

The Effect of The Work Environment on Front Office Employees' Performance at The Pacific Palace Hotel Batam

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Abstract

Moreover, the city of Batam is strategically located near two national borders, namely Singapore and Malaysia, this is a big opportunity in the tourism sector, especially in the world of hotels. This research aims to analyze whether the work environment has an influence on the effectiveness of employee performance, especially in the front office environment at the Pacific Palace Hotel Batam. The research method used is a quantitative approach with simple regression analysis techniques to assess the relationship between 2 variables, work environment variables (as independent variables) and employee performance (as dependent variables). Data processing uses simple regression analysis which includes normality test, T test and F test, and R^2 test using SPSS statistical software. The results are valid. In the hypothesis test results, H_1 is accepted, this can also be seen from the significance results in tcount which has a result of 0.01. Overall the research results show that the hypothesis test on the work environment as a variable (X) has a positive effect on employee performance as a variable (Y) both partially and simultaneous. The result of the regression equation is $Y = 21.098 + 0.752X$. The coefficient of determination (R^2) results were 74.6%, which means employee performance being influenced by other variables outside of this research test. Therefore, it is important for hotel management to prioritize improving working environment conditions, including employee training and development, so that maintaining employee welfare through the work environment can improve employee performance results which ultimately can maintain competitiveness in the competitive hospitality industry.

INTRODUCTION

Employees are the foundation of a company's success, they form the core of every successful organization. Like valuable assets, employees bring added value through their skills, dedication and experience. Investing in employee development is a long-term investment that produces productivity and innovation. In general, companies have the goal

of achieving optimal profits by minimizing operational costs. To achieve these goals, it is important for companies to take into account various factors of production, including capital, labor, natural resources, and expertise. In carrying out its operations according to plan, the company must be able to manage these production factors effectively and efficiently, so that the goals that have been set can be achieved successfully (Suprihati, 2014). The success of a company is not only determined by the facilities and efficiency of production machines, but also by the human aspect. In the context of a company organization, employees who have skills, abilities and responsibilities are very valuable assets. They are the backbone of the company and have great potential to increase work productivity in accordance with established standards. Therefore, it is important to recognize the value of employees as a workforce that can optimize company performance. Realizing this human potential will have a positive impact on the growth and survival of the company (Suprihati, 2014). One effort to maximize the potential of hotel employees is to provide appropriate training so that they can increase their competency (Susila & Arianti, 2017).

Performance reflects a person's real achievements in carrying out tasks in accordance with the standards set by the organization. Each employee has a unique level of ability, so their performance is individual. Management has the responsibility to assess the performance of each employee based on their achievements in carrying out their duties in accordance with applicable standards. By conducting this evaluation, management can identify each employee's strengths and areas of development, which in turn can help improve the overall efficiency and productivity of the organization. Performance appraisal is an important instrument that allows organizations to appreciate and utilize the individual potential of employees to achieve common goals (Paputungan, 2013). This consistent employee performance can help the company achieve its strategic goals. The performance they provide plays a key role in maintaining the company's successful values which can take the company to the peak of achievement. This is also in line with the definition of employee performance according to Alex Nitisemito in (Kasmawati, 2014) said that the work environment is everything around workers that can influence them in carrying out their duties, therefore it is very important for company management to pay attention to it.

The qualities provided by employees have a significant impact on the development of the company, because they are the driving force behind achievements and achieving company goals. Therefore, understanding work methods and the factors that influence them is key to achieving optimal performance. Knowing more about how a person works and the factors that influence his or her performance is essential to achieving the best results

(Satwika & Himam, 2014). The performance provided by employees plays a key role in the company's success, therefore its quality must be maintained. Another opinion states that there are several factors that influence the quality of employee performance, namely clear communication regarding company goals, effective leadership to provide them with guidance in carrying out their work, availability of adequate technology to carry out their work, as well as the quality of employees in discipline and maintaining standard operational procedures. has been determined by the company.

As the years go by, the number of new hotels in the hospitality industry continues to increase. This makes hotels compete to improve the quality of their hotels so they can compete in attracting customers' attention. Starting from offering competitive prices, unique facilities, quality services and attractive marketing strategies are the keys to winning this fierce competition. Competing hotels also consist of various classifications ranging from 1 star to 5 stars. The star of this hotel has a big influence on guests' decision to stay. Because this star is a marker of quality standards that guide potential guests about the service they will receive during their stay at the hotel. The following is data on hotel room occupancy rates based on stars in the Riau Islands province from July 2022 and June – July 2023.

Table 1. Occupancy Level Data Based on Hotel Star Classification

No.	Star Classification	OLD (%)	
		June 2023	July 2023
1.	1 Star	22,96	-
2.	2 Star	48,43	41,20
3.	3 Star	49,02	36,49
4.	4 Star	66,12	43,27
5.	5 Star	35,71	33,54
All Stars		36,78	41,87

Source: (BPS Batam, 2023)

From this data it can be seen that in July 2023 hotels with a 4 Star classification ranked highest in terms of hotel occupancy rates while 3 Star hotels ranked lowest in terms of occupancy rates, and in July hotels with a 4 star classification experienced a decline in occupancy rates, although there was a decline but 4 star hotels are still superior to others. From the Batam Central Statistics Agency data table, in July 2023 it can be concluded that 4 star hotels are the choice of tourists, this is because 4 star hotels occupy the highest ranking of tourist occupancy rates in these hotels.

