

Analisis Self-Efficacy and Job Satisfaction on Employee Performance at Lotus Garden Hotel Kediri

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Article Information		Abstract
Submission date	02/01/2025	<p>Research aim : The purpose of this research is to examine the effect of Self Efficacy variables and Job Satisfaction variables partially and simultaneously on employee performance variables at Lotus Garden Hotel Kediri.</p> <p>Design/Method/Approach : This research methodology combines quantitative and causality methods. All Lotus Garden Hotel Kediri staff members from every department made up the study's population, and 44 respondents made up the sample, which was then subjected to multiple linear regression analysis.</p> <p>Research Finding : According to the study's findings, employee performance indicators are significantly impacted, partially and concurrently, by the variables of job satisfaction and self-efficacy.</p> <p>Theoretical contribution/Originality : The impact of the job satisfaction and self-efficacy variables on the employee performance variable is not well covered in research, especially when it comes to non-service businesses. The novelty is that this research was conducted in the service industry sector, namely hospitality.</p> <p>Practitioner/Policy implication : May function as a guide for HR managers looking to enhance worker performance in the hospitality sector.</p> <p>Research limitation : The research's drawback is that it leaves out a large number of independent factors that may also have an impact on worker performance.</p> <p>Keywords : Self Efficacy, Job Satisfaction, Employee Performance</p>
Revised date	12/03/2025	
Accepted date	15/03/2025	

1. Introduction

Over the past few years, the hospitality and tourist sector has experienced a tremendous amount of expansion. Nowadays, along with the times, the demand for companies to always develop is getting stronger starting from the system, equipment and quality of human [1]. Basically, the key to the development of a company lies in employees who are one of the determining resources that can be reviewed from the results of work productivity and also examined from the quality of their work [2]. The management of human resources (HR) must

be done with a good effort so that each person can carry out the assigned tasks and feel comfortable so that later it can produce a proportional quality of HR in the company and encourage progress and competitive competition [3]. Obviously, the business must also make sure that workers who have received training and development will contribute to the successful accomplishment of company objectives. Employees who have the ability to perform tasks competently, even willing to exceed the responsibilities that have been set by the company are assets that are highly expected by the company [4]. As we know, the hospitality industry is engaged in services or services, the quality of the service itself is certainly the most crucial thing and greatly affects the quality of the company. So with this, self-efficacy or the ability of employees to do their job becomes an important point that must be emphasized by the company. Employee job fulfillment is another element that is seen to be essential to preserving the standard of employee performance in an organization. These two things will greatly affect the performance given by employees in a company.

According to Nduru, Malau, and Setyaningrum (2024), a belief that someone has in their ability to be able to do something is called self-efficacy [3]. Bandura's theory also supports this variable which states that self-efficacy is some capability or talent and belief of individuals has to perform and organize actions in accordance with what is desired [5]. The influence of individual work behavior can be reviewed, especially individuals who have high self-efficacy, of course, have an effective and efficient way to solve problems in their work. Good self-efficacy is able to influence employee job satisfaction so that they have an optimistic attitude and always hold firm commitments. Self-efficacy is able to encourage employees to find alternative problem solving from conflicts that occur so that it will have an impact on employee satisfaction at work [1]. Multiple research studies demonstrate that psychological elements like job satisfaction and self-efficacy are thought to have a notable impact on employee performance. Self efficacy helps employees face job challenges, while job satisfaction provides a sense of comfort to support productivity [6]. However, the influence of these two factors is not widely known in the context of the hospitality or hotel industry.

The relationship between the state physically, mentally and the influence of the work environment to play a role in each of its parts can be said to be job satisfaction. The basic theory of job satisfaction is the term goal setting theory which is a form of one of the motivational theories put forward by Locke (1968) [7]. In a result of the perception of employees' thoughts that the work done can provide or produce something for an organization can be said to be job satisfaction [8]. Every business hopes to have workers that are satisfied in their current positions. The right strategy needs to be implemented to overcome the impact of employee dissatisfaction with their jobs, whether in compensation or salary adjustments, employee promotion opportunities, a healthy environment, and other actions that support employee satisfaction [1]. It may be suggested that a positive work environment can surely boost employee job satisfaction, whilst a terrible work environment can undoubtedly cause stress and an overwhelming heavy loads. Creating job satisfaction is one of the best steps to foster employee morale, dedication, and discipline. Employee dissatisfaction will reduce the quality

