

The Effect of Knowledge Management, Compensation, and Spirit Work on Employee Performance at Villa Mahalini Seminyak Bali

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Abstract

Knowledge Management is a systematic process of discovering, selecting, organizing, extracting and presenting knowledge in a particular way, so that workers are able to utilize and enhance the mastery of knowledge in a specific field of study, and then there is the institutionalization process for the knowledge created into the firm's knowledge. compensation is defined as what an employee receives as a reward for their treatment, which is compromised by the compensation process. The compensation process itself is a network of various subprocesses to provide compensation to employees for the performance of the work and to motivate them to achieve the desired level of achievement. Spirit Work is the desire and seriousness of a person to do their job well and to be disciplined to achieve maximum work performance. Performance is the result of work both in quality and quantity achieved by a person in carrying out the task according to the responsibility given. The data used in this study is primary data through the spread of questionnaires and secondary data from previous research, literature, print media (newspapers and magazines) and electronic media (internet). The sampling technique using the liker scale, the number of samples used in the study amounted to 50 people or respondents. Data analysis techniques used in this study are Classical Assumption Test, Multiple Linear Regression Analysis. The result of t test in the research that is the management knowledge to the employee performance is 0,217, the compensation to employee performance equal to 0,381, spirit work to employee performance equal to 0,169. Based on the determination coefficient test that is equal to 95.1 percent employee performance is influenced by knowledge management variables (X1), Compensation (X2) and spirit work (X3). The rest of 4.9 percent is influenced by other variables not examined in this study.

Keywords

knowledge management;
compensation; spirit work;
employee performance



I. Introduction

In the current global smart digital era, the business world in Indonesia is growing very rapidly. One of the businesses that is currently very growing is hotels and villas. Villa as one of the service industries that provides lodging services has developed very rapidly, so there is a lot of competition in this industry. Every company in carrying out its operational activities requires several supporting factors to achieve optimal productivity. Human resources are one of the important roles to achieve optimal productivity, because without the role of qualified humans, all activities within the agency cannot be carried out optimally. In times of crisis and the current Covid-19 virus, many parties are aware of the decline in sales and the demand to have the ability to make plans for the development of

quality human resources. Good performance of employees is the key to the success of a company. Human Resources (HR) is the most important component in a company or organization to run the business it does. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired (Shah et al, 2020). The development of human resources is a process of changing the human resources who belong to an organization, from one situation to another, which is better to prepare a future responsibility in achieving organizational goals (Werdhiastutie et al, 2020).

Companies are required to acquire, develop and maintain quality human resources (human resources). Therefore, human resources are assets that must be improved effectively and efficiently so that optimal performance will be realized, to achieve organizational goals in this case the company must be able to create situations and conditions that encourage and enable employees to develop abilities and skills optimally, especially in terms of performance. HR is an important role for an organization that has failed in achieving its goals. Therefore, HR needs to get Knowledge Management, Compensation and Work Spirit.

In this study, researchers conducted research at Villa Mahalini Seminyak Bali. This villa has 80 employees divided into 10 divisions, namely Housekeeping, engineering, pool and garden, front office, F&B produce and service, security, sales & commerce, accounting, IT. In the current era of accommodation competition in Bali, Villa Mahalini is able to maintain its existence as seen from the annual accommodation which tends to increase. Here the researcher is interested in conducting research on the decline in company performance which causes the percentage of sales to decrease. This indicates a decline in the company's performance, so it is necessary to conduct research to determine the cause of the decline in performance. In this study, researchers conducted research in the year the Corona-19 Virus Pandemic phenomenon occurred in December which resulted in unstable sales results in 2020 and caused tourism in Bali to decline drastically which had an impact on employees who were laid off.