The Riau Islands province, especially Batam, has enormous potential to be visited by tourists from abroad. This is because Batam is very close to two countries, namely Malaysia and Singapore, only needing to travel 1 hour by ferry. Moreover, Singapore is a country that

has a high level of visits from various foreign tourists, so there is a possibility that these tourists will visit Batam City. The following is data on the development of foreign tourist visits to the city of Batam from January 2019 – July 2023.

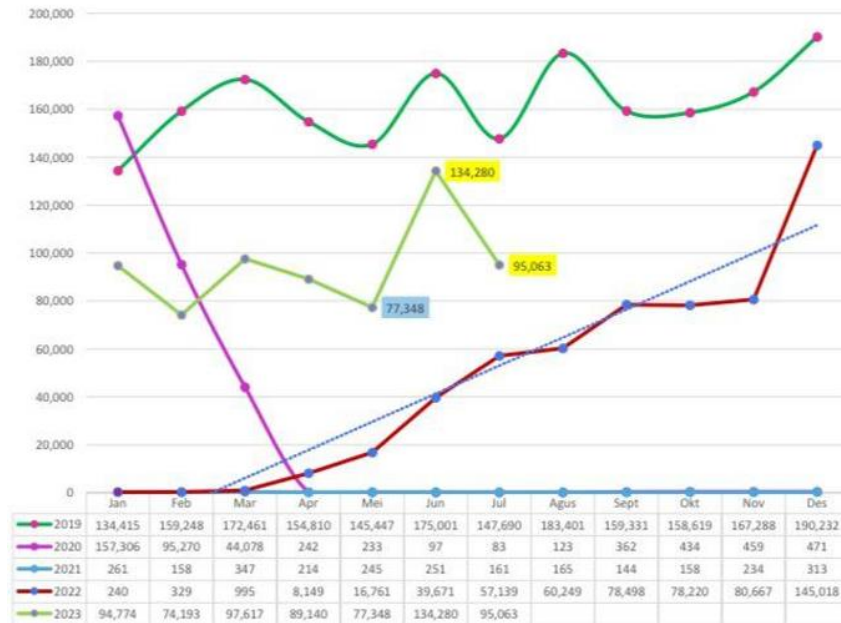


Figure 1. Number of Foreign Tourist Visits to Batam City

Source: (BPS Batam, 2023)

From data from the Central Statistics Agency, it can be seen that in July 2023, the number of foreign tourist visits reached 95,063, showing a decrease of 29.21 percent compared to the previous month June 2023 which recorded 134,280 visits. When compared with July 2022, there is an increase of 66.37%. During July 2023, foreign tourists visiting Batam City were dominated by Singaporean tourists, who accounted for 58.70% of the total foreign tourist visits during that month. This opportunity makes hotels in Batam compete in improving facilities and services so that their quality can convince tourists to try and even come back to stay at their hotel.

With visits from various tourists, both local and foreign, it can provide opportunities for hotels to develop (Yulhaslinda & Bukittinggi Akpar Paramitha, 2019). Therefore, to make guests come back, good service must be created so that guests want to visit the hotel again. There are many factors that influence customers to return to accommodation they have previously visited, one of which is the level of service (Fatimah et al., 2023). The feeling of wanting to stay again proves that guests are satisfied with the services provided by the hotel. This creates an opportunity for the hotel to be known from the stories of the experiences of guests who have stayed with potential guests who hear reviews from these guests. This

feeling of wanting to stay again is channeled from the services provided by the performance of human resources at the hotel.

Human resources who have direct contact with guests who are able to influence guest assessments of hotel quality include: front liners, room attendants and housekeepers. Each department of hotel department employees tries to maximize their performance in providing services so as to give guests an unforgettable impression in the hope that the hotel will become better known and the hotel's goals will be achieved. Increasing the performance of hotel employees will have a direct impact on improving service to guests (Jefri et al., 2023). The better the employee's performance, the visitor satisfaction will increase so that the possibility of guests returning to stay will be greater (As Shiddiqi et al., 2023). The enthusiasm of employees in carrying out their work influences the results of their performance later. When employees feel enthusiastic about doing their work, they tend to be more productive, creative, and focused in carrying out their duties. This passion can be gained in a variety of ways, including recognition of accomplishments, development opportunities, and support from coworkers and management, all of which are components of the work environment. According to (Afandi, 2018) there are several performance indicators, namely quantity of work results, quality of work results, efficiency in carrying out tasks, work discipline, initiative, thoroughness, leadership, honesty and creativity.

