



## Construction of Employee Performance: Implementation of Good Manager and Good Atmosphere Work at Hotel Horison Ultima Seminyak Bali

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### Abstract

Good managers in every industry and work atmosphere are several factors that can influence employee performance in an industry. Both play an important role in the industry's goals, namely achieving good employee performance. The purpose of this research is to find out how work atmosphere and Good Manager influence employee performance. As a sample, 101 employees from the Horison Ulima Hotel Seminyak Bali Restaurant were selected. Multiple regression analysis was used. The test results show that Good Manager and work atmosphere have a significant influence on employee performance at the Horison Ulima Hotel Seminyak Bali Restaurant. This shows that these variables are worthy of inclusion in the research model. The correlation coefficient obtained is various, which shows the strong correlation between the model used in this research and employee performance at the Horison Ulima Hotel Seminyak Bali Restaurant, and the results show that the influence of work atmosphere and Good Manager is very large on employee performance at the Horison Ulima Hotel Seminyak Bali Restaurant.

**Keywords:** Construction of Employee Performance, Good Manager, Good Atmosphere Work

### ARTICLE INFO

*Article history:*

Received  
April 03, 2024

Revised  
April 28, 2024

Accepted  
May 12, 2024

Published by  
ISSN

Website

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2774-7077

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### PENDAHULUAN

Good Manager is the ability to influence other people with enthusiasm to achieve predetermined goals (Wardana, Mahendra, et al., 2022; Wardana, Juniarta, et al., 2022). In a company, a leader must be able to work effectively using various creative and innovative ideas, so that he can encourage his subordinates to have their own initiative. Creating a conducive physical and non-physical work atmosphere is a factor that has a major contribution to increasing employee job satisfaction. (Wardana & Parwati, 2021; Widiarsa et al., 2023). A good and pleasant work atmosphere will make employees work with full awareness of giving all their abilities (Evalia et al., 2022; Sudarmawan et al., 2022; Wardana et al., 2023). The influence of a good manager and work atmosphere on employee performance is very important for the success of a restaurant (Putra et al., 2023; Wardana, 2024). As for the place where employee performance is applied, restaurants are one of the places where Good Manager from a leader and employee performance are really important to be carried out and implemented because restaurants operate in the service sector and service quality is very much considered. (Wardana & Sudarmawan, 2023). Bali is the capital and one of the largest capital cities in Indonesia, in this country there are hotels and restaurants that offer

services that provide the luxury of one of the restaurants (Kusumayani et al., 2023).

namely the Horison Ultima Seminyak Bali restaurant which offers services that pamper guests so that guests often visit the restaurant (Karundeng et al., 2023; Jusri et al., 2023). Each hotel and restaurant has different services in the restaurant. The influence of Good Managers and work atmosphere on employee performance is an important research topic on the grounds that employee performance in restaurant service provides direct representation of the restaurant and is responsible for providing service to guests (Wardana, Abdillah, et al., 2024). Employees have the responsibility to create a pleasant atmosphere, provide good service, and maintain good relationships with guests (Sudarmawan et al., 2023; Wardana, Sutantri, et al., 2024).

Horison Seminyak Ultima Hotel Bali is a popular restaurant and is often visited by international guests. As a luxury hotel brand, Horison Seminyak Ultima Hotel Bali has high quality standards (Juniarta & Wardana, 2023). Good Manager and good employee performance in every operational aspect, including restaurant service, is the key to maintaining the reputation and excellence of the Horison Seminyak Ultima Hotel Bali brand (Ammar et al., 2021). Research on employee performance in restaurants can help evaluate the effectiveness of existing employee performance, improve service quality, and provide recommendations for improvements to maintain guest satisfaction and improve the brand image of Horison Seminyak Ultima Hotel Bali.

The influence of Good Managers and work atmosphere on employee performance at Horison Restaurant Seminyak Ultima Hotel Bali is an important research topic on the grounds that differences of opinion often occur between fellow managers. Horison Restaurant Seminyak Ultima Hotel Bali has 3 managers, namely, the first manager is the restaurant manager, support manager from room service, and support manager from pool and beach. The three managers mentioned above often have different opinions, for example the restaurant manager and support manager from pool and beach has taught different things related to wine, therefore, employees often receive criticism from guests due to their lack of knowledge related to wine. Some employees often complain because they are always criticized by guests regarding wine, so that employees are not enthusiastic about working. Apart from that, language barriers are a problem in this research because employees work at the Horison Ulima Hotel Seminyak Bali Restaurant.