and productivity of employees in providing services. According to (Dewi 2022) in research [9] there are several things that can be done so that employees can get job satisfaction, one of which is by job redesign and job enrichment, which of course if done properly can improve employee performance. Most studies related to employee performance, such as [10] and [4], have discussed self efficacy and job satisfaction separately. Meanwhile, other studies focus more on sectors outside hospitality, such as education. This gap provides room for further research that combines the two factors, especially in the hospitality industry which is characterized by service and high competition.

Previous research, highlights the effect of self efficacy on performance without being related to job satisfaction [11]. In contrast, focuses more on job satisfaction without exploring its explicit relationship with self efficacy [4]. Other studies show the relationship of these two variables with employee performance but in the context of non-service companies [6]. The research to be conducted provides a new perspective by bringing together these two factors comprehensively in the context of the service industry, especially the scope of hospitality.

Considering that self-efficacy and work satisfaction have a major impact on both productivity and job satisfaction, it is crucial to do research on their effects on employee performance at Lotus Garden Hotel Kediri. Self-efficacy, or it can be said as an individual's confidence in his skills or ability to be able to complete tasks to the maximum, can motivate employees to be more proactive in carrying out their work. On the other hand, job satisfaction, which includes feelings of satisfaction with working conditions, rewards, and relationships between coworkers, plays a role in creating a positive atmosphere at work, which in turn is expected to improve performance. Employees who are assured and pleased with their work are more likely to deliver excellent service, especially in the hotel sector, which mostly depends on service excellence. Consequently, knowing how self-efficacy, job satisfaction, and employee performance relate to one another at Lotus Garden Hotel Kediri will assist management in determining what needs to be changed to achieve peak performance and raise the standard of services offered to visitors.

1.1 Statement of Problem

The following information can be included in a problem statement based on the background information or initial discussion of the issues mentioned above: (1) Does self-efficacy partially affect employee performance at Lotus Garden Hotel Kediri? (2) Does job satisfaction partially affect employee performance at Lotus Garden Hotel Kediri? (3) Do self-efficacy and job satisfaction simultaneously affect employee performance at Lotus Garden Hotel Kediri?

1.2 Research Objectives

The issue statement above allows for a full description of this investigation : (1) Being aware of the impact self-efficacy has on Lotus Garden Hotel Kediri staff performance. (2) To determine the extent to which employee performance at Lotus Garden Hotel Kediri is impacted by work satisfaction. (3) To determine how much self-efficacy and job fulfillment affect Lotus Garden Hotel Kediri employees' performance at the same time.

2. Method

To get a totally unbiased regression, the research methodology combines multiple linear regression analysis with quantitative methods and a causal association examination. Following the regression, regular acceptance tests are run. The normality, multicollinearity, and heteroskedasticity tests are all part of this standard hypothesis test. Regression is carried out once all assumptions have been eliminated, and then the coefficient of determination test and hypothesis tests are conducted to ascertain whether an effect exists. All 50 workers of the Lotus Garden Hotel Kediri are included in the study population. Sloven's formula was used in the present research to determine the number of study samples:

$$n = \frac{N}{1 + N e^2}$$

Description:

n meaning the number of respondents

N meaning of he size of populations

e meaning of the accuracy allowance as a percentage

The value $e = 0.05$ (5%) (quantitative research standard) is given in Slovin's formula. Therefore, the number of samples obtained is 44.4, which is rounded to 44 respondents. In order to give every member of the population the chance to be surveyed, the sample for this research was chosen at random using the simple random sampling technique. This technique was chosen because the research population, namely employees of Lotus Garden Hotel Kediri, totaling 50 people, is relatively small and homogeneous, so random sampling can provide representative results. The sampling process is done by making a list of all employees as a sample frame, then selecting a sample of 44 people using the randomizer application to ensure there is no bias in the selection of respondents.

