ANALYSIS OF RECEIVING SERVICE QUALITY TO IMPROVE EMPLOYEE PERFORMANCE IN THE KITCHEN & HOUSE-KEEPING DEPARTMENT AT RENAISSANCE HOTEL BALI ULUWATU RESORT & SPA

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ABSTRACT

Purpose: Receiving services are the main thing in receiving and distributing materials. Therefore, the production of kitchen and housekeeping departments is very dependent on receiving, which may impact the performance of the employees themselves.

Research methods: This research is quantitative, with primary data collected by questionnaires, observations, and document studies. Data was collected by distributing 30 questionnaires to kitchen and housekeeping employees. This study uses a multiple regression method where the dependent variable is employee performance, and the independent variable is service quality, which consists of 5 dimensions, namely tangible, reliability, responsiveness, assurance, and empathy.

Results and discussion: Based on the results of the questionnaire using the t-test (partial test), the service quality variables that have a significant influence on the performance of kitchen and housekeeping employees are tangible, reliable, and assurance. At the same time, the variables of responsiveness and empathy do not have a significant effect on the performance of kitchen and housekeeping employees.

Implication: Based on the f-test in examining the effect simultaneously, it shows that all variables of reliability, responsiveness, assurance, and empathy jointly affect the performance of kitchen and housekeeping employees.

Keywords: Receiving service quality, employee performance, kitchen, housekeeping department.

INTRODUCTION

Tourism is a travel activity carried out by a person within a certain period from one place to another with the aim of recreation or a particular interest. The existence of tourism support facilities provides many conveniences for visitors to make Bali the best tourist destination. Bali offers various types of accommodation, from budget hotels to five-star hotels. One of the five-star hotels in Bali is the Renaissance Bali Uluwatu Resort & Spa. This hotel has several departments, one of them is the accounting department. The accounting department is responsible for bookkeeping, income, and financial expenses at the Renaissance Bali Uluwatu Resort & Spa Hotel.

One part of the accounting department at Hotel Renaissance Bali Uluwatu Resort & Spa is receiving. Receiving is the part that receives goods from suppliers for further distribution to each department, outlet, or store that has requested goods with the approval of the department head and purchasing manager. The cooperation of other departments with the accounting department, especially receiving, relates to the receipt of raw materials for the operational activities of each department.

Currently, there are still some gaps that occur in the receiving department with the kitchen and housekeeping departments. Such as the discrepancy between the number of requests and the quantity of goods received. The lack of the number of goods brought by the supplier, the difference in the quality of the goods received with the required specifications, such as fruit that is not ripe enough to be cooked, dairy products that are nearing expiration, and packaging defects. The absence of a solution to the complaint has also become a problem felt by the kitchen and housekeeping department. The lack of service and communication by the receiving department can slow down operations in the kitchen and housekeeping department. Based on the background that has been explained, the problems discussed in the study are as follows.

1. What is the effect of receiving service quality on employee performance in the kitchen housekeeping department at the Renaissance Bali Uluwatu Resort & Spa Hotel?

2. Which dimension of receiving service quality is more dominant in improving employee performance in the kitchen and housekeeping department at Hotel Renaissance Bali Uluwatu Resort & Spa?

A hotel is an industry or service business managed commercially (Hermawan, 2018). According to Darmo Soewirjo Heidi S. (2003), the accounting department is a department that takes care of expenses and manages finances obtained from hotel services and facilities that must be calculated to get a profit. Receiving is the part that is responsible for receiving goods at the hotel (Bartono, 2005). According to Luthans (2005), performance is the quantity or quality of something produced or services provided by someone who does the job.

RESEARCH METHODS

This research was conducted in the receiving section at Hotel Renaissance Bali Uluwatu Resort & Spa. The object of research is the quality of receiving services to improve employee performance in the kitchen and housekeeping department with research variables, namely tangibility, reliability, responsiveness, assurance, empathy, and employee performance. The types of data used in this research are qualitative and quantitative data. Researchers use primary data sources in the form of questionnaire data with respondents interested in this research and secondary data in the form of the history of the establishment of the Renaissance Bali Uluwatu Resort & Spa Hotel and an overview of the hotel. The population in this study were all employees of the kitchen and housekeeping department. According to Sukmadinata (2013), for correlational research, a sample of 30 is considered large enough. From this explanation, this study took 30 samples from 59 populations (number of kitchen and housekeeping employees).

