

EFFECT OF SELF EFFICACY, REWARD, AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE LAMPUNG HORISON HOTEL

Rudi Iqbal Anwar¹, Berlentina Permatasari², Defia Riski Anggarini³

Universitas Teknokrat Indonesia^{1,2,3}

Rudiiqbalanwar01@gmail.com

Abstract

This study aims to determine the magnitude of the influence of Self Efficacy, Reward, and Work Environment at Horison Hotel Lampung. The population in this study are employees of Hotel Horison Lampung. and the sample takes the entire population using a non-probability sampling method with a saturated sampling method, namely the sampling method if all members of the population are used as a sample of 70 employees. The results showed that the variable Self Efficacy, and Work Environment partially positive and significant effect on Employee Performance Horison Hotel Lampung, but the Reward variable has negative and insignificant results on Employee Performance Hotel Horison Lampung. The results also show that Self Efficacy, Reward and Work Environment simultaneously have a positive and significant effect on Employee Performance at Horison Hotel Lampung. Meanwhile, based on the coefficient of determination (R^2) of 0.571 or 57.1%. This shows that 57.1% of Employee Performance variables can be influenced by Self Efficacy (X1), Reward (X2), and Work Environment (X3). While the remaining 42.9% are in other variables that are not or are not examined in this study.

Keywords: Employee Performance, Self Efficacy, Reward, Work Environment, Hotel Horison Lampung

INTRODUCTION

It is undeniable that the development of the times will be more advanced and will have an impact on the business world that is increasingly rapid, so that each company's level of competition is getting tougher. The company must be able to manage existing human resources, because human resources are company assets that have a competitive value, and are something that is able to help company leaders to achieve planned goals. Basically, human resources are the assets that companies need most, because human resources are a key in running an organization / company and in terms of decision making and so on. (Aslam, 2015; Bangun et al. 2018) said that the main key in the success of an industry lies in the quality of its human resources.

Performance is generally the result of work achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities in an effort to achieve the goals of an organization concerned, legally not violating the law and in accordance with morals and ethics (Mathis, 2013). Therefore, it is necessary to pay special attention so that employee performance can be maximized. The declining performance of employees will certainly greatly affect the stability of the company. Where employees with poor performance, lack of morale will make the company's targets unattainable, so the company will be difficult to compete with other companies.

By running a hotel company, it is required to continue to make improvements in various aspects, especially in the field of human resources. One of the companies in the form of a hotel is Horison Hotel Lampung which is a three-star hotel that has been operating since March 2015. Horison Lampung Hotel is under the auspices of Metropolitan Golden Management and is in a strategic location, namely on Kartini Street No 88, Tanjung Karang, Bandar Lampung. This hotel is one of the best 3-star hotels in Lampung Province. Get 8.6 reviews on a scale of 10 from consumers through online travel agents (Traveloka application).



Figure 3 Consumer Reviews

Source : Online Travel Agent (Traveloka)

Table 11 Performance Measurement of Horison Lampung Hotel Employees in 2020-2021

No.	Strategic Goals	Performance Indicators	2020 Targets	Year Realization 2021	Achievements (%)
1.	Improving the quality of service provided to guests who come to the hotel, serving wholeheartedly and with maximum performance	Percentage of customer satisfaction recorded in the Online Travel Agent (OTA) application	100 %	84 %	84%
2.	Lowering the rate of complaints of incoming guests	Percentage of customer satisfaction recorded in the <i>Online Travel Agent</i> (OTA) application	100 %	80 %	80 %
3.	Increase the number of guests staying at the hotel	Percentage analysis of room occupancy rates on a one-year scale	100 %	90 %	90 %
4.	Improving <i>events</i> held in hotels	The percentage of average turnover over the course of one year	30 Billion	27 Billion	90 %

Source : HRD Hotel Horison Lampung, 2022

Based on Table 1. above it can be seen that the performance measurement of employees of Horison Lampung Hotel is based on goals and targets. However, there are still strategic goals that have not been realized, such as the quality of employee service to guests, the target of reducing complaints, the number of guests staying and the number of events held at the Horison Hotel Lampung. Employee performance will be maximized when they have job satisfaction in the company. Therefore, companies are expected to pay extra attention to this, so that employees are able to work optimally.