3. Results and Discussion

The achieve results of this research by distributing questionnaire responses from respondents were then summarized and processed using SPSS version 20. In order to obtain unbiased regression model results, it is necessary to test the classical assumptions. This classical hypothesis test includes several steps such as normality test, heteroskedasticity test, and also multicollinearity test.

Normality Test

Table 1. Normality Test Result

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		44
Normal Parameters ^{a,b}	Mean	.0E-7
	Std. Deviation	2.13321197
	Absolute	.086
Most Extreme Differences	Positive	.086
	Negative	-.069
Kolmogorov-Smirnov Z		.573
Asymp. Sig. (2-tailed)		.898

Source: Processed Data, 2024 (Output SPSS)

To make sure the regression model's residuals satisfy the normalcy assumption, a normality test is run. This is crucial to proving the reliability of the employed regression model. The significant value is 0.898 based on the Kolmogorov-Smirnov normalcy test findings, which are displayed in Table 1. This value is much larger than the significance threshold of 0.05 used as a benchmark for statistical decision making. Therefore, the results of this analysis indicate that distribution of the residuals in the regression model meets the normality assumption, which means that the data used in the model can be considered to be normally distributed. This conclusion supports that the regression model used meets one of the important requirements for statistical analysis.

Multicollinearity Test

Table 2. Multicollinearity Test Result

Variabel	Tolerance	VIF	Informasi
1 SELF-EFFICACY	.844	1.185	Tidak terjadi multikolinearitas antar variable independent.
JOB SATISFACTION	.844	1.185	Tidak terjadi multikolinearitas antar variable independent.

Source : Processed Data, 2024 (SPSS Output)

The multicollinearity test is designed to test whether there is a significant relationship or correlation between the independent variables in the regression model. This test is performed to determine whether there is multicollinearity in the model. Multicollinearity has been removed from the regression model that was chosen, according to the analysis results in Table 2. This is supported by the variance inflation factor (VIF) values of all independent variables being less than 10 and the tolerance value of each variable being larger than 0.1. One could argue that the regression model is valid because its independent variables are not multicollinear. As a result, the independent variables in the regression do not exhibit

multicollinearity. The findings of the multicollinearity test show that the two research variables self-efficacy and which is work satisfaction are as follows :

- The self-efficacy variable produced a VIF value of 1.185 less than 10 and a tolerance value of 0.844 more than 0.1. This implies that there is no correlation and that the self-efficacy variable's indicators are independent.
- The job satisfaction variable's results show that its indicators are independent and uncorrelated, with a tolerance value of 0.844 greater than 0.1 and a VIF value of 1.185 lower than 10.

Therefore, according to the analysis results of these two variables, it can be determined of self-efficacy and job satisfaction are not significantly correlated, but independent of each other. This ensures that these two variables can be explained separately in the regression model, supporting the quality of the data analysis of this study.

Heterokedastisity Test

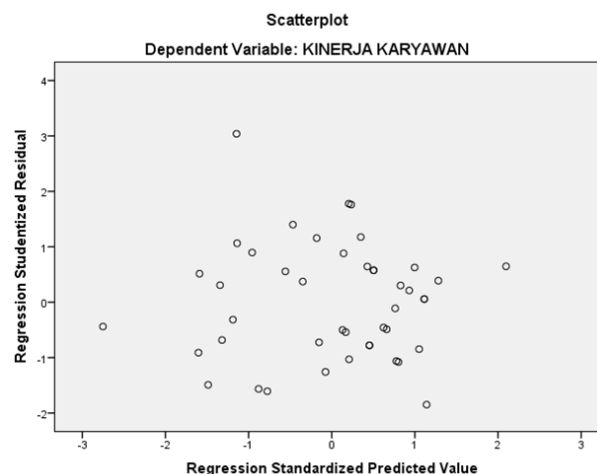


Figure 1. Graph of the Scatterplot

Source : Processed Data, 2024 (SPSS Output)