It can be seen that the work environment plays a major role in increasing this work morale. The quality of work productivity is greatly influenced by the work environment which is the most important part of employees' working lives. Apart from a conducive work environment, hotel employee productivity is also influenced by the career development programs in place at the workplace (Lubis et al., 2023). The work environment includes social, physical and psychological aspects in an organization that have a direct impact on employee performance. Therefore, the work environment is a crucial factor that determines whether the results of employee performance provide good or bad results (Ahmad et al., 2022). When hotels create an environment that is supportive, inclusive and values employee contributions, morale can develop naturally. Therefore, companies that invest in managing a positive and supportive work environment are important for the company because they will get a significant increase in maximizing the performance potential of their employees. In the work environment, leaders have an important role in demanding that their employees do their work so that work can be orderly and structured under the auspices of the leader (Amalia Yunia Rahmawati, 2020). In hotels, especially in the front office, this leader is the manager and under the manager there is a supervisor. These two positions lead employees

in hotels, especially the front office, in supervising and providing direction to employees in carrying out their work. The supervisor's performance in supervising his staff is one measure of guest satisfaction at a hotel (Putri et al., 2023). Being a leader is not only using power to order subordinates to do work, but being a leader, providing attention and protecting employees in every difficulty employees have in doing their work (Albino, 2013). With attention from leaders, employees become open and create good relationships between superiors and subordinates. Good relationships between superiors and subordinates are also part of the work environment indicators. The better the leadership carried out and the provision of motivation will improve the performance of hotel employees (Artayasa et al., 2022).

The researcher also read the findings of previous researchers and based on the theoretical studies read, it was found that research regarding the influence of the work environment on employee performance had conflicting results. Research results on (Dolly.P Sitanggang, 2021) shows that there is a significant influence of the work environment on employee performance at PT. Pekanbaru Clear Water, while research results (Hidayat, 2017) shows that the work environment does not have a significant influence on employee performance at the Pesona Makassar Hotel. Other research also states that the better the performance of a hotel employee will influence the employee's perception so that they are service oriented towards guests (Kloutsiniotis & Mihail, 2020).

With the results of differences in work environment variables between Dolly V.P Sitanggang and Indra Hidayat's research having contradictory research results, this makes researchers interested in conducting research again related to the same variables in order to see whether there are other influences from an internal or external perspective. From the results of observations made at the Pacific Palace Hotel Batam, the work environment can be considered quite good. However, the author is interested in conducting more in-depth research regarding the work environment at the hotel. So this research can be a consideration/benchmark for improving the work environment, which is expected to have a positive impact on employee performance in the future. Thus, future improvements in the work environment can have a significant positive impact on employee performance outcomes, which in turn will contribute to Hotel Pacific's future success. So, based on this background description, the author is interested in researching with the title " The Effect of The Work Environment on Front Office Employees' Performance at The Pacific Palace Hotel Batam ".

LITERATURE REVIEW

Companies are always related to employees, what happens to a company if it is not filled with employees? Of course the company did not run smoothly. Employees are the most important component in the company, they are the key in carrying out operational work activities in the company. Therefore, the work environment cannot be separated from employees, because the environmental atmosphere created is what influences employee performance results. By creating an effective & conducive environment, it can trigger enthusiasm and create a sense of comfort / flexibility in working. On the other hand, if the working atmosphere is uncomfortable and hampers productivity, it can make employees not focus on their work, thus disrupting their concentration in operations. That is why here the role of leadership in every company needs to pay attention to every work environment occupied by its employees in operations in order to maintain the concentration and productivity of the workers (Panjaitan, 2018).

What is meant by work environment is an environment where there is interaction between many people doing work (employees) which takes place every day and can then influence workers when carrying out their responsibilities. There are two types of work environment groupings in companies, namely physical and non-physical environments. The physical work environment is a tangible (visible) environmental condition around the work area which can have an impact on workers either directly or indirectly. The non-physical work environment is an atmosphere created by environmental conditions that can be felt, such as the relationship between employees and superiors or employees and fellow employees.

There are several aspects that influence the work environment, namely: lighting, work level, air circulation, relationships with fellow employees and others which will be described according to (Sunnyoto, 2012) : (a) Relationships with fellow employees, namely the relationships created between employees include two types of relationships, namely relationships as individuals and relationships as a group; (b) The level of noise created in the work environment. If the noise is high, it can result in the following: Psychological changes and psychological impacts; (c) Work regulations, to create satisfaction and increase worker productivity. These good work regulations create convenience for employees to achieve thereby improving employee performance in achieving the company's goals; (d) Lighting does not only include electrical lighting sources, good lighting must also be exposed to natural light, namely sunlight; (e) Air circulation, because that is why the existing air quality

needs to be maintained; (f) Safety, if there are many dangerous factors, workers will be disturbed in their concentration at work and will not focus on doing their work.

The physical work environment is a condition obtained from the surrounding working atmosphere which can have an effect on workers in their activities, either directly or indirectly (Sedarmayanti, 2012). There are several aspects that influence the creation of a physical work environment, namely temperature, humidity, air circulation, level of calm, lighting, and a sense of security. By creating a healthy physical work environment, it certainly provides encouragement to workers in carrying out their work and makes it easier for workers to be productive.

