

ABSTRAK

Pasca Pandemi Covid-19 belum sepenuhnya keterisian Hotel dari berbagai jenis dengan optimal dan dugaan adanya informasi bahwa pihak Asing akan mengakuisisi beberapa Hotel dari mulai kelas melati dan bintang empat pada daerah Jakarta sampai dengan Tangerang Selatan. Dugaan adanya permasalahan internal pada setiap Hotel dengan Bintang Empat kebawah, maka diperlukan penelitian mengenai pengaruh kerjasama tim terhadap kinerja karyawan melalui motivasi kerja karyawan. Metode penelitian ini menggunakan pendekatan secara kuantitatif, dimana pengumpulan data melalui kuesioner, wawancara dan studi literatur yang berkaitan dengan penelitian ini diolah menggunakan uji hipotesis Structural Equation Model (SEM) dengan software AMOS. Populasi didalam penelitian ini adalah karyawan-karyawan Hotel yang bekerja pada Hotel Bintang Empat kebawah yaitu Hotel kelas melati sampai dengan hotel bintang tiga dan bintang empat. Karena populasi didalam penelitian ini terlalu besar maka peneliti menentukan sebanyak 200 responden sebagai syarat minimal didalam perhitungan SEM dalam penelitian ini. Hasil penelitian ini menunjukkan bahwa struktur organisasi dan keterbatasan sumber daya mempengaruhi kerjasama tim dan kinerja karyawan. Budaya individualistik dan kurangnya pelatihan tentang kerjasama tim membuat karyawan cenderung bekerja secara independen. Namun, kerjasama tim terbukti memiliki dampak positif signifikan terhadap motivasi kerja. Hotel dengan sumber daya terbatas, dukungan tim memberikan insentif emosional bagi karyawan, dan pertukaran ide dalam tim meningkatkan komitmen karyawan terhadap pekerjaan. Motivasi kerja ini sangat penting untuk meningkatkan kinerja, terutama di lingkungan dengan sumber daya terbatas seperti hotel bintang empat ke bawah. Motivasi karyawan berperan sebagai mediator antara kerjasama tim dan kinerja karyawan, di mana lingkungan kerja yang mendukung dan kerjasama tim yang efektif mempengaruhi motivasi dan kinerja karyawan secara positif.

Kata kunci : Kerjasama tim, motivasi kerja, kinerja karyawan, hotel bintang empat.

ABSTRACT

After the Covid-19 Pandemic, hotels of various types were not fully occupied optimally and it was suspected that there was information that foreign parties would acquire several hotels, starting from the jasmine class and four stars in the Jakarta area to South Tangerang. Alleged that there are internal problems in every Hotel with Four Stars and below, it is necessary to study the effect of teamwork on employee performance through employee motivation. This research method uses a quantitative approach, where data collection through questionnaires, interviews and literature studies related to this research is processed using the Structural Equation Model (SEM) hypothesis test with AMOS software. The population in this study were hotel employees who worked at four-star hotels and below, namely jasmine-class hotels up to three-star and four-star hotels. Because the population in this study was too large, the researchers determined as many as 200 respondents as a minimum requirement in the SEM calculations in this study. The results of this study indicate that organizational structure and limited resources affect teamwork and employee performance. The individualistic culture and lack of training on teamwork predispose employees to work independently. However, teamwork is proven to have a significant positive impact on work motivation. Hotels with limited resources, team support provide emotional incentives for employees, and the exchange of ideas within the team increases employee commitment to work. This work motivation is very important to improve performance, especially in environments with limited resources such as four-star hotels and below. Employee motivation acts as a mediator between teamwork and employee performance, where a supportive work environment and effective teamwork influence employee motivation and performance positively.

Keywords: Teamwork, work motivation, employee performance, four star hotel.