The heteroscedasticity test is performed to ascertain whether the regression model fulfills the classical assumption that the variance of residuals remains constant across different observations. A departure from this assumption is referred to as heteroscedasticity, where the residuals' variance varies, potentially leading to a less valid regression model or creating biased estimates. Thus, the lack of heteroscedasticity symptoms is an essential condition that must be met in a regression model. Scatterplot analysis is a frequently used method to determine whether heteroscedasticity exists. This approach entails analyzing the dispersion pattern of the data points on the scatterplot. If the data points are dispersed randomly without establishing a specific pattern, it can be concluded that heteroscedasticity is not present. On the other hand, if the points create a distinct pattern, such as a circular or centralized arrangement, it signifies the existence of heteroscedasticity symptoms. The data points are dispersed randomly above and below the zero line, with no discernible pattern, according to the results of the

heteroscedasticity test as determined by scatterplot graph analysis. According to this distribution pattern, heteroscedasticity is not present in the regression model. Therefore, it may be said that the regression model is reliable for further analysis and interpretation because it complies with the traditional assumption of no heteroscedasticity. This ensures that the regression results have a better level of validity and accuracy.

Regression Analysis

From the traditional assumption test that has been accomplished, regression analysis will subsequently be conducted. The following are the results of the regression analysis.

Table 3. Results of a Multiple Linear Regression Analysis

Variabel	Unstandardized Coefficients	
	B	Std. Error
(Constant)	18.633	4.821
SELF-EFFICACY	.433	.123
JOB SATISFACTION	.202	.081

Source : Processed Data, 2024 (SPSS Output)

To evaluate the relationship and influence between one dependent variable and two or more independent variables, multiple linear regression analysis is utilized. A multiple linear regression equation that expresses the relationship between the variables under investigation is constructed based on the analysis results shown in table 3. The following is an expression for the regression equation's coefficient:

$$Y = 18,633 + 0,433X_1 + 0,202X_2$$

The equation can be described as follows:

- The constant term in the regression equation of 18. 633 suggests that if the Self Efficacy (X1) and Job Satisfaction (X2) factors have no effect or are at zero, then the employee performance at Lotus Garden Hotel Kediri stays at a level of 18. 633. This demonstrates the fundamental value of employee performance in the absence of any influence from the independent variables examined. This value reflects the initial or baseline state of performance without the impact of any other elements.
- The regression coefficient for the Self Efficacy variable (X1) is 0. 433. This figure indicates a positive correlation between self-efficacy and employee performance (Y). This suggests that, if all other factors remain unchanged, employee performance will grow by 0. 433 units for every unit increase in the Self Efficacy variable. This implies that a key factor in promoting improved employee performance is the level of self-assurance and individual capacity to do duties.
- The Job Satisfaction variable (X2) had a regression coefficient of 0.202. According to this figure, there is a positive correlation between employee performance and the job satisfaction

variable. Thus, if all other factors remain constant, a one unit increase in job satisfaction will result in a 0.202 unit increase in employee performance. This result demonstrates how the level of job satisfaction among employees contributes to better work outcomes and productivity.

Determination Coefficient Test

Table 4. Determination Coefficient Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.905 ^a	.819	.811	.880

Source : Processed Data, 2024 (SPSS Output)

According to table 4, the R Square value of 0. 819 demonstrates that the independent variables in this research accounted for 81. 9% of the dependent variable. In simpler terms, 81. 9% of the changes observed in the dependent variable can be attributed to the independent variables utilized in the model. The leftover 18. 1% is affected by additional factors outside the variables incorporated in this research, which might consist of other variables that have not been analyzed or various external factors.

Hyphothesis Test

T Test

Table 5. Partial Test Results (T Test)

Model	t-hitung	t-tabel	Sig.
(Constant)	9.590	2.019	.000
SELF-EFFICACY	8.713	2.019	.000
JOB SATISFACTION	6.196	2.019	.000

Source : Processed Data, 2024 (SPSS Output)

The t and F tests were used to assess the hypotheses in this study at a significance level of 0.05.

- The significant value for the Self Efficacy variable is 0.000, which is less than 0.05, and the t-count value of 8.713 is greater than the t-table of 2.019. This suggests that, at least in part, employee performance is significantly impacted by the Self Efficacy component.
- With a t-count value of 6.196 more than the t-table of 2.019, the significant value for the Job Satisfaction variable is also 0.000, which is less than 0.05. This suggests that employee performance is significantly impacted by the work satisfaction variable to some extent.