The sampling technique used is purposive sampling from the non-probability sampling section. Non-probability sampling is where all populations do not have the same opportunity to be used as samples. According to Sugiyono (2016), purposive sampling is a technique for determining research samples with specific considerations to make the data obtained later on more representative.

The data collection method in this study is literature study or data collection methods by searching for information through books, newspapers, magazines, and other literature, according to Suharsimi Arikunto (2006), and questionnaires or data collection methods through a list of written questions given to respondents.

To measure the results of the questionnaires using a Likert scale, the variables to be measured are translated into dimensions. These dimensions are used as a starting point for compiling instrument items, which can be statements or questions (Sugiyono, 2008).

This study uses multiple linear regression analysis techniques with the stages of testing, namely validity test, reliability test, correlation test, classical assumption test consisting of normality test, linearity test, multicollinearity test, and heteroscedasticity test. Multiple linear regression analysis test consisting of partial t-test, simultaneous f-test, coefficient of determination test

RESULTS AND DISCUSSION

This study aims to determine the quality of receiving services in improving employee performance in the kitchen and housekeeping department at the Renaissance Bali Uluwatu Resort & Spa Hotel. Therefore, several stages of multiple linear regression analysis tests are as follows.

Table 1. Hasil Uji Validitas SPSS

Variable	Item	R-count		R_{Table}	Description
X1 *(Tangible)*	1	0,587	>	0,3610	Valid
	2	0,582	>	0,3610	Valid
X2 *(Reliability)*	1	0,405	>	0,3610	Valid
	2	0,588	>	0,3610	Valid
	3	0,582	>	0,3610	Valid
X3 *(Responsiveness)*	1	0,632	>	0,3610	Valid
	2	0,574	>	0,3610	Valid
	3	0,723	>	0,3610	Valid
X4 *(Assurance)*	1	0,706	>	0,3610	Valid
	2	0,904	>	0,3610	Valid
	3	0,781	>	0,3610	Valid
X5 *(Empty)*	1	0,806	>	0,3610	Valid
	2	0,787	>	0,3610	Valid
Y (Employee performance)	1	0,760	>	0,3610	Valid
	2	0,707	>	0,3610	Valid
	3	0,757	>	0,3610	Valid
	4	0,765	>	0,3610	Valid
	5	0,716	>	0,3610	Valid

Source: Data processed, 2021

A validity test is helpful to determine the validity or suitability of the questionnaire used by researchers to obtain data from respondents or research samples. The basis of decision-making researchers use is to compare the calculated R-value with the R table. Product moment (Pearson) between each item with a total score, with a significance level ($α$) = 5% and a degree of freedom (dk = n-2), the statement is said to be valid if the R count is more significant than the R table. The statement item is said to be invalid if the R count is less than the R table.

Table 1 states that all statements about Tangible, Reliability, Responsiveness, Assurance, Empathy, and Employee Performance have an R-value R table. From the basis of decision making, if the calculated R-value> R table, all the items are declared valid.

Table 2. SPSS Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	Number of Items
0,933	18

Source: Data processed, 2021

The reliability test determines the level of consistency of a questionnaire used by researchers so that the questionnaire can be relied upon to measure research variables. Testing the instrument's reliability was carried out using Cronbach's alpha value. The basis for decisions in Cronbach's alpha reliability test is if the value of Cronbach's alpha > 0.60, the questionnaire is declared reliable or consistent. Meanwhile, if the value of Cronbach's alpha < 0.60, the questionnaire is declared unreliable or inconsistent. Table 2 states that the value of Cronbach's alpha is 0.933 > 0.60, so the entire data instrument is said to be reliable/consistent.