The low performance of employees is indicated to be influenced by problems related to Self Efficacy. A company certainly expects optimal performance from its employees. To achieve optimal performance, one of them can be achieved through Self Efficacy. According to the theory (Social Cognitive Carrier Theory) SCCT (Lent & Brown, 2008), Self Efficacy is a central concept that describes an individual's beliefs about the basic ability to reach the peak of his task and is usually assessed as a self efficacy competence of a person to successfully handle the demands of the work.

Several studies on self efficacy on performance have also been conducted by several researchers and have shown different results. Research conducted by Sari & Suwandana (2016) showed the results that Self Efficacy has a significant positive influence on the performance of Ibis Style Bali Benoa Hotel employees.

In addition to Self Efficacy, Rewards are also indicated to affect employee performance. Giving Rewards (awards) is one of the main things that must be considered by the company. According to Adhitomo Wirawan et al (2018) Reward is an important element to motivate employees to contribute to expressing the best innovation ideas for better business functions and improving company performance both financially and non-financially. Horison Hotel Lampung has implemented a Reward system for employees.

The Rewards applied are in the form of giving praise to employees for superiors, providing compensation, adding bonuses, and giving gifts to outstanding employees who have met certain conditions and criteria that have been set by the company, including in the form of money and promotion (contract extension), as well as being appointed as permanent employees and promoting.

Table 12 Amount of Employees Who Get Rewards 2021

No.	Types of Rewards	Amount (Employees)	Percentage (%)
Financial Awards			
1.	Salary Increases	70	100%
2.	Allowance	70	100%
Fixed Allowance			
1.	Health Allowance	70	100%
2.	Health Allowance	70	100%
3.	Holiday Allowance	70	100%
Non-Fixed Allowance			
1.	Attendance Allowance	35	50%
2.	Meal Allowance	70	100%
3.	Praise Allowanca	4	6%
4.	Travel Time Allowance	70	100%
3.	Bonus Awarding	70	100%

Non-Financial Awards			
1.	Interpersonal Awarding	4	6%
2.	Promotion of Office	15	22%

Source : HRD Hotel Horison Lampung, 2022.

Based on Table 2. above it can be seen that several types of Rewards are given to all employees of The Horison Hotel Lampung which amounts to 70 employees with a percentage of 100%. For attendance allowances only given to 35 employees with a percentage of 50%, madah allowances and interpersonal awards were given to 4 employees each with a percentage of 6%. Several studies on employee performance Rewards have also been conducted by several researchers and showed different results.

To improve employee performance, one of them is to pay attention to Work Environment factors. (Anam, 2018:46), the Work Environment is something that exists around employees so that it affects a person to get a sense of security, comfort, and satisfaction in doing and completing the work given by the superior. Based on the results of observations that have been made, the state of the Work Environment at the Horison Hotel Lampung has not supported employees to work comfortably, it can be seen by the large number of files scattered around the employee's workplace, the room temperature is uneven because not all rooms have air conditioning, inadequate workspace area and less comfortable workspace because it exceeds the maximum limit of people in a room.

Several studies on Self Efficacy, Reward and Work Environment on employee performance have also been conducted by several researchers and show different results. Research conducted by Redifer et al. (2021) explains that self-efficacy is a factor about a person's differences related to confidence and self-efficacy in his success in achieving certain goals. Research conducted by Dewi, et al (2022) which shows that Rewards has a positive effect on employee performance at Hotel Santika Seminyak Bali. research conducted by Husnah (2018) shows that the work environment has a significant positive effect on employee performance at the Royal Hotel Jember.

LITERATURE REVIEW

Self Efficacy

Self efficacy is one of the many variables that are proven to affect employee performance in an organization or company (Cherian & Jacob, 2013). According to (Engko, 2008), changes in Self Efficacy can affect individual / employee attitudes in completing a given job because Self Efficacy is also said to be an external factor that can distinguish each individual. According to Lunenberg (2013), self efficacy has four dimensions, namely:

1. Past Performance
2. Vicarious Experience
3. Verbal Persuasion
4. Emotional Cues

There is research from Ardanti and Rahardja (2017), showing that Self Efficacy has a positive and significant effect on the performance of Patra Hotel Semarang & convention employees.