## **METHOD**

In this research the author used a quantitative descriptive research method taking the research location at the Horison Seminyak Ultima Hotel Bali Restaurant. The type of data used in this research is quantitative data, the quantitative data in this research is questionnaire data obtained from the results of respondents' answers. The objects or population used in this research were 101 employees of Horison Restaurant Seminyak Ultima Hotel Bali. The sampling technique used in this research was accidental sampling. The data analysis techniques in this research are inductive analysis and multiple regression analysis, while the data analysis results presentation technique uses the t test, F test, and coefficient of determination (Adjusted R Square).

## **RESULTS AND DISCUSSION**

Based on research with 101 respondents, it was found that 35 individuals (44.3%) and 44 individuals (55.7%) were male respondents, making up the bulk of the sample. Age-specific features of respondents: 3 persons (3.8%) were under 20 years old, while 49 people (62.0%) were the majority of respondents between the ages of 21 and 28. Based on the respondents' educational backgrounds, 43 individuals (54.4%) had a high school education, whereas at least 11 respondents (13.9%) only completed junior high school. features of respondents according on duration of employment: 46 persons (58.2%) had worked for more than three years, while 10 persons (12.7%) had worked for the smallest

period of time. This is because Horison Ulima Hotel Seminyak Bali employees have worked longer than 3 years.

### **1. Normality test**

This test is used to determine whether or not the distribution of data within a set of variables is regularly distributed. Data that is uniformly distributed and does not exhibit left- or right-skewed patterns is considered normal. Using the Kolmogorov Smirnov Test of Normalcy in the SPSS software, one can observe data normalcy testing. Asymptotic significance, which serves as the foundation for probability-based decision-making, states that data is normally distributed if Sig > 0.05 and not normally distributed if Sig < 0.05 (Ghozali, 2014). The Asymp values are the outcome of the Kolmogorov-Smirnov analysis. The data utilized in this investigation are regularly distributed, as indicated by Sig. (2-tailed) of 0.200, greater than 0.05, indicating that the model satisfies the normality assumption.

### **2. Multicollinearity Test**

Regression modeling should be done again if multicollinearity is demonstrated, and one of the current independent variables should be eliminated from the model. Testing if the regression model identified a correlation between the independent variables is the primary goal. The variance inflation factor (VIF), which is the inverse of tolerance, is used to determine whether multicollinearity exists in research. The formula for this is as follows:  $VIF = 1 / (1 - R^2)$  where the coefficient of determination is denoted by  $R^2$ . There will be a significant VIF value if the correction is minor. Multicollinearity with the other independent variables is presumed if the VIF is larger than 10 (Singgih & Santoso, 2012). The analysis's findings indicated that the study's independent variable had a tolerance of less than one and a VIF value below ten. This indicates that the independent variables do not exhibit multicollinearity. Consequently, it may be said that the independent variable (independent) service quality satisfies the conditions of the traditional multicollinearity assumption.

### **3. Heteroscedasticity Test**

This heteroscedasticity test aims to test whether in the linear regression model there is inequality of variance from the residuals of one observation to another. The phenomenon of unequal variance is called heteroscedasticity. The regression model is said to be good if there is no heteroscedasticity (Ghozali, 2014). that is, you can see the table below showing the results of statistical calculations using the Glajser method. Based on the table above, it can be seen that the significance value of the independent variable is greater than 0.05. The results of this research show that in the regression model in this study there is no heteroscedasticity.

### **4. Results of Multiple Linear Regression Analysis**

Using the SPSS program, one can easily enter multiple variables in multiple linear regression analysis, which aims for equality. Multiple linear regression analysis is a statistical method used to determine the relationship between independent variables and used to determine the relationship between independent and related variables (Sugiyono, 2016). The multiple regression model used in this study was derived from the multiple regression analysis results as follows:  $Y = 3.991 + 0.029 X_1 + 0.100 X_2$ ,  $Y = a + b_1 X_1 + b_2 X_2$ . The dependent variable displays a value of 0.335 if the independent variable is regarded as constant (has a value of 0), as indicated by the constant value of 3,991. Regression coefficient for Good Manager is 0.029. This indicates that, if all other independent factors remain constant, a 1% increase in Good Manager will result in a 0.029 increase in employee performance. The regression coefficient for work atmosphere is 0.100. This demonstrates that, providing all other independent factors remain constant, a 1% increase in the work environment will result in a 0.100 increase in employee performance.