The non-physical work environment is a series of activities in the form of relationships, these relationships include between employees and superiors and other employees (Sedarmayanti, 2012). From this environment, it can be seen how supportive conditions are created for each other. This psychosocial work environment can also influence employee work commitment (Teo et al., 2020). A high sense of mutual support in relationships between employees is a positive value so that it has high potential to achieve company goals. By creating a sense of support between each other, it can make it easier for each employee to do their work. Other non-physical environmental factors such as: organizational culture, the quality of human resources themselves, motivation and discipline also influence employee performance (Nugraha, 2021). Motivation and communication have also been studied previously and show their influence on the performance of employees working in hotels (Rinayanthi & Kuntariati, 2022).

Performance is generally defined as an employee's achievement in carrying out their duties, even though employee performance includes several other aspects such as morale at work, loyalty, business aspects and creativity (Rubiyanto, 2019). The most important support needed in every agency to experience positive improvements is human resources. The support provided by these employees is a result of the performance carried out in carrying out their duties. (Silaen et al., 2020) provides an explanation that performance is a result of work achieved by a person in completing his responsibilities. Employee success in carrying out their duties as a whole is also an understanding of performance. Apart from that, Torang in (Ginting, 2019) stated that "Performance is the quantity or quality of the work of individuals or groups within an organization in carrying out basic tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been determined or are applicable in the organization".

Mangkunegara in (Ginting, 2019) also stated that "Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". The term regarding performance was also conveyed by Edison in (Ginting, 2019) states "Performance is the results obtained by an organization that are profit oriented and non-profit oriented which are produced over a period of time". From several terms that can be defined, employee performance is the obligation of every employee in a company to carry out the tasks that have been assigned to each of them according to the employee's level in the company. The division of work according to level also has an influence in achieving good performance results.

According to Goleman in (Susanty et al., 2019) states that emotional intelligence also influences employee performance. There are 5 components to emotional intelligence, namely motivation, self-awareness, self-regulation, social skills and empathy. The absence of overlap in carrying out work creates a comfortable atmosphere between employees because just imagine if the employee is carrying out tasks that are not in accordance with what they usually do, the work could become chaotic due to difficulties in carrying out the work and performance will decrease. Employee performance refers to the extent to which individuals in an organization achieve the goals and responsibilities that have been set for them (Sutama & Stiven, 2014). From this it can be assessed how effective and efficient employees are in carrying out their duties and achieving the expected results.

Measuring employee performance is generally based on various factors such as productivity, quality of work, ability to work in a team, initiative, punctuality, and the impact of their contribution to overall organizational goals. Employee performance evaluations are often carried out periodically, with the aim of providing feedback, recognition and, if necessary, development and improvement in their performance processes. Hotel employee performance can generally be improved by providing job training (Parhusip et al., 2023). In essence, the most important resource in every company is the employees (Christina Verawaty Situmorang, 2017). Employees are the most important role because employees are always involved in every movement of the organization in the company. When employees provide good performance while doing their jobs can help companies realize set goals.

METHOD

The design used as a guide in this research is a descriptive quantitative design. Because this type of data is quantitative, to obtain data results, researchers use a questionnaire as a forum that will be filled in by respondents regarding satisfaction with working in their work

environment. (Sugiyono, 2018) also provides an understanding that what is meant by Quantitative Method is "a method based on the philosophy of positivism, used to research certain populations or samples where data collection uses research instruments, statistical data analysis with the aim of describing and testing predetermined hypotheses".

Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to study and then draw conclusions (Sugiyono, 2018). It can be concluded that a population is a group of individuals, objects and elements that have the same characteristics or features and are the focus of research. There are many different populations and it usually depends on the topic being discussed and the questions you want to answer. Because the researcher wanted to analyze the work environment, the population taken was front office employees at the Pacific Palace Hotel Batam.

Sugiyono in (Syahputra, 2018) means that the sample is part of the number and characteristics of the population. Having a sample can make it easier for researchers to obtain data from a large number of existing populations. Samples allow researchers to make generalizations about the population more efficiently. Because data collection must be done carefully so that the research results are accurate. Because those studied were employees in the front office department, the researcher used a stratified sample. Sample stratification is where the population is divided into groups or literature based on certain characteristics (e.g. job position, age, department.) Then respondents are taken randomly from each stratum in appropriate proportions. Because there are only 10 front office employees, the sample was used as maximally as possible.

Independent variables in research refer to factors or conditions that are thought to have an influence or relationship on the dependent variable, but are not influenced by other variables in the context of the research. In research regarding the influence of the work environment on employee performance, the independent variable is the work environment. The company's values and cultural norms will influence employee motivation and behavior. An environment where employees feel aligned with the company's values and feel accepted within the culture will improve their performance. Indicators of this work environment are how to interact and collaborate, level of support and recognition, leadership style, management, facilities and physical environment.

The dependent variable in this research is employee performance. The dependent variable is the variable that will be researched and analyzed to see how changes in the independent variable (work environment) can affect the relationship with the dependent

variable (employee performance). This variable will be measured using several indicators including work productivity, quality of work results, and level of achievement of predetermined targets. This measurement provides an idea of how well employees carry out their duties.