Reward

According to Nawawi (2015) who said that Reward is a method that is able to improve performance through recognition in the Work Environment, which touches two aspects, namely compensation (Rewards) and aspects of the relationship between individuals and groups. Furthermore, according to Maslow's theory, humans have three basic motivations, namely the need for achievement, the need for power, the need for affiliation, in these needs the same has an important role in human life, the need for achievement is able to motivate a person to continue to increase creativity and implement his talent interests to achieve maximum results. With great achievements and achievements, it will certainly affect the level of Rewards given. According to Edirisooriya (2014), Rewards have several dimensions in terms of intrinsic and extrinsic, including:

As for the Intrinsic Reward benchmark, namely:

1. Confession
2. Responsibility
3. Learning Opportunity

While the Extrinsic Reward has benchmarks, namely:

1. Promotion of position
2. Salary
3. Bonuses
4. Allowances

There is research by Satiti (2020) showing that Rewards have a positive effect on employee performance at The Alana Hotel & Convention Center Solo.

Work Environment

According to Sedarmayanti (2014), the Work Environment has the meaning of something that employees face when working both materials and tools in the place where they work, their methods and the arrangements created in their work both as individuals and groups. Sedarmayanti (2014) also said that the Work Environment is divided into two, namely, the physical and non-physical Work Environment, both of which have different meanings and aspects.

1. Physical Work Environment, Have an understanding of everything that is in real form that is around the employee's work location. There are two types in the physical Work Environment, namely:
 - a. Direct Physical Work Environment (chairs, tables, and so on).
 - b. Indirect physical Work Environment (air temperature, circulation, mechanical vibration, aroma in the work room, indoor coloring, light conditions, safety while working, and others)
2. Non Physical Work Environment, Non-physical Work Environment is divided into two, namely:
 - a. Working relationship between superiors and subordinates
 - b. Working relationships with fellow co-workers

Furthermore, Rinaldinata's research (2022) shows that there is a positive influence of the Work Environment on employee performance at J4 Hotel Legian.

Self Efficacy is the confidence that individuals have in the work they will do. Kilapong (2013) says that Self Efficacy means belief in one's own abilities can lead him to achieve what he wants. Self Efficacy can also be interpreted as a person's (individual) belief in talent in organizing various jobs in a organization or company (Sari, 2016). Of course, this is also supported by previous research, namely: Arista (2022) who proves that self-efficacy has an influence on positive and significant impact on employee performance at Hotel Llody's Inn Bali in Seminyak.

H₁: Self efficacy has a positive and significant effect on employee performance at Horison Hotel Lampung

Reward is one of the most important things for the workforce, compensation is also defined as something that has a measuring value for employees seen from the achievements that have been achieved (Lubis, 2015). According to Sutrisna (2018) with given rewards to employees, it can foster a sense of employee satisfaction and work motivation, so that employees will be more passion to do all the work. Based on research Dharma (2022) which proves that reward has a positive and significant effect on performance employees at Hotel Yan Residence Tegal.

H₂: Reward has a positive and significant effect on employee performance at Horison Hotel Lampung

The work environment is something that is able to influence the implementation of the work that has been given to employees (Fachrezi & Khair, 2020). According to Nabawi (2019), the work environment divided into two, namely physical and non-physical, where both affect employee performance. Based on the research of Onsardi & Putri (2020) which proves that that the work environment has a positive and significant influence on employee performance at The Madeline Bengkulu Hotel.

H₃: Work environment has a positive and significant effect on employee performance at Horison Hotel Lampung

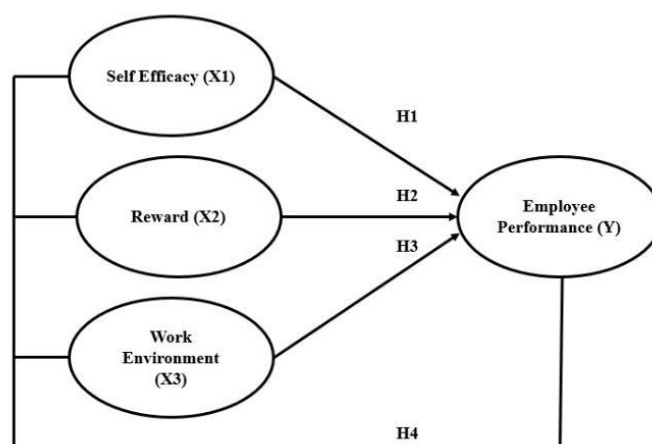


Figure 2 Research Model

RESEARCH METHOD

Population and Sample

The population in this study was all employees of Horison Lampung Hotel which amounted to 70 employees with the following details. The determination of the number of samples in this study was carried out with the type of non probability sampling. The non probability sampling technique chosen is Saturated Sampling, which is a sampling method when all members of the population are used as samples. This is done due to the relatively small number of the population. In this study, the sample taken was all employees of Horison Lampung Hotel, totaling 70 people.

