

Analysis Of The Influence Of Training Effectiveness, Work Environment And Job Satisfaction On Employee Performance In The Tourism Industry

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Abstract:

The purpose of this study is to ascertain how employee performance is impacted by work environment, soft skill development, and job happiness. Researchers employed both qualitative and quantitative research techniques, as well as descriptive research, in this study. Permanent employees are the target population in this study. Nonprobability sampling strategies were employed by researchers. Next, judgment sampling a non-probability sampling method was employed in this study, with a sample size of 100 employees. Survey techniques are used in data collection. Under the survey research approach, questionnaires are distributed after in-depth interviews are completed by researchers. Multiple regression analyses have been used in this study. The study's findings indicate that training in soft skills and job satisfaction both positively and significantly affect employee performance. This implies that enhancing job satisfaction and developing soft skills in staff members can benefit their performance. However, the study's findings indicate that employee performance is not much impacted by the workplace. However, efforts to improve the work environment are still important to increase the overall well-being and satisfaction of employees, even though they do not directly affect their performance. As a recommendation, companies can pay more attention to and improve programs that can increase employee job satisfaction and soft skills training to support improving their performance.

Keywords: job satisfaction, training, work environment, employee performance.

Introduction

The development of Indonesian tourism has shown encouraging figures. The tourism business is increasingly promising for tourism entrepreneurs to run, which has encouraged the development of the tourism industry in Indonesia to grow rapidly. With the success of tourism in Indonesia, there are factors that support the progress of Indonesian tourism (William, 2020). The fact is that there are many foreign tourists who come to travel to Indonesia. To make the tourism sector a new engine of economic growth, of course, it is not as easy as turning the palm of your hand; it requires hard work and effective strategies so that Indonesian tourism is increasingly attractive to foreign and domestic tourists. One strategy is the availability of supporting facilities needed by foreign tourists. The facilities needed by foreign tourists must be available at tourist locations. So that foreign tourist can stay longer in Indonesia, there must be many international-standard hotels and accommodations available. At tourist locations, there must also be many clean toilets, souvenir shops, and restaurants that provide a variety of local and international food menus. Apart from that, it is also necessary to build international-standard hospitals in leading tourist destinations to attract foreign tourists (Mahdi et al., 2023).

The provision of tourism infrastructure facilities is not only the responsibility of the government but is also largely managed by the private sector, such as hotel accommodation facilities, restaurants, entertainment venues, tourist rides, tourism areas, and other tourist attractions. Private involvement in managing tourism infrastructure not only provides efficiency but also creates many job opportunities and has a positive impact on the local community's economy. In supporting the tourism sector, travel agents, or tour operators, have an important role in planning and organizing tours that are used as tour packages. The accommodation sector is also one of the key sectors in the tourism industry, where accommodation and lodging are the largest subsectors in the entire industry. Job satisfaction is an important factor that can influence employee performance in the tourism sector. By providing job satisfaction to employees, both in terms of compensation, work environment, and opportunities for self-development, it will increase employee motivation and performance in providing the best service to customers (Bayissa, 2021).

The next factor in the low performance of an employee is soft skills. Soft skills in the workplace are a major issue among human resources and business professionals, and the survey was conducted with a view to finding out how organizations define this term, whether and how soft skills are valued, assessment tools, training and development methods, and their impact on overall business performance. The purpose of this survey is to gather information that will enable organizations to create workplace initiatives that will enhance employees' soft skills. The work environment is another element that can affect an employee's performance. Creating a healthy work environment is the biggest problem facing businesses today in order to properly influence and drive employee performance (Iskandar et al., 2024). Next, what is required to establish a positive work atmosphere, such the ability for employees to freely express themselves and for superiors to value their perspectives, so that workers are inspired to take action. Every element that interacts with an employee's body and mind is a part of their work environment. Organizational psychology states that in order to improve efficacy and boost productivity, the physical, mental, and social environments in which workers collaborate and do their work must be examined. The primary objective is to create a setting that guarantees ease of work and gets rid of everything that can lead to irritation, fear, or anxiety. Work performance can be maximized and weariness, burnout, and boredom can be reduced in a pleasant setting (Ahmed, 2022).

Layoffs frequently result from a deterioration in employee performance, which is a critical component in evaluating the performance of the organization. Discipline and subpar work output typically have an impact on this choice. Companies are required to give information to the local personnel department when terminating employees, both domestic and foreign workers. This is done in order to examine the workforce sizes of all local businesses. Employee confidence in their actions and their commitment to the accomplishment of company objectives are reflected in their performance (Kusumaningrum et al., 2023). Good performance from workers is a reflection of their perceptions of how their actions and contributions help the company succeed. Work promotions, compensation policies, and performance reviews all have a significant role in determining how well employees perform. Businesses can enhance worker performance and more successfully accomplish organizational goals by focusing on these

aspects (Yuliana & Tannady, 2019).

