

ABSTRAK

Industri perhotelan yang semakin kompetitif menuntut setiap hotel untuk senantiasa meningkatkan kualitas layanan guna mempertahankan keberlangsungan dan daya saingnya. Grand Hatika Hotel Belitung, sebagai hotel bintang empat yang berlokasi di Kabupaten Belitung, tengah menghadapi tantangan dalam hal kinerja karyawan, yang tercermin dari rendahnya penilaian konsumen dibandingkan dengan hotel sejenis lainnya. Selain itu, ditemukan beberapa permasalahan kinerja, seperti kurangnya inisiatif kerja, lemahnya kerja sama antarpegawai, serta rendahnya rasa tanggung jawab terhadap tugas yang diberikan. Permasalahan ini menunjukkan adanya indikasi bahwa faktor internal seperti kompetensi (*competence*), kerjasama tim (*teamwork*), dan lingkungan kerja (*work environment*) belum sepenuhnya optimal. Penelitian ini bertujuan untuk menganalisis pengaruh *competence*, *teamwork*, dan *work environment* terhadap *employee performance* secara simultan maupun parsial pada Grand Hatika Hotel Belitung. Penelitian ini menggunakan pendekatan kuantitatif dengan metode deskriptif dan verifikatif. Teknik pengumpulan data dilakukan melalui penyebaran kuesioner kepada seluruh karyawan yang berjumlah 60 responden dengan menggunakan teknik sampling jenuh. Analisis data meliputi uji validitas, uji reliabilitas, transformasi data menggunakan *Method of Successive Interval (MSI)*, analisis regresi linier berganda, korelasi berganda, koefisien determinasi, serta uji hipotesis melalui uji F dan uji t. Hasil penelitian menunjukkan bahwa secara simultan *competence*, *teamwork*, dan *work environment* berpengaruh positif dan signifikan terhadap *employee performance* sebesar 69%. Secara parsial, *work environment* memberikan pengaruh paling dominan sebesar 29,0%, diikuti oleh *competence* sebesar 23,3%, dan *teamwork* sebesar 16,7%. Temuan ini menegaskan bahwa peningkatan kualitas *work environment* perlu menjadi prioritas utama, disertai dengan penguatan *competence* individu dan *teamwork* untuk mengoptimalkan *employee performance* secara menyeluruh.

Kata Kunci: *Competence, Teamwork, Work Environment, Employee Performant*

ABSTRACT

improving service quality in order to maintain its sustainability and competitiveness. Grand Hatika Hotel Belitung, a four-star hotel located in Belitung Regency, is facing challenges in terms of employee performance, as reflected in low consumer ratings compared to other similar hotels. In addition, several performance issues have been identified, such as a lack of initiative, weak cooperation among employees, and a low sense of responsibility for assigned tasks. These issues indicate that internal factors such as competence, teamwork, and work environment have not been fully optimized. This study aims to analyze the influence of competence, teamwork, and work environment on employee performance simultaneously and partially at Grand Hatika Hotel Belitung. This study uses a quantitative approach with descriptive and verifiable methods. Data collection techniques were carried out by distributing questionnaires to all employees, totaling 60 respondents, using saturated sampling techniques. Data analysis includes validity testing, reliability testing, data transformation using the Method of Successive Interval (MSI), multiple linear regression analysis, multiple correlation, coefficient of determination, and hypothesis testing through F-tests and t-tests. The results of the study indicate that competence, teamwork, and work environment simultaneously have a positive and significant effect on employee performance by 69%. Partially, work environment has the most dominant influence at 29.0%, followed by competence at 23.3%, and teamwork at 16.7%. These findings confirm that improving the quality of the work environment should be a top priority, accompanied by strengthening individual competence and teamwork to optimize employee performance as a whole.

Keywords: Competence, Teamwork, Work Environment, Employee Performance