Data Collection Technique

This data collection technique is used to obtain data that meets the established data standards, so the researcher must know what data collection techniques are used. According to Sugiyono (2018), based on data sources, the use of data collection is divided into two sources, namely:

1. Primary source is a data source that is directly obtained by the data collector without any intermediaries.
2. Secondary sources are sources of data obtained indirectly, that is, data that has been collected by other parties not by the author himself such as literature in the form of previous research journals.

Analysis Method

The research method used in this study is a quantitative method. Quantitative research method is one type of research whose specifications are systematic, carefully planned and clearly structured from design to formulation (Sugiyono, 2018).

Operational Variables

In this section, state the variables used, and arrange them as in the example below:

1. Dependent variable:

-Employee Performance

2. Independent variables:

-Self Efficacy (X_1)

-Reward (X_2)

-Work Environment (X_3)

Table 13 Operational Definitions of Variables

No	Variabel	Definisi	Mengadopsi Dimensi dan Sumber
1.	<i>Self Efficacy</i> (X_1)	Self Efficacy is an individual's feeling of confidence that he is able to complete a job / task with his talents.	1. Past Performance 2. Vicarious Experience 3. Verbal Persuasion 4. Emotional Cues Source: Lunenberg (2013)
2.	<i>Reward</i> (X_2)	<i>Reward</i> is an award given by an organization / company to individuals as a gratitude for the contributions that have been given.	Intrinsic Reward 1. Acknowledgments 2. Responsibility 3. Learning Opportunities Extrinsic Reward 1. Promotion of Position 2. Salary 3. Bonuses 4. Allowances Source : Edirisooriya (2014)
3.	Work Environment (X_3)	The Work Environment is everything related to the location where the employee performs the work, from the rest of the workforce to the circumstances in the office.	1. Working Atmosphere 2. Relationships with co-workers 3. Availability of Work Facilities Source : Santoso (2018)
4.	Employee Performance (Y)	Employee Performance is the result that employees sacrifice to achieve company goals in accordance with what has been agreed regarding their work.	1. Quantity 2. Quality 3. Responsibility 4. Implementation of Duties 5. Liability Source : Mangkunegara (2017)

RESULTS AND DISCUSSION

Based on the results of data collection through questionnaires on google forms, the characteristics of respondents in this study were obtained which can be seen based on Age, Gender, Last Education, Length of Service, Department Origin. The following are presented data regarding the characteristics of respondents obtained in this study:

Table 14 Characteristics of Respondents By Age

No	Age	Frequency (People)	Percentage (%)
1	<21 Years Old	7	10
2	21-30 Years Old	31	44,3
3	31-40 Years Old	27	38,6
4	41-50 Years Old	5	7,1
5	>50 Years Old	0	0
Total		70	100

Source : Data Processed by Researchers, 2022

Based on **Table 4** above, it can be concluded that the respondent's data according to age, who work at Hotel Horison Lampung, which is 70 with the highest gain was 31 people (44.3%) with an average age of 21-30 years, then 27 people (38.6) average 31-30 years old, then as many as 7 people (10%) average age <21 years, and 41-50 years old amounted to 5 people (7.1%) while the acquisition of data aged >50 years was 0%. Based on the data obtained, it can be concluded that the employees at Horison Hotel Lampung who became the most respondents dominant age is 21-20 years.

Table 15 Characteristics of Respondents By Gender

No	Gender	Frequency (People)	Percentage (%)
1	Man	52	74,3
2	Woman	18	25,7
Total		70	100

Source : Data Processed by Researchers, 2022

Based on **Table 5** above, it is concluded that according to the data obtained from respondents by gender at Hotel Horison Lampung, There are 52 male respondents (74.3%) and there are respondents there were 18 women (25,7). Based on the data above can concluded that the respondents from the Horison Lampung Hotel were the most dominant gender is male.