In starting this research, the researcher created a thinking framework in order to understand the flow, stages and process of data analysis up to the research results stage. Of course, this also makes it easier for researchers to carry out research and collect data. From the framework of thinking it can also explain the relationship between variables. In this research variable, the relationship between variable (X) and variable (Y) is a cause and effect relationship. The framework of thinking can be seen in the image presented below as follows:

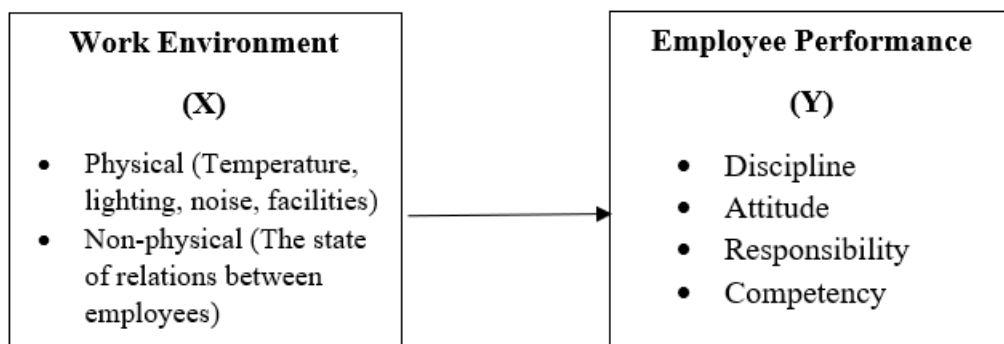


Figure 2. Thinking Framework

There are 2 types of data collected in this research, namely primary data and secondary data. Primary data is data collected directly by researchers for specific research purposes. In research regarding the influence of the work environment on employee performance effectiveness, primary data will include information obtained directly from sources relevant to the research. The method used to obtain primary data is the process of distributing questionnaires containing questions to be distributed to hotel front office employees as well as conducting direct observations to be able to provide certain information from the work environment that cannot be revealed through questionnaires. Secondary data is data that has been collected or is already in finished form owned by the research site which includes: A brief history of the company, the company's organizational structure and data that is necessary for this research. Having this data can help gain an initial understanding of the research topic which can be used to compare or validate research results.

For data collection methods, there are 3 techniques used, namely questionnaires, observation and documentation. The questionnaire contains questions that will be answered by front office employees. This questionnaire contains structured questions designed to

measure employees' perceptions of the work environment in developing their performance. Questions can cover aspects such as level of satisfaction with the work environment, relationships with coworkers, support from management, physical facilities, and so on. This questionnaire will then be filled in by the respondent and the data obtained will be analyzed. Observation is a method that involves direct observation of employee activities in their work environment. This can be an observation of interactions between employees, room layout, and use of work facilities. Observations can provide insight into certain aspects of the work environment that may not be revealed from questionnaires or interviews. Documentation is a technique for collecting data from various written or recorded sources related to the work environment and employee performance. This data can be in the form of reports in physical or digital form. By collecting data using documentation techniques, it can be complete and the research results will be more accurate and reliable.

A hypothesis is a statement or proposition proposed as a basis for further testing or investigation in research. A hypothesis states the relationship or influence between two or more variables that you want to test or analyze in a scientific study. Hypotheses are used to formulate predictions or estimates about what might happen. So, in general, a hypothesis is an explanation of what will be proven in a study based on the literature and the objectives of each study. This hypothesis is used as the basis for data collection to test whether this statement is proven or not, the following hypothesis is formulated :

H₀: There is no significant influence between the work environment on the effectiveness of front office employee performance.

H₁: There is a positive and significant influence between the quality of the work environment on the effectiveness of front office employee performance, so that increasing the quality of the work environment will be followed by an increase in the effectiveness of employee performance.

For data analysis, statistical tests were used in this research. The validity test provides conclusions from the processed data that provides valid and accurate results in accordance with existing rules. Data can be said to be valid if the results provided from the processed data provide the same or greater correlation value between each question item from the questionnaire (Nugroho, A. S.e. et al., 2018). The data obtained from interviews and questionnaires was carried out in the SPSS software application using the Cronbach' method. Reliability testing aims to ensure that the measurement instrument used is a consistent and reliable tool in data collection. The reliability test can measure the extent to which the questionnaire in this study produces consistent results when given to the same subjects

under the same conditions (Aprillyanti, 2020). This is an important step to ensure that study results are not affected by random variability. Reliability testing is usually carried out through calculating the Cronbach alpha coefficient.

After carrying out validity and reliability tests, proceed with simple linear regression analysis. Simple linear regression is a statistical technique used to understand and measure the relationship between two variables, namely the independent variable (X) and the dependent variable (Y). The use of this analysis can measure the extent to which work environment variables influence the moral effectiveness variable on employee performance. The computer program used by researchers is SPSS, through a statistical computer program namely SPSS (Statistical Package For The Social Sciences) version 22. Data collected through the SPSS program is tested and analyzed to provide a general picture of the role or influence of each independent and dependent variable in this research.