Table 3. Summary of Correlation Test Results

Variables relation	Sig.		Probability	Description
X1 and Y	0,001	<	0,05	Correlated
X2 and Y	0,030	<	0,05	Correlated
X3 and Y	0,000	<	0,05	Correlated
X4 and Y	0,000	<	0,05	Correlated
X5 and Y	0,000	<	0,05	Correlated

Source: Data processed, 2021

Correlation analysis is a study that discusses the degree of closeness of the relationship between variables, which is expressed by the value of the correlation coefficient. The basis for decision-making is used to determine the degree of closeness of the relationship between variables, expressed by the value of the correlation coefficient, which is based on the significance value of sig. (2-tailed). If the value of sig. (2-tailed) < 0.05, then there is a correlation between the variables connected. Meanwhile, if the value of sig. (2-tailed) > 0.05, then there is no correlation.

Table 3 states that the value of sig. (2-tailed) between tangible variables and employee performance, reliability variable and employee performance, responsiveness variable, and employee performance, assurance variable and employee performance, and empathy variable and employee performance is less than 0.05, which means there is a significant correlation between quality variables. Service each dimension with employee performance variables.

Table 0. SPSS Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		30
Normal Parameters[a,b]	Mean	0,0000000
	Std. Deviation	0,25407853
Most Extreme Differences	Absolute	0,133
	Positive	0,133
	Negative	-0,091
Test Statistic		0,133
Asymp. Sig. (2-tailed)		0,186

Source: Data processed, 2021

The normality test aims to test whether the data used in the study are typically distributed. The basis for decision-making in the normality test is that if the significance value (sig.) is more significant than 0.05, the research data is usually distributed. On the other hand, if the significance value (sig.) is less than 0.05, the research data is not normally distributed.

Table 4 states that the significance value of Asiymp.Sig (2-tailed) is 0.186, which is greater than 0.05. So, according to the basis of decision-making in the Kolmogorov-Smirnov normality test above, it can be concluded that the data are typically distributed. Thus, the assumptions or requirements for normality in the regression model have been met.

Table 5.SPSS Linearity Test Results

Hubungan Variabel	Deviation from linearity		Probabilitas	Keterangan
Y dengan X1	0,980	>	0,05	Terdapat Hubungan
Y dengan X2	0,655	>	0,05	Terdapat Hubungan
Y dengan X3	0,610	>	0,05	Terdapat Hubungan
Y dengan X4	0,201	>	0,05	Terdapat Hubungan
Y dengan X5	0,709	>	0,05	Terdapat Hubungan

Source: Data processed, 2021

The linearity test determines whether two variables have a significant linear relationship. A good correlation should have a linear relationship between the predictor or independent variable (X) and the criterion or dependent variable (Y).

The basis for decision-making in this linearity test is to compare the Significance Value (Sig.) with 0.05. If the value of Deviation from Linearity Sig. > 0.05, then there is a significant linear relationship between the independent variable and the dependent variable. On the contrary, if the Deviation from Linearity Sig. < 0.05, then there is no linear relationship

Based on the significance value from Table 5, the deviation from the linearity (sig.) value for all variables is more significant than 0.05. So, it can be concluded that there is a significant linear relationship between tangible variables X1, reliability X2, responsiveness X3, assurance X4, empathy X5, and employee performance variable (Y).

Table 6. Multicollinearity Test Results

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	X1 (Tangible)	0,321	3,116
	X2 (Reliability)	0,305	3,274
	X3 (Responsiveness)	0,413	2,421
	X4 (Assurance)	0,196	5,106
	X5 (Empty)	0,216	4,634

Source: Data processed, 2021

The purpose of using the multicollinearity test in this study is to test whether the regression model found a correlation (strong relationship) between independent or independent variables. A good regression model should not correlate with the independent variables, or there should be no multicollinearity symptoms. The basis for decision-making in the multicollinearity test is that if the tolerance value is more significant than 0.10, there is no multicollinearity in the regression model. On the other hand, if the tolerance value is less than 0.10, it means that there is multicollinearity in the regression model.

Based on Table 6, the results of the multicollinearity test in the "collinearity statistics" section, it is known that the tolerance value for the variables X1 (Tangible), X2 (Reliability), X3 (Responsiveness), X4 (Assurance), X5 (Empty) > 0.10. Meanwhile, the VIF value for variables X1 (Tangible), X2 (Reliability), X3 (Responsiveness), X4 (Assurance), and X5 (Empty) < 10.00. Then, referring to the basis of decision-making in the multicollinearity test, it can be concluded that there are no symptoms of multicollinearity in the regression model.