Table 16 Characteristics of Respondents By Recent Education

No	Recent Education	Frequency (People)	Percentage (%)
1	Senior High School	51	72,9
2	D3	16	22,9
3	S1	3	4,2
4	S2	0	0
Total		70	100

Source : Data Processed by Researchers, 2022

Based on **Table 6** above, it can be concluded that respondents have the latest education at the SMA/SMK level, namely 51 people (72.9%), the level of the last education was D3 as many as 16 people (22.9%), and the last education was S1 as many as 3 people (4.2%). And the last education level of S2 is 0%. Based on the data above, it can be concluded that the last education of Senior High School according to respondents from the employees of Horison Hotel Lampung is dominant answer.

Table 17 Characteristics of Respondents By Length of Service

No	Length of Service	Frequency (People)	Percentage (%)
1	<1 Year	11	15,7
2	1-4 Year	45	64,3
3	4-7 Year	13	18,6
4	>7 Year	1	1,4
Total		70	100

Sumber : Data Diolah Peneliti, 2022

Based on **Table 7 above**, it can be seen that the working period of 1-4 years is 45 people (64.3%). Furthermore, for 4-7 years of service a total of 13 people (18.6%), there are also <1 year of service which is 11 people (15.7) and finally there are employees whose working period is >7 years (1.14). Therefore, it can be concluded that the working period 1-4 is the dominant answer

Table 18 Characteristics of Respondents By Department origin

No	Department origin	Frequency (People)	Percentage (%)
1	Accounting	6	8,6
2	Engineering	9	12,9
3	F&B product	9	12,9
4	F&B Service	9	12,9
5	Front Office	12	17,1
6	House Keeping	9	12,9
7	Human Resource Departmen	1	1,4
8	Sales Marketing	7	10
9	Security	8	11,3
Total		70	100

Source : Data Processed by Researchers, 2022

Based on the data obtained from table 4.5, we can see that there are 9 departments in Hotel Horison Lampung, and the Front Office department is the dominant department, which is 12 people (17.1%).

A questionnaire is said to be valid if the correlation value for the variable is compared with the rtabel at n=70 with formula $df = n - 2$ with a significance level of 0.05, so that the rtabel is 0.238. The results of the validity test can be seen in the table below:

Table 19 Validity Test Results

Variable	Item	r count	r table	information
Self Efficacy (X1)	X1.1	0,619	0,1982	Valid
	X1.2	0,634	0,1982	Valid
	X1.3	0,66	0,1982	Valid
	X1.4	0,749	0,1982	Valid
	X1.5	0,764	0,1982	Valid
Reward (X2)	X2.1	0,512	0,1982	Valid
	X2.2	0,748	0,1982	Valid
	X2.3	0,528	0,1982	Valid
	X2.4	0,549	0,1982	Valid
	X2.5	0,44	0,1982	Valid
	X2.6	0,562	0,1982	Valid
	X2.7	0,586	0,1982	Valid
	X2.8	0,392	0,1982	Valid
Work Environment (X3)	X3.1	0,652	0,1982	Valid
	X3.2	0,628	0,1982	Valid
	X3.3	0,669	0,1982	Valid
	X3.4	0,374	0,1982	Valid
	X3.5	0,394	0,1982	Valid
	X3.6	0,532	0,1982	Valid
	X3.7	0,664	0,1982	Valid
	X3.8	0,669	0,1982	Valid
Employee Performance (Y)	Y.1	0,56	0,1982	Valid
	Y.2	0,682	0,1982	Valid
	Y.3	0,716	0,1982	Valid
	Y.4	0,663	0,1982	Valid
	Y.5	0,666	0,1982	Valid
	Y.6	0,706	0,1982	Valid

Source : Data Processed by Researchers, 2022

The Reliability Test was conducted by comparing the values of Cronbach Alpha. When it is greater than 0.6 and is declared reliable, so it can be used as a research tool. The following are the results of reliability tests that have been carried out :

Table 20 Reliability Test Results

Variable	Cronbach Alpha Value	Information
Self Efficacy	0,772	Reliable
Reward	0,725	Reliable
Work Environment	0,739	Reliable
Employee Performance	0,763	Reliable

