

## REVIEW OF EMPLOYEE'S WORK MOTIVATION AT ARBORBIZ MAKASSAR HOTEL

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**Abstract.** The aim of this research is to find out the review of employee motivation at the Hotel Arborbiz Makassar. The type of research used is descriptive qualitative, in which the author describes the results of observations and direct interviews with employees at Hotel Arborbiz Makassar. Writing this Final Project is the result of research conducted from June to July 2022. The results showed that the work motivation of employees at Hotel Arborbiz Makassar was seen from several factors that influenced employee motivation, such as promotions, work performance, the work itself, awards, responsibilities and recognition from superiors.

**Keywords:** Employee Work Motivation.

### INTRODUCTION

Employees are one of the most important assets for the company. Employees or human capital are very important because they can generate additional value for the company, so the role and function of an employee aims to help expedite productivity and maximize performance and use time effectively, therefore employees do not work productively so the company will not develop properly. With employee satisfaction with the company, it is possible for employees to provide the best for the company requires motivation or encouragement from others to achieve what is the purpose of his life. Leaders of organizations or companies are people who work with the help of their subordinates, namely employees. just arbitrarily and not trying to get maximum results.

According to Pandji Anoraga (2003: 121) Work motivation is the willingness of employees to work that arises because of encouragement from within the employee concerned as a result of overall integration rather than personal needs, the influence of the physical environment and the influence of the social environment where the strength depends on the integration process.

Employee motivation plays an important role for the progress of the company. The goals of a company will be achieved when employees in a company can make the

best use of resources through motivation. This can be done by building the willingness of employees to work, not only that work motivation can also increase the level of efficiency of employees with a cooperative work environment, the company will experience an increase productivity and reduce operating costs, with this work motivation employees will lead to achieving company or organizational goals.

Hotel Arborbiz Makassar is an accommodation business entity or company engaged in services. So far, Hotel Arborbiz Makassar has provided services for the general public with 24-hour room service facilities, restaurants, complete facilities, meeting rooms, wifi areas, fitness labs, and laundry services. This facility is intended for those who stay at the hotel or those who only use certain facilities owned by the hotel. Therefore the company must have competent human resources, especially in terms of service. To maintain employee performance, it is necessary to maintain work motivation, so that employees will always have the motivation to work well and effectively for the development of the company.

### **LITERARY WORK**

Motivation is a process that encourages or influences someone to get or achieve what they want. Etymologically, motivation comes from the English word motivation, which has the basic word motive, which means a goal or any effort to encourage someone to do something. Motivation can be a force, energy or power, to move towards a certain goal, whether consciously or unconsciously. In general, the function of motivation is to be a driving force or attraction in an individual to want to do an action with a high level of enthusiasm or enthusiasm. Some of the functions of motivation include the following:

a) **Determining Fast or Slow Action**

Motivation can also function as a promoter, namely a driving or driving engine that will give strength to an individual in carrying out an action. Someone who is already motivated will determine what efforts must be taken later so that the desired goal is achieved more quickly.

b) **Selecting Actions**

Someone who has been instilled motivation within himself will also make a certain effort when he is about to take action to achieve the desired result. That way, this motivation also functions as a selector to help an individual to get rid of actions that are not related to his goals.

c) **Determine the Direction You Want to Achieve**

Motivation can also function as a guide, meaning that motivation can describe the direction of activities carried out by an individual in accordance with the goals to be achieved. In this context, there are two types of directions that can be achieved, namely positive directions and negative directions.



**Image 1**  
**Abraham H. Maslow's Theory of Needs**

Human Resources has a very important role for the company. Employees are an asset to the company, because the success of the company can be achieved because there are competent employees in the company. With good quality performance from employees will have a positive effect on employees and the company itself. Every company that is able to compete must have qualified and competent human resources. But to form employees with good performance, of course the company must provide a training and development program for every employee in the company.

This training or training will be very beneficial for the company and its employees. By participating in employee training, their knowledge and abilities will increase so that the company is able to develop and compete with its competitors. Every company will definitely need competent employees to increase company profits. Training is a process that will educate and train every employee in terms of attitude and skills so that they are able to be responsible for their work. Training is one of the most effective tools for improving employee skills and company profits.