Table 7. Heteroscedasticity Test Results

Model		T	Sig.
1	(Constant)	-0,055	0,957
	X1 (Tangible)	-0,019	0,985
	X2 (Reliability)	-0,803	0,430
	X3 (Responsiveness)	1,023	0,317
	X4 (Assurance)	0,421	0,677
	X5 (Empty)	-0,038	0,970
a. Dependent Variable: ABS_RES			

Source: Data processed, 2021

It aims to test whether, in the regression model, there is an inequality of variance from the residual value of one observation to another observation. Suppose the variance from the residual value of one observation to another observation is fixed. In that case, it is called homoscedasticity, but if the variance of the residual value of one observation to another is different, it is called heteroscedasticity. A good regression model should not have heteroscedasticity symptoms.

The basis for making heteroscedasticity test decisions is if the significance value (sig.) is more significant than 0.05. The conclusion is that there is no heteroscedasticity symptom in the regression model. On the other hand, if the significance value (sig.) is less than 0.05, then the conclusion is that heteroscedasticity occurs in the regression model.

Based on the results of the heteroscedasticity test in Table 7, the significance value of the variables X1 (Tangible), X2 (Reliability), X3 (Responsiveness), X4 (Assurance), X5 (Emphty) is more significant than 0.05. So, it can be concluded that the regression model does not contain or does not heteroscedasticity symptoms.

Table 8. SPSS Multiple Linear Analysis Results

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	0,149	0,455		0,328	0,745
	X1 (Tangible)	0,501	0,172	0,425	2,919	0,008
	X2 (Reliability)	-0,370	0,160	-0,344	-2,308	0,030
	X3 (Responsiveness)	-0,003	0,143	-0,003	-0,022	0,982
	X4 (Assurance)	0,639	0,191	0,622	3,340	0,003
	X5 (Empty)	0,230	0,174	0,235	1,322	0,199
a. Dependent Variable: Kinerja Karyawan (Y)						

Source: Data processed, 2021

Multiples or multiple linear regression analysis serves to find the effect of two or more independent variables (independent variable or X) on the dependent variable (dependent variable or Y).

The equation formula for multiples or multiple regression analysis is as follows:
"The theorem: Y = a+b1x1+b2x2....bn"

From the results of Table 8, the multiple linear analysis above, we can formulate the regression equation as follows:

$$Y = 0.149 + 0.501X1 - 0.370X2 - 0.003X3 + 0.639X4 + 0.230X5$$

Table 9. SPSS T-Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	0,149	0,455		0,328	0,745
	X1 (Tangible)	0,501	0,172	0,425	2,919	0,008
	X2 (Reliability)	-0,370	0,160	-0,344	-2,308	0,030
	X3 (Responsiveness)	-0,003	0,143	-0,003	-0,022	0,982
	X4 (Assurance)	0,639	0,191	0,622	3,340	0,003
	X5 (Empty)	0,230	0,174	0,235	1,322	0,199
a. Dependent Variable: Kinerja Karyawan (Y)						

Source: Data processed, 2021

The t-test aims to determine whether the independent variable or independent variable (X) partially (alone) affects the dependent variable or dependent variable (Y).

The basis for decision-making on the partial t-test in regression analysis is based on the significance value (sig.). If the significance value (sig). < probability 0.05, then there is an effect of the independent variable (x) on the dependent variable (y), or the hypothesis is accepted. On the other hand, if the significance value (sig). > 0.05 probability, then there is no effect of the independent variable (x) on the dependent variable (y), or the hypothesis is rejected.

Table 9 states that the significance value (sig) of the variables X1 (Tangible), X2 (Reliability), and X4 (Assurance) affects Y (Employee Performance). And for the significance value (sig) of the variables X3 (Responsiveness) and X5 (Empty), there is no effect on Y (Employee Performance).