Source : Data Processed by Researchers, 2022

In this study, an analysis will be carried out which is used to find out and obtain an overview of the meaning of *Self Efficacy* (X_1), *Reward* (X_2), *Work Environment* (X_3) to the *Employee Performance* (Y). The model in multiple linear regression for testing hypotheses is as follows:

$$Y = 3,619 + 0,619 X_1 + -0,044 X_2 + 0,313 X_3$$

**Table 21 Multiple Linear Regression Test Results
Coefficients^a**

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	3,619		1,240	0,219
	Self Efficacy_ X_1	0,619	0,506	5,070	0,000
	Reward_ X_2	-0,044	-0,051	-0,492	0,625
	Work Environment_ X_3	0,313	0,414	4,200	0,000

Source : Data Processed by Researchers, 2022

- 1) Constant = 3.619

The constant value indicates that if the independent variables (Self Efficacy, Reward, and Work Environment) are assumed to be zero, then the dependent variable (Employee Performance) is worth 3.619.

- 2) $b_1 = 0.619$

The coefficient value of the Self Efficacy (X_1) variable is 0.619. This matter shows that the variable Self Efficacy has a positive and significant effect which can be interpreted that every 1 unit increase in the Self Efficacy variable will increase the Employee Performance variable by 0.619.

- 3) $b_2 = -0.044$

The coefficient value of the Reward variable (X_2) is -0.016. This shows that the Reward variable has a negative and insignificant effect, which means that for every 1 unit increase in the Reward variable, it will decrease the Employee Performance variable by -0.044.

- 4) $b_3 = 0.313$

The coefficient value of the Work Environment variable (X_3) is 0.313. This matter shows that the work environment variable has a positive and significant effect, which means that for every 1 unit increase in the work environment variable, the employee performance variable will increase by 0.313.

**Table 22 Simultaneous Test Results
ANOVA^a**

Type		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	122,855	3	40,952	31,638	0,000 ^b
	Residual	85,430	66	1,294		
	Total	208,286	69			

Source : Data Processed by Researchers, 2022

Based on **Table 12** which shows that the F test can be performed by comparing F_{count} with the value of F_{table} at a significance level of 0.05. The value of F_{count} is 31.638 and F_{table} with $df_1 = k-1$ ($df_1 = 4-1 = 3$), then the degree of numeration is 3 and $df_2 = n-k$ ($df_2 = 70-4 = 66$) for degrees the denominator, then F_{table} is 2.74, meaning $F_{\text{count}} > F_{\text{table}}$ is $31,638 > 2.74$. The significance value is $0.000 < 0.05$, then H_0 is rejected and H_a is accepted. On the results of the F test, it can be concluded that Hypothesis Four (H_4) is accepted, namely Self Efficacy, Reward and Work Environment variables together has an influence on Employee Performance at Hotel Horison Lampung.

Table 23 Partial Test Results

Coefficients ^a			
Type	T	Sig.	Description
(Constant)	1,240	,219	
Self Efficacy	5,070	,000	Positive and Significant
Reward	-,492	,625	Negative and Insignificant
Work Environment	4,200	,000	Positive and Significant

Source : Data Processed by Researchers, 2022

Based on **Table 13** above, the hypothesis test in this study was carried out at a significance level of 0.05, while the t-table value can be calculated in the t-test table with the formula $df = n-k$ or $df = 70-4 = 66$, so that the t-table is 1.66827. To determine the magnitude of the influence of each independent variable partially on the dependent variable is as follows:

1. H1: Test the Self Efficacy hypothesis (X_1) on Employee Performance (Y) based on the calculation results obtained $t_{\text{count}} 5.070 > t_{\text{table}} 1.66827$ with a significant level of 0.05, which is $0.000 < 0.05$. This means that the variable Self Efficacy partially positive and significant effect on employee performance at Hotel Horison Lampung.
2. H2: Test the Reward hypothesis (X_2) on Employee Performance (Y) based on the calculation results obtained $t_{\text{count}} -0.492 < t_{\text{table}} 1.66827$ with a significant level of 0.05, which is $0.625 > 0.05$. This means that the Reward variable partially has a negative and insignificant effect on Employee Performance at Hotel Horison Lampung.
3. H3: Test the work environment hypothesis (X_3) on employee performance (Y) based on the calculation results obtained $t_{\text{count}} 4,200 > t_{\text{table}} 1,66827$ with a significant level of 0.05, namely $0.000 < 0.05$. This means that the work environment variable partially has a positive and significant effect on employee performance at Horison Hotel Lampung.