FINDING AND DISCUSSION

Pacific Palace Hotel is a 4 star hotel in the city of Batam which was founded on December 24 2003. This hotel has a unique shape, namely shaped like a ship, with a classy interior design with the concept of Greek mythology (Neptune, God of the Sea). This is related to the external shape The hotel is in the shape of a ship and this hotel is also located close to the sea. The owner of this unique hotel is Mr. Eddy Hendry, which is also managed by PT. Maswahana Citrabuana International. In the process of developing facilities, facilities and buildings, this hotel operates in the KTV & Discotheque sector, because from the beginning the aim of establishing this hotel was to become the main destination for tourists as the biggest entertainment venue in Batam and even the Sumatra area. The strategic location of this hotel, namely near the port and in the center of Batam city, makes it easy for tourists both from abroad and local to access the Pacific Palace Hotel. In maintaining guest comfort and satisfaction, Hotel Pacific always prioritizes their motto in providing services, namely "Clean, Friendly and Comfortable". The vision of this hotel is Become The Best One Stop Hotel Entertainment in Batam. This hotel's mission includes: A feel like home; Providing the best personalized service to guests; and Profitability for owner, management, & employees.



Figure 3. Front view of the Pacific Palace Hotel Batam

There are 180 rooms provided by Pacific Hotels covering various types. The cabin room is a standard type of room at the Pacific Palace Hotel with the bed size provided being a queen size bed and providing various types of views. Deluxe rooms, there are 4 types of deluxe rooms at the Pacific Hotel, namely Deluxe cabin with 43 rooms, original deluxe with 22 rooms, deluxe king with 55 rooms, and deluxe family with 24 rooms. Executive suites, there are 12 rooms provided of this type. This room has an area of 52 m², in this room living room facilities are provided with various types of views. Pacific suites, there are 4 rooms provided of this type, this room has an area of 80 m² and provides living room and dining room facilities, this type of room is very suitable for families because it is spacious and has 2 bedrooms. Palace suites, for this type of room only 1 room is provided, the facilities provided include a kitchen set, private balcony, and beautiful views of the fishing village near the sea. Presidential suites, this type of room is the highest type of all types of rooms in Pacific hotels. There is only 1 room available but the facilities provided are very complete, apart from providing a living room and dining room, this room also provides a private sauna and private balcony.

Other facilities available: (1) Adorabella club, providing health facilities for guests, namely a spa & fitness center; (2) Meeting facilities, Pacific provides 7 meeting rooms that can be used by guests, namely Napoleon & Columbus, Marcopolo, Olympus ballroom, Ferdinand De Suez, Grand ballroom, Vasco Da Gama; (3) Internet network using Wifi; (4) Large parking area; (5) Pick-up is available for guests from the port or airport; and (6) Welcome drink for newly arrived guests.

The respondents of this research were all front office employees from the Pacific Palace Hotel. Respondents from employees at the Pacific Palace Hotel in the front office based on gender received equivalent results, namely 50%. When viewed in terms of age, respondents from employees at the Pacific Palace Hotel in the front office are more dominated by those aged 27 years and over. This can be seen from the table that there are 2 employees aged 20-26 compared to 8 employees aged 27-32 years and above. If we look at the length of time employees have worked, respondents from employees at the Pacific Palace Hotel in the front office section are on average new to working at the hotel. This can be seen from the data which shows that the level of work experience for 1-5 years is 7 employees, while the level of work experience for 6-10 years is 3 employees.

Validity testing plays an important role, because it can be a definite benchmark to explain that the instrument used in research really measures what is intended. Having a validity test can help research to ensure that the data obtained is measured correctly. Because the data obtained by this research is in the form of questionnaires, the validity test helps ensure that the questions in this questionnaire accurately measure variables in the work environment and variables in performance effectiveness.

Table 2. Work Environment Validity Test (X)

Variable	R _{value}	R _{table}	Explanation
X1	0,998	0,207	Valid
X2	0,778	0,207	Valid
X3	0,958	0,207	Valid
X4	0,941	0,207	Valid
X5	0,944	0,207	Valid
X6	0,881	0,207	Valid
X7	0,915	0,207	Valid
X8	0,980	0,207	Valid
X9	0,777	0,207	Valid
X10	0,980	0,207	Valid
X11	0,998	0,207	Valid
X12	0,925	0,207	Valid
X13	0,948	0,207	Valid
X14	0,910	0,207	Valid
X15	0,925	0,207	Valid

X16	0,980	0,207	Valid
X17	0,871	0,207	Valid
X18	0,980	0,270	Valid

Source: Data processed by researchers

In research, if the instrument used is a questionnaire, the questionnaire can be said to be valid if the questions & statements are able to state what has been measured (Sugiyono, 2018). In this research, SPSS was used to process the data measurement results from the questionnaire with the results for each variable as follows :

Table 3. Validity Test of Employee Performance Variables (Y)

Variable	R _{value}	R _{table}	Explanation
Y1	0,797	0,207	Valid
Y2	0,898	0,207	Valid
Y3	0,885	0,207	Valid
Y4	0,943	0,207	Valid
Y5	0,969	0,207	Valid
Y6	0,927	0,207	Valid
Y7	0,952	0,207	Valid
Y8	0,947	0,207	Valid
Y9	0,909	0,207	Valid
Y10	0,854	0,207	Valid
Y11	0,816	0,207	Valid
Y12	0,909	0,207	Valid
Y13	0,952	0,207	Valid
Y14	0,931	0,207	Valid
Y15	0,919	0,207	Valid
Y16	0,950	0,207	Valid
Y17	0,931	0,207	Valid

Source: Data processed by researchers

The table above shows that the results of the questionnaire data obtained regarding employee performance as variable Y obtained valid results, because these results show that the average answer from the questionnaire is greater than r table ($r_{\text{Count}} > r_{\text{Table}}$ (0.270).