Table 10. SPSS F Test Results

ANOVA[a]					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	9,607	5	1,921	24,631	0,000[b]
Residual	1,872	24	0,078		
Total	11,479	29			

Source: Data processed, 2021

The F test aims to determine whether the independent variable or independent variable (X) simultaneously (together) affects the dependent variable or dependent variable (Y).

Basis of decision making in the F test:

1. Based on the significance value (sig.) of the ANOVA output. If the value of sig. <0.05, then the variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) simultaneously affect Y (employee performance). On the other hand, if the value of sig. > 0.05, it means that the variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) simultaneously do not affect Y (employee performance).

2. Based on comparing the calculated F value with the F table. If the calculated F value > F table, then the hypothesis is accepted. It means that the variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) simultaneously affect Y (employee performance). On the other hand, if the calculated F value < F table, the hypothesis is rejected. It means that the variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (Assurance), and X5 (Empty) simultaneously do not affect Y (employee performance).

Table 10 states that the implementation based on the significance value (sig.) is 0.000. so 0.000 <0.05, which means the variables x1 (tangible), x2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) simultaneously affect Y (employee performance). For an implementation based on the comparison of the calculated F value with the F table as follows:

How to read the F table
Df(n1) = k – 1
= Number of variables x – 1
= k – 1
= 4
Df(n2) = n – k
= Respondents – Number of Variables X
= 30 – 5
= 25
So F table = 2.76

So, comparing the calculated F value with the F table is 24.631 > 2.76. It means that the variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) simultaneously affect employee performance (Y).

Table 11. Coefficient of Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,915ᵃ	0,837	0,803	0,2793

The value of the coefficient of determination or R Square helps predict and see how big the contribution of the influence given by the X variable simultaneously (together) to the Y variable. The value that will be used as a reference is the adjusted r square, which is 0.803 and is implemented as follows:

= 0.803 X 100%

= 80.3%

So the effect of variables X1 (tangible), X2 (reliability), X3 (responsiveness), X4 (assurance), and X5 (empty) on Y (employee performance) of 80.3% and 19.7% was influenced by other variables.

It is hoped to maintain and even improve the quality of services provided in terms of tangible, reliability, and assurance dimensions. Moreover, must improve the quality of service in terms of responsiveness and empathy dimensions so that receiving employees can help improve employee performance in the kitchen housekeeping department because assistance and personnel from the receiving department are needed, especially in distributing goods that have gone through the ordering process from the kitchen and housekeeping department, At Hotel Renaissance Bali Uluwatu Resort & Spa.

The partial t-test results show several dimensions of service quality variables that influence and do not affect employee performance in the kitchen housekeeping department at the Renaissance Bali Uluwatu Resort & Spa Hotel. Some dimensions that have an effect are tangible, reliability, and assurance, and dimensions without effect are responsiveness and empathy. So, in the future, the next researcher will add or re-examine the dimensions of the existing variables, or further researchers can examine the development of the receiving department in helping to improve the performance of the kitchen and housekeeping department employees at the Renaissance Bali Uluwatu Resort & Spa Hotel.

CONCLUSION

Based on the research results from data analysis obtained from 30 respondents at the Hotel Renaissance Bali Uluwatu Resort & Spa, the following conclusions can be drawn. From the basis of the decision-making F test (simultaneous) and the results of calculations where the value (sig) 0.000 <0.05, which means that the service quality variable consisting of tangible, reliability, responsiveness, assurance, empathy dimensions simultaneously affects the performance of the kitchen department employees and housekeeping at Hotel Renaissance Bali Uluwatu Resort & Spa. The questionnaire results mean that receiving service quality from all dimensions can satisfy and help employee performance because it is evident from the effect of service quality variables on the performance of the kitchen and housekeeping department employees at the Renaissance Bali Uluwatu Resort & Spa Hotel.

Based on the decision-making basis of the t-test (partial) and the results of the research calculations above, it shows that there are dimensions of service quality variables that influence and do not affect employee performance in the kitchen housekeeping department.

This is because several dimensions have not been able to satisfy and help the performance of the kitchen housekeeping department employees. The influential dimensions are tangible, reliability, and assurance, and the dimensions without effect are responsiveness and empathy.

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