is 14.089 which indicates that if the work environment is 0, then the employee's performance is 14.089. The work environment coefficient value is 0.678 indicating that if the work environment increases by 1, then the employee's performance will increase by 0.678. A positive coefficient means that there is a positive relationship between the work environment and employee performance.

In accordance with table 7. it can be seen that the work environment variable has a t count of 5.902 while the t table obtained is 2.04841 which can be seen in the appendix. With a significance level of $0.00 < 0.05$. In the results above, it can be seen that the t-count value obtained $>$ from the t-table value that has been determined with a significance value < 0.05 indicates that H_0 is rejected and H_a is accepted, which means that the work environment has a positive and significant effect on employee performance.

To find out how much influence the work environment has on employee performance (Y), statistical calculations are performed using the coefficient of determination (KD). The value of the coefficient of determination is between zero and one. If the resulting value is close to one, it means that the independent variable provides almost all the information needed to predict the dependent variable. This analysis uses the formula $Kd = R^2 \times 100\%$. The results of this test can be seen below:

Table 8. Results of the Coefficient of Determination

Model	R	Model Summary		Std. Error of the Estimate
		R Square	Adjusted R Square	
1	.745a	.554	.538	2.73771

a. Predictors: (Constant), Work Environment

Sources: Primary Data, 2022

Based on Table 8. above, it can be seen that the Adjusted R Square value is 0.538 or 53.8%. This shows that 53.8% of the variation of the variable y or employee performance can be explained by the variable x or the work environment.

Based on the result of the research all can be overcome in various ways that have been done by Mr. David Diawan as the Front Office Manager, namely by continuing to foster enthusiasm and motivation for his staff so that there is no decrease in performance even though the work environment has changed 180 (one hundred and eighty) degrees from normal times. , as well as maintaining communication so that it is always maintained, which can affect employee performance with the new work environment, this is done intensively. As well as working facilities used to support employee performance are also limited, such as computers, air conditioners, printers aimed at Saving Energy Costs. This proves that the work environment does affect the performance of the employees themselves. The Result from Simple Linear Regression Analysis, the value of $Y = 14,089 + 0.678X$, which means that the constant value is 14,089 which indicates that if the work environment is 0, then the employee's performance is 14,089. The work environment coefficient value is 0.678 indicating that if the work environment increases by 1, then the employee's performance will increase by 0.678. A positive coefficient means that there is a positive relationship between the work environment and employee performance. Which means that in the result,

Then the results obtained from the t test state that the work environment variable has a t count of 5.902 while the t table obtained is 2.04841 which means that the work environment has a positive and significant effect on employee performance as measured by indicators of the work environment, then employee performance can be improved. maximally. With an example in the field: if the work environment can be maintained properly and in accordance with what is expected by employees, then employee performance will be maintained even in the COVID-19 pandemic situation.

The results of the coefficient of determination test can state that 53.8% of the variation of the y variable or employee performance can be explained by the x variable or the work environment. So it can be interpreted that the work environment contributes 53.8% to employee performance. While 46.2% can be influenced by other factors. These factors can be in the form of Economic, Social, and Cultural.

From the recapitulation results of the variable x, it is obtained an average of 7.50 which can be said that all indicators are in accordance with the expectations of employees who work in the front office department at The ONE Legian, where the work environment is an important aspect, especially during the COVID-19 pandemic. 19 which makes the work environment change a lot but can be overcome in various ways that are able to keep the work environment good and optimal, one example is the application of CHSE (Cleanliness, Healthy, Safety, Environment).

While the results of the recapitulation of the average employee performance variable (Y) is 10.0 which can be said that all indicators are in accordance with the expectations of employees who work in the front office department at The ONE Legian where employee performance is maintained properly with good performance. which is very good is maintained, in terms of communication, discipline, creativity, innovation and various things that can support the work of the front office department at The ONE Legian is still in accordance with the wishes of employees in carrying out their duties and responsibilities in operations with various technologies that can support work in order to fulfill guest wishes and to serve

guests quickly and efficiently so that guests feel satisfied when staying at The ONE Legian hotel.

CONCLUSIONS

The results of the recapitulation of each existing table, the average work environment variable (X) is 7.50 which can be said that all indicators are in accordance with the expectations of employees who work in the front office department at The ONE Legian where the work environment is an aspect This is especially important during the COVID-19 pandemic which has changed the work environment a lot but can be overcome in various ways that are able to maintain a good and optimal work environment, one example is the application of CHSE (Cleanliness, Healthy, Safety, Environment).

The calculation from each table shows that the average employee performance variable (Y) is 10.0 which can be said that all indicators are in accordance with the expectations of employees who work in the front office department at The ONE Legian, where employee performance is maintained properly with very good performance is maintained, in terms of communication, discipline, creativity, innovation and various things that can support the work of the front office department at The ONE Legian still in accordance with the wishes of employees in carrying out their duties and responsibilities in operations with various technologies capable of support work in order to fulfill guest wishes and serve guests quickly and efficiently so that guests feel satisfied when staying at The ONE Legian hotel.

From the Simple Linear Regression Analysis, the value of $Y = 14,089 + 0.678X$ means that the constant value is 14,089 which indicates that if the work environment is 0, then the employee's performance is 14,089. The work environment coefficient value is 0.678 indicating that if the work environment increases by 1, then the employee's performance will increase by 0.678. A positive coefficient means that there is a positive relationship between the work environment and employee performance. Which means that in the result,

The results of the t-test state that the work environment variable has a t-count of 5.902 while the t-table obtained is 2.04841, which means that the work environment has a positive and significant effect on employee performance as measured by indicators of the work environment, so employee performance can be maximally improved. With an example in the field: if the work environment can be maintained properly and in accordance with what is expected by employees, then employee performance will be maintained even in the COVID-19 pandemic situation.

Then the results obtained from the coefficient of determination test can state that 53.8% of the variation of the y variable or employee performance can be explained by the x variable or the work environment. So it can be interpreted that the work environment contributes 53.8% to employee performance. While 46.2% can be influenced by other factors. These factors can be in the form of Economic, Social, and Cultural.

Based on the conclusions that have been explained, the work environment has an important role in determining the performance of employees who are in the field or operational and has a strong and positive relationship, after the results of the discussion above, it is necessary to add several things that can maintain the

work environment and employee performance maintained under any conditions, both in normal tourism conditions and as now which is in the condition of the COVID-19 pandemic so that the enthusiasm, work motivation of employees does not subside and survives more in the face of this situation as well as support from the company so that employees maintain a good environment and performance. good.

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