Reliability testing is usually carried out through calculating the Cronbach alpha coefficient. The assessment of whether a research instrument is considered reliable or not is based on a comparison between the Cronbach alpha value and the reference value (r_{table}). If the Cronbach alpha value is greater than the r_{table} value then the research instrument can be considered a reliable tool.

Table 4. Reliability Test Results

Variable	Alpha	Item	Cronbach's Alpha	Note
Work Environment (X)	0,988	18	0,6	Reliable
Employee Performance (Y)	0,986	17	0,6	Reliable

Source: Data processed by researchers

The table above shows that the results of the questionnaire data obtained regarding the work environment as variable $0,988 > 0,6$, and on employee performance as a variable (Y) to get results $0,986 > 0,6$.

The normality test is the most important component, this is because the normality test can identify whether the data is normally distributed data or not. Data that follows a normal distribution has the characteristic that the mean value, mode value, & median value have the same value. Therefore, if the data is assumed to follow a normal distribution then analysis can be carried out. In this study, the Kolmogorov-Smirnov statistical test was used to see whether the data was normal or not.

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		10
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.84400485
Most Extreme Differences	Absolute	.151
	Positive	.130
	Negative	-.151
Test Statistic		.151
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.		

Figure 4. Normality Test Results

Referring to the results listed from this SPSS, it can be seen that the SPSS results state that the normality test results obtained were $0,200 > 0.05$. Which means that the test results meet the standards as normal data.

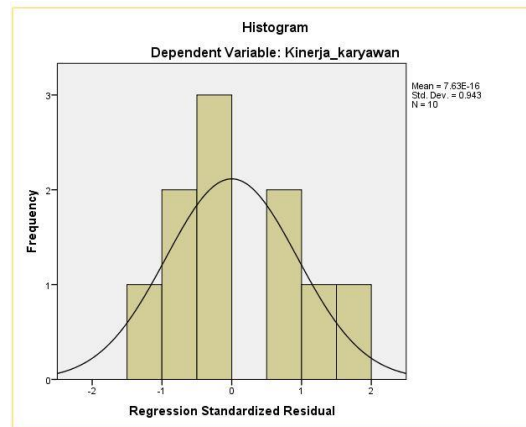


Figure 5. Normality Test Results in Histogram Form

From the picture above it can be seen that the results of the regression model show a normal distribution. This can be seen from the bell-shaped results so that it can be concluded that it meets the normality assumption.

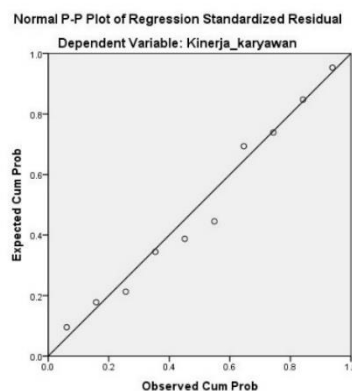


Figure 6. Probability Plot for Normality Test

Apart from data in the form of a histogram, there is data in the form of a graph, this graph is called a probability plot, from the results of the SPSS data calculations it can be seen that the points follow & approach the diagonal line. If the point follows the diagonal, this means that the calculated data is normally distributed.

Hypothesis testing plays a key role in testing statements expressed regarding population parameters. The hypothesis being tested is usually the null hypothesis (H_0). By testing the null hypothesis you can state whether the statement of H_0 is accepted or rejected. Hypothesis testing is also often referred to as a t test, where the basic rules applied in the t test decision are :

1. If there is a value from the calculated t that is greater than the t table value then there is an influence of the work environment as a variable (X) on employee performance as a variable (Y).
2. If the opposite happens, the value of the calculated t is smaller than the t table then this indicates that there is no influence of the work environment as a variable (X) on employee performance (Y).

With the T Test, it can be made easier to find out whether there is a dependent relationship between the independent variable (X) and the dependent variable (Y) with a significant t-table of 5% which was tested with SPSS with the following results :

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.098	12.259		1.721	.124
	Lingkungan_kerja	.752	.165	.849	4.553	.002

a. Dependent Variable: Kinerja_karyawan

Figure 7. T test results

From the picture presented regarding the results of the T Test via SPSS, it can be seen that the results obtained show that the work environment as a variable (x) t is 4,553. To find out the t-table value, this is done using the formula, the following formula is used: Value $a / 2 = 0.05 / 2 = 0.025$, where $Df = N - 1 = 9$. Value 0.025; 9, with these results it can be seen in the distribution of t table values, the resulting t table value is 2,262. Based on the results of data processing using the SPSS 24 software program, the regression equation can be $Y = 21.098 + 0.752X$. The value of the constant is 21.098 and is positive. This states that the work environment is (0), then the value of employee performance at the Pacific Palace Batam Hotel is 21,098. The figure 0.752 from this result can be interpreted as meaning that the

work environment as an independent variable has a positive influence on employee performance.

