

# The Effect of Hospitality Business Employees Performance during the Covid-19 Pandemic on Job Satisfaction in Indonesia

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**Abstract:-** The Corona virus pandemic has had a major impact on employee performance and job satisfaction for hospitality business employees. Closure of hotels, restaurants, cafes, and bars, the decline in the amount of income and termination of employment for its employees are impacts that have disrupted employee performance and job satisfaction of employees who are still working in the hospitality business. This study aims to find out how the performance. The research data were collected using a questionnaire filled out by 103 respondents. The IBM SPSS version 25 program is used to process demographic data, frequency, mean test, validity test, reliability test, correlation and research regression. The results showed that the overall mean of employee performance was 4.0755 (good) and job satisfaction was 4.0717 (satisfied). The relationship between Employee Performance and Job Satisfaction in the Pearson correlation analysis states that it is 0.715 (strong) with a positive and unidirectional relationship. Employee performance affects job satisfaction by 51.1%.

**Keywords:-** Employee Performance; Job Satisfaction; The Covid-19 Pandemic.

## I. INTRODUCTION

The hospitality business is one of the major sources of income for our country. This business promises to bring in foreign and local tourists to spend their time on vacation in certain locations. However, at the beginning of 2020, the Corona virus (Covid-19) pandemic occurred. This pandemic has forced the government to issue various regulations, where hospitality businesses must limit the number of visitors and their operating hours and also implement health protocols.

The hotel must temporarily close its operations or close the restaurant in it and must maintain health protocols. There was also a decline in revenue which caused the hotel to close and employees to be laid off. Many restaurants also have to go out of business because with the existing income they cannot pay the salaries of their employees and also the rent. PHRI DKI Jakarta found that of its more than 200 members in the capital, up to 100 hotels had closed by May 2020. (economy.okezone.com

September 11, 2020). On February 5, 2021, the Indonesian Hotel and Restaurant Association (PHRI) stated as many as 1,033 restaurants and hotels in Indonesia are currently permanently closed due to the Covid-19 pandemic (antaranews.com). Research on the effect of performance on job satisfaction has been widely carried out [1], also on the job satisfaction of [2], and the effect of job satisfaction on performance [3] with the results of having a positive relationship and influencing each other, with previous research, it creates its own interest to examine how the performance of employees in the hospitality industry during the pandemic to their satisfaction.

With the occurrence of termination of employment (PHK), work activities in a hospitality business will automatically change. Starting from the division of tasks in departments or teams to working hours. And with the decrease in the number of visitors and incoming income will also affect the morale of work performance), job satisfaction and employee salary rights.

## II. MATERIAL AND METHOD

The purpose of the research is to determine whether employees in the hospitality sector get job satisfaction, considering that during this almost 2-year pandemic in Indonesia, there have been many salary cuts, employee layoffs, reduced working hours and work shifts, whether the employees' performance is still good or declining. To achieve this goal, the research method used in this study is descriptive and correlational with a quantitative approach [4]. From the calculation results, the value of n was found to be 96.04 [5], but as many as 103 respondents were able to fill out the questionnaire distributed online, the sample of employees who successfully filled out the questionnaire was spread out in the hospitality industries such as hotel, restaurant, café and bar. Data analysis methods used, reliability test, validity test, statistical descriptive analysis, correlation coefficient and simple linear regression.

With the interval table for the variables of performance and job satisfaction as follows :

Tabel.1.

Skala Likert	Nilai Rata-Rata	Kinerja Karyawan	Kepuasan Kerja
1	1,00 – 1,80	Not Very Good	very dissatisfied
2	1,81 – 2,60	Not Good	Sissatisfied
3	2,61 – 3,40	Good Enough	Quite Satisfied
4	3,41 – 4,20	Good	Satisfied
5	4,21 – 5,00	Very Good	Very Satisfied

### III. THEORY

Work is a basic human need. As an option to work as an employee in a company. In this 1 year, since the 2020 COVID-19 pandemic, companies in various fields have begun to feel the impact of large-scale restrictions in business. The impact of restrictions in business extends to the fate of employees.

The culinary business began to receive orders to limit the capacity of guests who dine in, the hotel was also required to limit guest occupancy by 50%. resulting in ultimately the company having to reduce the number of employees, divide work shifts and lay off some of its employees.