Table 14 Determinant Coefficient Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,768 ^a	0,590	0,571	1,138
a. Predictors: (Constant), Work Environtment_X3, Self Efficacy_X1, Reward_X2				

Source : Data Processed by Researchers, 2022

Based on Table 14 above, the coefficient of determination shows the number Adjusted R Square with a value of 0.571. This shows that 57.1% of the effect that can be explained by the independent variables (Self Efficacy, Reward and Work Environment) on the dependent variable (Employee Performance), while the remaining 42.9% is explained by other variables not tested in this study.

CONCLUSION

Based on the results of the analysis and discussion of the data that has been done regarding the influence of Self Efficacy, Reward and Work Environment on Employee Performance at Hotel Horison Lampung, it can be concluded that:

1. Self Efficacy partially positive and significant effect on employee performance at Hotel Horison Lampung. The hypothesis that self efficacy has a positive and significant effect on employee performance has been proven.
2. Reward partially has a negative and insignificant effect on Employee Performance at Horison Hotel Lampung. The hypothesis which states that Rewards have a positive and significant effect on employee performance is not proven.
3. The Work Environment partially has a positive and significant effect on the Performance of Horison Hotel Lampung. The hypothesis that Self Efficacy has a positive and significant effect on employee performance has been proven.

4. Self Efficacy, Reward, and Work Environment simultaneously (together) have a positive and significant effect on Employee Performance at Horison Hotel Lampung. This means that the fourth hypothesis is accepted.

Research Limitations

Limitations in this research process, there are some limitations experienced and so that more attention is paid to further researchers in perfecting their research because a study of course has shortcomings which of course must be corrected in future researchers. The limitations of the problem in this study are as follows:

1. The object of this research is Hotel Horison Lampung. The results obtained in this study cannot be generalized to all companies because the problems of each company are different.
2. The variables studied are still limited to several variables, namely Self Efficacy, Reward and Work Environment. Suggestions for further research that wants to examine the same problem is to include other variables to help the company in innovating as input to the company for the future to be even better.
3. The researcher did not give open questions to the respondents in the questionnaire. Therefore, further research is expected to include open-ended questions so that respondents can provide criticism and suggestions regarding the object of research.

Implication

The implications of this research consist of theoretical and practical implications. Theoretical implications relate to the contribution to the development of theories of Human Resources such as regarding Self Efficacy, Reward and Work Environment and Employee Performance. While the practical implications are related to the contribution of research to Hotel Horizon Lampung.

1. Theoretical Implications
 - a. This research is expected to be a new reference for research related to Self Efficacy, Reward and Work Environment in relation to Employee Performance. Furthermore, the results of this study can be used as a reference or reference for further researchers who want to conduct research related to Self Efficacy, Reward and Work Environment in relation to Employee Performance.
 - b. The Self Efficacy variable is the variable that has the highest influence on Employee Performance, when compared to the Reward and Work Environment variables. This is because of the good self-confidence owned by the employees of Hotel Horison Lampung.
 - c. Reward variable is a variable that has no influence on employee performance in this study. This is because there are indicators in the promotion process that make employees not feel enough or satisfied with the promotion process carried out by the company, so that there is a lack of employee job satisfaction and will have an impact on performance.
2. Practical Implications
 - a. The results of this study can be used as a reference for companies, especially for Hotel Horison Lampung in paying more attention to the Reward process. Competent employees will get rewards in accordance with the performance that has been given to the company, so that job satisfaction and employee motivation will emerge and of course will improve employee performance.
 - b. In terms of Self Efficacy, Horison Lampung Hotel should pay more attention to individual employees, especially about the confidence they have regarding their ability to complete tasks, the hotel is able to provide encouragement to trigger a better self-confidence.
 - c. Then in terms of the work environment, Horison Lampung Hotel should pay more attention to the aspects of the facilities provided, such as room temperature, facilities in the form of work support goods, good relations between employees, and also the maximum number of employees in one room so that there is no accumulation of employees. and it will seem cramped.

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