## **RESEARCH METHODS**

Research sites In preparing this Final Project, this research was conducted at the Hotel Arborbiz Makassar Kima Square, Jl. Independence Pioneer No.KM. 16, Daya, Kec. Biringkanaya, Makassar City, South Sulawesi 90242. In completing this final assignment, the type of data that the author uses to support research is qualitative data, where data is obtained through direct observation and interviews with the Head of HRD and Employees at Hotel Arborbiz Makassar.

As for the design of this study, researchers collect the necessary data from existing sources. After analyzing the results of the research and discussion obtained, the researcher draws conclusions and further provide suggestions that are deemed necessary and input on existing problems.

Data obtained directly in the field by conducting direct observations and interviews related to the review of employee motivation at the Hotel Arborbiz Makassar. Secondary data, namely data obtained through written reports and the company's

organizational structure, which relates to the review of employee motivation. The data analysis techniques that the authors do are as follows:

- a. collect research data in the form of direct observation such as interviews.
- b. Analyzing the results of the data obtained in accordance with the theory used.
- c. Summarize the results and discussion that has been analyzed.

## RESULTS AND DISCUSSION

### A. Presentation of Research Results Data

After conducting research at the Arborbiz Makassar Hotel using the Observation, Interview, and direct field research methods, the researcher describes the indicators of work motivation as follows:

1. Effect of duties and responsibilities of employees on employee motivation

From the results of interviews with Ms. Utami Asmarani in the HRGA section (Human Resources and General Affair), and Mr. Budi Santoso in the head chef section, the following information was obtained:

Researcher : "In your opinion, do the duties and responsibilities of the job affect employee motivation?"

Mother : "Very influential because we feel that responsibility is an obligation that must be fulfilled in exchange for the benefits received from the company."

Father : "It is very influential because we as employees have an obligation to bear everything that is delegated to us by the company".

Based on the results of the interview above, it can be seen that responsibility is a condition that makes a person have an obligation to bear everything that is delegated to that individual. In the work environment both bosses and employees have different responsibilities depending on the position they occupy. The greater the responsibility given by superiors to their employees, the greater the encouragement or motivation employees have to work better and more effectively, because giving responsibility is a form of trust from the company or superiors to employees in an effort to advance and develop the company.

1. Job performance affects employee motivation

Based on the results of interviews with Mrs. Utami Asmarani and Mr. Budi Santoso, the following data were obtained:

Researcher : "In your opinion, does work performance affect work motivation?employee ?"

Mother : "Yes, it has an effect, for work performance itself at the Arborbiz Makassar Hotel it is assessed every two months in each department there is a representative. With the selection of the best employees, it will automatically increase and encourage employee motivation."

Father : "Obviously very influential, because when we have good work performance will increase enthusiasm and motivate our work as employees."

Based on the interview results above, it can be seen that, in a company, each employee has a different performance. The work performance of productive employees will help the development of the company, employees who have good work performance or above the average performance of other employees will get rewards or bonuses from the company besides that the company can also announce the achievements of its employees. Thus, employee morale or work motivation will automatically increase. Through their achievements, employees who have worked

hard to meet company targets will feel satisfied because they have received good work ratings.

2. How opportunities for advancement influence motivation

Based on the results of interviews with Mrs. Utami Asmarani and Mr. Budi Santoso, the following data were obtained:

Researcher : "In your opinion, how good is your chance of getting a promotion"?

Mother : "The opportunity for promotion depends on the performance and responsibility of an employee towards his work"

Father : "Especially in hospitality, the career path is very high and the opportunities are huge. Moreover, if we have been working for a long time, the chances of advancing are higher. That's one thing that makes employees motivated at work.

From the results of the interview above, it can be seen that every employee wants to have a good career path because a good career path is a benchmark for the success of each individual. Therefore, the opportunity to advance is one of the things that motivates employees to improve their performance.

3. The influence of superior recognition

Based on the results of interviews with Mrs. Utami Asmarani and Mr. Budi Santoso, the following data were obtained:

Researcher : "In your opinion, does recognition from superiors greatly affect employee motivation"?

Mother : "Yes, it is very influential, because if we are appreciated or given awards it will greatly affect employee motivation."

Father : "Yes, it influences, because when we are given appreciation or awards it adds to our enthusiasm for work."

Based on the interview results above, it can be seen that recognition of the ability or expertise possessed by employees in a job is an obligation for superiors. Superior recognition plays an important role in increasing employee motivation. Because this recognition is a form of compensation that must be given by superiors to employees as a result of their contribution to the company.