Literature Review

Employee happiness refers to how satisfied they are with different aspects of their jobs. The majority of people don't love everything about their jobs; their level of happiness varies depending on how they feel about certain aspects like coworkers, promotions, and supervision (Madyatmadja et al., 2020). A number of factors, including motivation, job involvement, work mitigation, turnover, and perceived stress, have a substantial link with job satisfaction. An individual's general attitude about their work is referred to as job satisfaction. A person who is highly satisfied with their work demonstrates a good attitude toward their work, whereas a person who is not content with their work displays a negative attitude toward it (Gunaseelan, 2022). A person's success is mostly determined by their soft talents, which include diligence, performance, integrity, foresight, and self-control. Soft talents are life skills and abilities that one needs to have on an individual, social, or group level as well as in one's relationship with the Creator. A person's life skills greatly depend on their soft talents. Workers that require abilities unrelated to technical expertise, such as interpersonal and adaptability skills, are said to possess soft skills. Intrapersonal competencies like self-management and interpersonal competencies like interpersonal communication are examples of soft skills (Ratnasari et al., 2023).

The surroundings in which employees operate have an impact on their capacity to complete duties as delegated. The tools that employees use to do their jobs and which may have an impact on the task itself make up the work environment. The term "work environment" refers to the entirety of the equipment and supplies used, the surrounding area in which an individual works, the work procedures followed, and the organizational setup for both individual and group tasks (Hassan, 2023). A good or suitable working environment is one in which individuals can perform their tasks as effectively, safely, healthily, and comfortably as possible. Long-term results can be observed regarding the suitability of the work environment; in addition, unsatisfactory work environments can result in increased labor and time requirements and hinder the development of an effective work system design (Tannady et al., 2022). Performance essentially refers to the actions or inactions workers take while doing their jobs. Performance is the actual conduct that each person exhibits as a result of their accomplishments at work in relation to their position within the organization (Hung, 2021). Performance is the outcome that a specific job function produces. The abilities, skills, and aspirations attained are the outcomes of this work. The work results that an employee in a firm can accomplish in line with their specific authority and responsibilities in an attempt to lawfully accomplish company goals without breaching the law or going against morals or ethics is known as employee performance.

Methodology

In this research, researchers used quantitative and qualitative research methods as well as descriptive research. The qualitative method is carried out through in-depth interviews, while the quantitative method is carried out through distributing questionnaires. Data is processed and explained using descriptive research to create descriptive paragraphs. Permanent employees are the research's target population. Researchers employed judgment sampling in nonprobability sampling methods. There were one hundred samples used. Researchers employed both primary and secondary data collection techniques. In this study, the researcher opted for a survey approach, which involved conducting in-depth interviews with multiple employees and thereafter dispensing questionnaires to participants. The researchers employed a Likert measurement scale in the questionnaire. The link between the independent factors (job happiness, training in soft skills, and work environment) and the dependent variable (employee performance) is examined in this study using multiple regression analysis. Researchers can determine the degree to which the independent variable affects the dependent variable by employing this technique.

Case studies

The findings of the study demonstrate that employee performance is significantly impacted by job satisfaction. This highlights how crucial it is to consider job satisfaction as a factor that might boost workers' output and effectiveness.

The alternative hypothesis is accepted and the null hypothesis is rejected, leading to the conclusion that work satisfaction and employee performance are positively correlated. Companies can take a number of actions to boost employee job satisfaction, including offering opportunities for professional development, fostering a happy and inclusive work environment, and recognizing excellent performance. It is believed that doing this will increase employee motivation to give their all, which will ultimately improve the performance of the business as a whole. The study's findings support the notion that employee performance is significantly impacted by soft skills training. This demonstrates how soft skill training can raise workers' productivity levels overall. The alternative hypothesis (H2) is accepted and the null hypothesis (H0) is rejected, leading to the conclusion that employee performance and soft skills training are positively correlated. It is crucial to keep in mind that a positive work environment still has a substantial impact on raising employee satisfaction and well-being, even when the research results indicate that it has no discernible effect on employee performance. Although it has an indirect impact on workers' performance, a favorable work environment can foster a more positive attitude and inspire them to perform better. In this context, companies can consider continuing to improve the work environment so that it remains comfortable and enjoyable for employees. Efforts to create a positive work environment may include improving facilities, promoting mental health, and improving communication between management and employees. In addition, developing employee soft skills remains important as part of a strategy to improve their overall performance. Soft skills such as communication, leadership, and teamwork can help employees work more effectively and efficiently. By doing this, businesses can foster an environment where employees are encouraged to develop their talents in order to perform to their best potential even when the work environment may not have a large direct impact on performance.

The study's findings suggest that there are a number of important discoveries on employee performance. First, employee performance is positively impacted by work satisfaction (H1), demonstrating the significance of addressing job satisfaction in order to enhance performance. Second, employee performance is positively impacted by soft skills training (H2), highlighting the significance of developing soft skills in enhancing performance. Interesting results, however, are found for the work environment variable (H3), which indicates that performance is not greatly affected by improving the work environment and instead has a negative influence on employee performance. It is possible to infer various conclusions from this situation. First and foremost, it's critical that businesses prioritize raising worker job satisfaction through a variety of strategies, including offering opportunities for professional development, enhancing communication, and recognizing achievements. Second, businesses must keep providing relevant and efficient training to employees to help them build their soft skills. Third, despite the fact that performance is not directly impacted by the workplace, employers nonetheless need to provide a welcoming and encouraging atmosphere for workers' welfare. It is envisaged that businesses would be able to enhance overall worker performance and establish a more favorable work environment by taking note of these findings.