The analysis's findings indicate that employee performance at Lotus Garden Hotel Kediri is definitely and significantly impacted by both the self-efficacy and job satisfaction factors.

F Test

Table 6. Simultaneous Test Results (F Test)

Model	F	Sig.
Regression	93.026	.000 ^b

Source : Processed Data, 2024 (SPSS Output)

The significant value of 0.000, which is less than 0.05, has been calculated from the simultaneous test (F test) findings displayed in Table 6. This shows that the dependent variable (Y) is significantly impacted by each independent variable taken combined. Therefore, it can be said that employee performance is impacted by the variables of job satisfaction and self-efficacy either simultaneously or concurrently.

According to the outcomes of the t test or partial test, a significance value of 0.000 was achieved. The significance level is 0.000 $t_{table} = 2.019$. This proves that *Self Efficacy* has a significant influence on employee performance. The results of this study are in line with research [2] that Self Efficacy has a very positive effect and then significant on employee performance in the context of non-service companies. Therefore, the Self Efficacy variable has a notable impact of employee achievement in the real of services and hospitality, as an individual's Self Efficacy level rises, so too will their employee performance. Also, on the other hand, if Self Efficacy is minimal, employee performance will decline as well. Certainly, this is a crucial area of focus and constitutes one of the innovative research findings that demonstrate the correlation between the Self Efficacy variable and employee performance variable within the hospitality sector.

A significance level of 0.000 was attained based on the results of the partial test, commonly referred to as the t test. As the t-count value = 6.196 > $t_{table} = 2.019$, the significance threshold is 0.000 < 0.05. It would appear from this that employee performance is significantly impacted by work satisfaction. According to statistical testing, these findings are consistent with research showing that job happiness has a somewhat significant impact on worker performance. These results are in line with research [2] which shows that, according to the results of statistical testing, job satisfaction has a significant influence on employee performance to a certain degree. Employee performance at Lotus Garden Hotel Kediri is thus significantly impacted by the job satisfaction variable. Employee performance at Lotus Garden Hotel Kediri is thus significantly impacted by the job satisfaction variable. This can be explained by the fact that job satisfaction at Lotus Garden Hotel Kediri can positively affect employee performance because the hotel takes into account its employees' job satisfaction. If they are happy with their jobs, their performance will undoubtedly improve.

Each independent variable effects Y collectively, as indicated by the sig value of 0.000 < 0.05, which is consistent with the results of the F test or simultaneous test. This suggests that employee performance is influenced by both job satisfaction and self-efficacy simultaneously. The findings of this study are consistent with research by [2] that shows how self-efficacy and

job satisfaction affect employee performance. This study focuses on the service hospitality industry, whereas previous research focused on non-service firms. The difference is in the company's environment.

4. Conclusion

The findings indicate that both factors, specifically self-efficacy and job satisfaction, substantially affect employee performance. Self-efficacy, which denotes an individual's confidence in their own capacity to accomplish tasks, was found to positively impact employee productivity. The greater the employees' belief in their capabilities, the more probable they are to meet work objectives and manage workplace challenges more efficiently.

Conversely, job satisfaction also significantly contributes to enhancing employee performance. Elevated job satisfaction, which encompasses elements like a pleasant work environment, recognition of contributions, and amicable relationships among employees, leads to heightened motivation and commitment to work. Workers that are satisfied in their positions seem to be more dedicated, which in turn improves both the quality and the quantity of their productivity.

The combination of high self-efficacy levels and optimal job satisfaction generates a beneficial synergy that considerably boosts employee performance at Lotus Garden Hotel Kediri. Therefore, hotel management should focus on strategies that can enhance these two elements, such as implementing training initiatives to develop employee skills and policies that foster well-being and job satisfaction. In addition to improving individual performance, these initiatives will help the corporation as an entire entity.

As future researchers expand their analysis of independent variables that may impact employee performance and increase the number of independent components, a more thorough research scope is anticipated. Work satisfaction and self-efficacy are estimated to have an 81.9% combined effect on the dependent variable, while other factors not covered in this study still have an 18.1% effect.

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