The significance value of 0.01 is smaller than 0.05, indicating that if the work environment (X) is zero or does not increase, employee performance (Y), and it can be explained that H0 is rejected and H1 is accepted. If the work environment is improved by one unit, there will also be an increase in employee performance (Y). The results of testing the F value in the spss calculation can be seen in the results called Anova in the Sig section, here are the conditions for viewing the sig value, namely (1) If the sig value is less than 0.05, this indicates that the hypothesis is acceptable; (2) On the other hand, if the Sig. more than 0.05 indicates that the hypothesis is rejected, simultaneously it can be interpreted that variable x has no effect on variable y.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	467.946	1	467.946	20.734	.002 ^b
	Residual	180.554	8	22.569		
	Total	648.500	9			

a. Dependent Variable: Kinerja_karyawan
b. Predictors: (Constant), Lingkungan_kerja

Figure 8. F Test Results

From the output results obtained, it shows that the Sig is 0.01. This indicates that the sig value of 0.01 is smaller than 0.05 so it can be said that the hypothesis is accepted, which means that variable x simultaneously has a positive effect on variable y. Meanwhile, there is also a search for the f test value by comparing the calculated F value and the F table value. For the calculated f there is 20.734, while to find out the value of the f table, a formula is needed, namely: $F_{table} = (K ; n-k)$, K is the symbol for the number of independent variables, in this study the independent variable is the work environment (1), for n is the symbol for the number respondents, in this study there were 10 respondents, and for k is 1, namely the work environment, if entered into the formula, namely: $F_{table} = (1 ; 10-1) = (1 ; 9)$. The results obtained can be used as a reference in viewing the F distribution in statistical tables. With this, the f table value is 5,12.

The comparison value of calculated f and table F is (1) If the value of calculated F is greater than table F, this indicates that variable x simultaneously influences variable y; (2) If

the calculated F value is smaller than table F, this indicates that simultaneously there is no influence of variable x on variable y. With this it can be stated that $f_{table} = 5.12$ and $f_{calculated} = 20.734$. Because the result of f count is $20.734 > f_{table} 5.12$, this indicates that the work environment as variable X has an influence on employee performance as variable Y.

The adjusted R² test in research functions as a measure in research to assess the extent to which the work environment influences the effectiveness of employee performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.849 ^a	.722	.687	4.751

a. Predictors: (Constant), Lingkungan_kerja

Figure 9. Adjusted R² Test Results

Based on the results of the output data above, it can be seen that the r square coefficient value is 0.722. The resulting numerical value of the coefficient of determination from r square is $0.722 = 72.2\%$. The results of this figure mean that the influence exerted by the work environment on the effectiveness of employee performance is 74.6% with the remainder ($100\% - 72.2\% = 27.8\%$) employee performance being influenced by other variables outside of this regression test.

With the results of the test output data, it can be seen that the work environment as a variable (X) partially influences employee performance as a variable (Y) significantly. This can be proven from the results of the r square coefficient test value of 0.722%, with this it can be concluded validly that the work environment has an influence on the effectiveness of employee performance, which is in accordance with the opinion (Panjaitan, 2018) who said that the work environment greatly influences work productivity. The development of employee performance at Hotel Pacific can be seen from the results of research conducted by (Suali, 2017) at the Pacific Palace Hotel Batam which is compared with the current research (2023) the performance of employees in the Pacific has also increased to become more optimal. From the results of this test, the results show that the work environment is one of the influences on the effectiveness of employee performance, providing reminders and awareness to maintain the work environment both physically and non-physically, so

that the smoothness and comfort of employees is maintained in an effort to provide optimal performance results.

CONCLUSION

Based on the research results presented in the previous chapter, there are several conclusions, namely :

1. From the results of the systematic calculations that have been carried out, it can be concluded that the work environment as a variable (X) has a significant influence on employee performance at the Pacific Palace Hotel Batam. This is shown through the spss calculation results from the T test with the t-count results being greater than the t-table, which indicates that the work environment has a significant effect on employee performance. The result of the regression equation is $Y = 21.098 + 0.752X$.
2. The results of the R-square coefficient test are 72.2%, this proves that the work environment has a 72.2% influence on the effectiveness of employee performance. This means that every time there is an increase in the quality provided by the work environment by 1, the performance of front office employees at the Pacific Palace Batam hotel will also experience an increase in quality by 72.2%. The better the work environment, the better the quality of performance provided by employees.
3. H_0 = Rejected because the work environment has no influence on the effectiveness of the performance of front office employees at the Pacific Palace Hotel, Batam
 H_1 = Accepted because the work environment has an influence on the effectiveness of employee performance.

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