4. The impact of challenging work

Based on the results of interviews with Mrs. Utami Asmarani and Mr. Budi Santoso, the following data were obtained:

Researcher : "Are you happy with challenging work and does challenging work affect employee motivation"?

Mother : "Yes, I am happy with challenging work but it must be in accordance with my expertise and of course it greatly influences work motivation, of course."

Father : "For jobs that are challenging personally, I feel happy because I can test my own abilities and it is also work motivation."

From the results of the interviews above, the two informants said that challenging jobs are jobs that provide opportunities to use one's abilities or skills in doing their jobs. In addition, challenging work can also eliminate boredom when working in a routine. Some employees like challenging work because it is considered to increase their enthusiasm for work.

5. Constraints that affect employee motivation

Based on the results of interviews with Ms. Utami Asmarani and Mr. Budi Santoso, the following information was obtained:

Researcher : "In your opinion, what are the constraints that affect employee motivation"?

Mother : "The obstacle is that there is pressure at work that greatly affects work, relations among employees and the promised benefits".

Father : "Personally the constraints themselves affect motivation at work, namely the work environment, the benefits promised and the pressure at work are very influential".

Based on the results of the interviews above, the two informants said that, in achieving the goals of a company, employees must have high work motivation. Work motivation has a very important role for the company because motivation is a factor that encourages individuals to do their work effectively and efficiently to achieve a goal.

In an effort to achieve the goals of a company, there are always obstacles that can get in the way. In this case these constraints can have an impact on decreasing employee motivation. Based on the results of research at the Arborbiz Makassar Hotel, according to the employees who worked there there were several obstacles they experienced while working at the Arborbiz Makassar Hotel. These obstacles include:

- a. Work environment
- b. Relations between employees
- c. Work Pressure
- d. Inappropriate Allowances

## **B. Discussion**

Human resources are individuals who work as a driving force for the company, therefore human resources have a very important role for the company. For a company, employees are an asset, because the company's success can be achieved because of competent employees. Motivation at work can affect employee competence, the greater the employee's work motivation, the better the performance and vice versa.

Some respondents said that work responsibility is one of the motivations that encourages them to work more effectively. For them, responsibility is an obligation that they must fulfill in exchange for the benefits they have received from the company. In addition to work responsibilities, work performance also affects the work motivation of employees there, because for employees who can achieve a work performance, the employee will get a reward according to the achievements he has achieved. The reward can be in the form of a bonus or a salary increase.

Salary is a form of positive motivation for employee remuneration, an inappropriate salary will cause work motivation to decrease and even employees will leave their jobs. Therefore, the company must provide employee remuneration in accordance with their position and responsibilities. Based on the review of research results, it can be seen that salary or wages is the main motivation for Hotel Arborbiz Makassar employees in carrying out their responsibilities. The longer an employee serves the company, the greater the chance for advancement and the greater the chance of getting a raise.

In addition to salary, superior recognition of employee performance is also one of the things that affects the work motivation of employees working at the Arborbiz Makassar Hotel, because superior recognition is a form of appreciation to employees for their dedication to the company, this recognition makes employees happy and more

enthusiastic at work . This enthusiasm is an encouragement for employees to work even better, so that it can have a good impact on the development of the company.

According to respondents who have been interviewed by researchers, in addition to the above, challenging work also influences employee motivation at the Arborbiz Makassar Hotel because according to them challenging work can add insight and will add to their experience at work.

## **CONCLUSION**

Based on the analysis of the results of research conducted at the Hotel Arborbiz Makassar, the researchers draw the following conclusions:

1. The review of employee motivation at the Hotel Arborbiz Makassar can be said to be quite good. There are several indicators that influence employee motivation at the Arborbiz Hotel Makassar, namely work responsibilities, work performance, opportunities for employees to advance, recognition from superiors and challenging jobs. These things have an increasing impact on work motivation for employees who work at Hotel Arborbiz Makassar, thereby encouraging employees to work better and more effectively.
2. There are several obstacles that can hinder the emergence of work motivation in employees who work at the Hotel Arborbiz Makassar. These constraints consist of an uncomfortable work environment, poor employee relations, high work pressure, and benefits that are not in accordance with the workload given.

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