In the end, employee salaries and wages have been reduced, psychologically it can have an impact on being lazy to work, unmotivated, this study wants to prove this paradigm. The theory used in this research to strengthen the results and analysis is :

The factors that affect performance according to [6] are:

1. Motivation. An important driving factor that causes people to work is the existence of needs that must be met. These needs are related to human nature to get the best results in their work.
2. Job satisfaction. Job satisfaction reflects a person's feelings towards his job. This can be seen from the positive attitude of employees towards work and everything they face in their work environment.
3. Stress levels. Stress is a condition of tension that affects emotions, thought processes and current conditions. Stress levels that are too large can threaten a person's ability to deal with the environment so that it can interfere with the implementation of their work.
4. Working conditions. The working conditions in question that can affect performance here are the workplace, ventilation, and lighting in the workspace.
5. Compensation system. Compensation is the level of remuneration received by employees for what they have done for the company. So, compensation must be correct so that employees are more enthusiastic to work.
6. Work Design. Job design is a function of determining the work activities of an individual or group of employees organizationally. Job design must be clear so that employees can work well in accordance with the work that has been assigned to them.

According to [7] the factors that can affect job satisfaction are:

- a. Psychological factors, are factors related to the employee's psychological conditions which include interest, peace of mind, attitudes towards work, feelings towards work.
- b. Physical factors, are factors related to the work environment and physical conditions of employees,
- c. Including types of work, working time arrangements, work
- d. Equipment, air circulation, employee health.
- e. Financial factors, are factors related to employee welfare and security, which include the payroll system, social security, amount of allowances, facilities provided, promotions and others.
- f. Social factors, are factors related to social interaction between fellow employees, with their superiors, and employees with different types of work.

From some of the problems above, the formulation of the problem is obtained as follows:1. How is the performance of the hospitality business employees during the Covid-19 pandemic?2. How are employees satisfied with their work during the Covid-19 pandemic like this?3. How does the performance of hospitality business employees affect their job satisfaction?.

### IV. RESULT

#### A. Validity and Reliability Test Results

The results of the reliability test on the performance variable with 18 statement items, are 0.903 which means it is very reliable/reliable, which means the consistent level of 103 respondents in answering the statements submitted is very high, as well as the results of the reliability test for the job satisfaction variable getting a value of 0.921 for 15 statement items. Valid results for performance variables and job satisfaction variables through the validity test, indicating that 103 respondents really understand, understand and even experience the things stated in the questionnaire.

#### B. Respondent Data

Most of the respondents' profiles were from the alumni of Trisakti School of Tourism. At the time the questionnaire was distributed, they were still working in the hospitality sector, most 54.4% were women, with a dominant age of 18 to 23 years (67%), the most status as part-time employees was 49.5 %, and the most working in hotels (33%) and restaurants (32%).

#### C. Results of Data on Average Value of Perceived Variables

The results of the average value (mean) of the performance variable (4.0755/good), indicate that although they work experience restrictions on working hours, the number of employees is limited because during the hospitality industry pandemics apply employee restrictions, work shifts are sometimes shortened due to large-scale social restrictions policies (PSBB), it turns out that it does not make them lazy and their performance decreases,

automatically with good performance, instinctively the employees concerned are very satisfied at work (4.0717)

#### D. Correlations Test Results

After going through the calculation of the correlation coefficient the results between performance and job satisfaction are strongly related ( 0.715), then the simple linear regression test gives the results of the influence of 51.1% of performance on job satisfaction of employees in the hospitality industry. The results of this study illustrate that although the hospitality industry receives the impact of the spread of the covid 19 virus, it does not necessarily make employee performance decline, this can happen because the most working years are less than 1 year (38.8%) and 1 to 2 years (40.8%), that is happen because they still work with high spirits. Some hotels in tourist areas during the pandemic have good occupancy rates (with a 50% capacity limitation), so that activities in the Food and Beverage division which are dominated by respondents (49.5%) are not reduced, because they still have to serve guests at least at breakfast time. In some hotels breakfast activities are arranged in a schedule, where guests have to determine the time they will have breakfast, then the time span for breakfast is enforced from 07.00 to 11.00 in the morning, so there are many work activities that must be done by employees, this is most likely to make permanent employees, eager to work so that the performance remains good. the results of the calculation of a simple Linear Regression Descriptive Analysis by describing the regression equation, with a beta value on the employee performance variable of 0.758 and a constant Beta of 0.981 on the job satisfaction variable, and the signed value is 0.000, it can be interpreted that between performance and job satisfaction has a unidirectional and positive relationship, so logically if employee performance improves it will lead to satisfaction the employees themselves, although in a very limited situation because Indonesia, especially in the hospitality sector, is being hit by a pandemic. Exposure to discipline, the dominant mentality of the respondents are alumni of the Trisakti School of Tourism, is one of the factors that causes their job satisfaction to be maintained and their performance as employees also remains good.

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