### **5. Coefficient of Determination**

A measure of the model's capacity to explain variations in the dependent variable is the coefficient of determination ( $R^2$ ). The value of the coefficient of determination ranges from zero to one. Subsequently, the coefficient of determination (Adjusted R Square) is 0.070, or 70%, according to the findings of the coefficient of determination test. This indicates that 70% of the independent variables and 30% of the components influenced by other factors not investigated in this study can account for fluctuations in the dependent variable.

## 6. T Test Results

One statistical test called the partial test (T test) is used to determine how much each independent variable contributes to the explanation of the dependent variable's content (Ghozali, 2014). The t test findings are as follows. As can be seen from the results in the table, we obtain  $T_{count} > T_{table}$  or  $T \text{ value} < \alpha$  in that case:  $(1.66515) T_{table} = df = nk = 79 - 3 = 76$  Thus,  $2.285 >$  is the Good Manager's T count.  $T_{table} = 1.66515$  T-count Workplace atmosphere  $1.69 > 1.66515$  t table Sig  $< 0.05$ , Acceptance of Hypothesis H1:  $0.027 < 0.05$  Thus, the first theory is agreed upon. H2:  $0.019 < 0.05$  Thus, it is agreed that the second hypothesis

The Impact of Effective Supervisors on Staff Performance at the Horison Ulima Hotel in Seminyak, Bali. According to the research findings on the impact of Good Manager on employee performance at the Horison Ulima Hotel Seminyak Bali,  $H_0$  is rejected ( $H_a$  is accepted) because  $t_{count} = 5.205 < t_{table} = 1.995$  with a significant value of  $0 < 0.05$  and  $t_{count}$  is in the  $H_0$  rejection area. This indicates that employee performance at the Horison Ulima Hotel Seminyak Bali is partially significant influenced by the Good Manager, indicating that an effective Good Manager can impact staff performance at the Horison Ulima Hotel Seminyak Bali. According to the study's findings, a good manager can affect workers' performance to some extent. This means that the hypothesis which states that Good Managers have an influence on employee performance is accepted.

The impact of work environment on staff productivity at the Horison Ulima Hotel in Seminyak, Bali.  $t_{count} = 6,324 < t_{table} = 1.995$  with a significant value of  $0.00 > 0.05$  and  $t_{count}$  is in the  $H_0$  acceptance area so  $H_0$  is accepted ( $H_a$  rejected), according to the research results regarding the impact of work atmosphere on employee performance at the Horison Ulima Hotel Seminyak Bali. This indicates that employee performance at the Horison Ulima Hotel Seminyak Bali is partially influenced by the work climate, which implies that higher employee performance at the hotel is always a result of a positive work environment. The study's findings indicate that employee performance is somewhat impacted by the workplace environment. This means that the hypothesis which states that work atmosphere has an influence on employee performance cannot be accepted.

The impact of positive work environments and competent management on staff performance at the Horison Ulima Hotel Seminyak, Bali. According to the F test findings above, the significant probability value is  $0.000 < 0.05$  and the Fcount is  $43.528 > F_{table} 3.134$ . This indicates that there is evidence between a positive work environment and a good manager to improved employee performance at the Horison Ulima Hotel Seminyak, Bali. The study's findings indicate that a positive work environment and a good manager can both somewhat influence employees' performance. This means that the hypothesis which states that Good Manager and work atmosphere simultaneously have an influence on employee performance is accepted.

## CONCLUSION

The following research findings were attained as a result of the data analysis research that was conducted. Employee performance at the Horison Ulima Hotel Seminyak Bali is significantly impacted by a good manager and a positive work environment. This implies that staff performance will increase with a good manager and a positive work environment at the Horison Ulima Hotel Seminyak Bali. Based on the findings of the

descriptive analysis, it is possible to draw the conclusion that, when employing the SPSS program for multiple linear regression analysis, a positive correlation (relationship) between the Good Manager variable and the work atmosphere on employee performance is found. The work atmosphere and work motivation factors demonstrate a strong influence on employee performance and can be used for more in-depth prediction, as indicated by the t-count value of the t-test being greater than the t-table. An R-Square value of 0.070, or 70%, is derived from the coefficient of determination calculations, indicating the impact that the work atmosphere and good manager variables have on the performance variable, while the remaining 30% is influenced by other factors not observed in this research.

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