The data processing results indicate that job happiness has a beneficial impact on employee performance. This result is in line with earlier studies that found a favorable relationship between job satisfaction and worker performance. The profile of respondents, who are primarily in the 25–30 age group and comprise Generation Y, lends further credence to this conclusion. Based on this age range, it may be inferred that worker in Generation Y are particularly concerned with workspaces and designs that promote job satisfaction. Their performance may be adversely affected by job unhappiness. An employee's reaction to how closely their expectations and the actual performance of their perceived job design align is known as job satisfaction or discontent. Employee performance is therefore positively correlated with the quality of the workspace and job design that the organization offers its staff. Therefore, in order to improve Generation Y employees' job satisfaction and performance, employers must consider their needs with regard to workspace and job design.

The hypothesis test's findings demonstrate the beneficial impact of soft skill training on worker performance. This result is consistent with earlier studies that demonstrate the beneficial effects of soft skills training on worker performance. The profile of respondents, who are primarily in the 25–30 age group and comprise Generation Y, lends further credence to this conclusion. Based on this age range, it can be inferred that worker in Generation Y are continually looking for training that will help them better their talents, skills, and knowledge in relation to their current jobs. Soft qualities such as being a strong learner, creative, highly driven individual, and constantly striving for greater accomplishments are required of Generation Y. Thus, with sufficient soft skill training provided by the organization, employee performance can be enhanced and higher performance can be attained. Consequently, in order to

enhance the performance and capacities of Generation Y employees in line with the ever-more-complex demands of their jobs, firms must give careful consideration to the training needs of this group. The study's findings indicate that employee performance is negatively impacted by the workplace. This result is in line with other studies that have demonstrated that employee performance is not much impacted by the workplace. This conclusion is further supported by the respondent profile, which is predominately made up of workers from marketing, operations, and other departments. Employees in this department are rarely in the office and do not have direct contact with superiors, so the work environment does not really influence their performance. In addition, the results of the respondent profiles also show that the majority of employees have worked for 2–5 years, which indicates that the work environment is considered good by them. This shows that not all employees prioritize the work environment when improving performance, but rather job satisfaction. Consequently, employee performance is not much impacted by the work environment; rather, it just has a big impact on job satisfaction. As a result, businesses must recognize that every worker has unique preferences for their workplace. Companies still need to focus on areas of the work environment that can improve employee satisfaction and well-being, even though the work environment has little bearing on performance.

Conclusion

The study's findings support the notion that worker performance is significantly impacted by job satisfaction. This is demonstrated by the t-value of 2.7, the significance level of 0.02 and the rejection of the null hypothesis (H_0) and acceptance of the alternative hypothesis (H_1), which claims that work satisfaction and employee performance are positively correlated. Employee performance is also significantly impacted by soft skills training. The t-value is 6.3, rejecting H_0 and accepting H_2 , and the significance level is 0.000. These results indicate that employee performance is positively impacted by soft skills training. Employee performance is not significantly impacted by the workplace. This is demonstrated by the computed t value of 2.1, the significance level of 0.09, the acceptance of H_0 , and the rejection of H_3 , all of which indicate that there is no relationship between employee performance and the work environment. Thus, while efforts to improve the work environment may not have a substantial impact on employee performance, organizations should concentrate on training employees in soft skills and enhancing job satisfaction to improve employee performance. It is evident that training in soft skills and job satisfaction both positively and significantly impact employee performance. This implies that enhancing job satisfaction and developing soft skills in staff members can benefit their performance. However, the study's findings indicate that employee performance is not much impacted by the workplace. However, efforts to improve the work environment are still important to increase the overall well-being and satisfaction of employees, even though they do not directly affect their performance. As a recommendation, companies can pay more attention to and improve programs that can increase employee job satisfaction and soft skills training to support improving their performance.

Based on the research findings, there are several suggestions that can be given to future researchers to improve the quality of their research. First, increasing the number of research samples can increase the validity and reliability of research results, thereby providing more accurate and representative results. Second, involving companies from various industries other than tourism, such as retail, banking, and other sectors, can provide a broader perspective on the factors that influence employee performance. Third, using various types of respondent characteristics such as age, gender, education, and work experience can provide deeper insight into how these factors influence employee performance, which in turn can enrich the analysis and interpretation of research results. Fourth, involving more tourism companies in the research could increase the generalizability of the results, considering that each company has unique contexts and characteristics that can influence employee performance. Lastly, a more comprehensive picture of the elements influencing employee performance can be obtained by including other variables like job motivation and incentives. This can assist businesses in creating staff performance improvement methods that are more effective overall. It is envisaged that by putting these recommendations into practice, later researchers will be able to conduct more thorough studies and contribute more to our knowledge of the variables affecting worker performance.

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