II. Review of Literature

2.1 Knowledge Management

Knowledge Management is a systematic process to find, choose, organize, disseminate and present knowledge in a certain way, so that workers are able to utilize and improve knowledge mastery in a specific field of study, for then there is a process of institutionalization so that the knowledge created into company knowledge, according to Jann dan lantu (2006). David Gurteen (2012) describes knowledge management as a human feeling to do the process of sharing knowledge, as well as learning and working together more effectively, as a process that is mentally fun. With this concept, Gurteen created the knowledge sharing process, known as the Knowledge Caffee. From some of the above definitions, it can be drawn the common thread that Knowledge Management is organizing the knowledge possessed by the organization so that it can be used at the right time and time, to get the most optimal results. It can then be concluded that Knowledge Management is a series of activities used by organizations or companies to identify, create, explain, and distribute knowledge for reuse, known, and learning within the organization. These activities are usually related to organizational objectives and are aimed at achieving a specific result such as shared knowledge, performance improvement, competitive advantage, or a higher level of innovation. The concept of Knowledge Management

originated and developed in the business world. As a concept, Knowledge Management is applied with the aim of improving and improving the company's operations in order to achieve competitive advantage and increase profits. Knowledge Management is used to improve communication among top management and among workers to improve work processes, instill a knowledge-sharing culture, and to promote and implement performance-based reward systems (Teng and Hawamdeh, 2002).

Knowledge Management Indicators, according to Andreas Budihardjo (2017), as follows: 1) Technology is an important role in knowledge management as a possible business process that aims to create, store, maintain and disseminate knowledge. Technology allows employees to record in the form of text, writing, images and so on. In order for the process of accessibility and transfer to be easily carried out between employees, organizations need to facilitate by utilizing technologies such as video conferencing, internet networks and intranets, telephones, and facsimile. Many organizations have library spaces so that their members can easily access the latest knowledge through books, journals, and print media. 2) Job procedures in knowledge management require more than simply absorbing information in order to be able to carry out, but they require skills. The organization facilitates also with rules and procedures that make it easier for each employee to access other parties and members of the organization who have knowledge. For example, document management is increasingly needed to complete each job with more complicated procedures and an increasing number of writing jobs. 3) Personal knowledge is an individual experience and intangible factors, such as personal beliefs, perspectives, and value systems. Personal knowledge is difficult to articulate in formal language. It includes personal understanding, intuition, and hunches. Before communicating personal knowledge must be changed in the form of words, models, or comprehensible numbers.

2.2 Compensation

According to Mathis and Jackson (2001) the compensation in the organization must be in accordance with the goals and strategies of the organization, and must also balance the costs of compensation at a level that ensures the competitiveness of the organization and provides adequate rewards for employees for their knowledge, skills, abilities, and employee performance. So, it can be concluded that the Compensation themselves. Compensation aims to increase the spirit of work and create the desire and spirit of employees in work.

According to Notoadmojo in Tohardi (2002) The purpose of Compensation that needs to be considered is: 1) Respecting work performance through organizational awards, including employee work performance, will further encourage employee behavior or performance in accordance with what is desired by the organization or company such as high productivity. 2) Ensuring justice by a good compensation system will ensure fairness between employees and organizations. Each employee will get rewards that are in accordance with their goals, functions, positions, and work performance.

According to Umar (in Ginting, 2016) here are the indicators of compensation, namely: 1) Salary. Receipt of rewards from the company to its employees is routine with a fixed amount every month and paid in full. 2) Incentives. Awards (rewards) that are not fixed or given at any time to motivate employees so that their productivity increases. 3) Bonus. Payment or rewards given by the company because its employees can achieve their intended goals. 4) Wages. The rewards that the company gives to employees based on the length of working hours. 5) Prize. Additional payments that the company provides to the

above employee's Normal payment. 6. Treatment Health services provided by the company for risks related to employee health.

2.3 Spirit Work

Spirit work has a great influence on every employee at work, if employee morale is high then they tend to be able to complete work well and quickly and produce quality products, on the contrary if employee morale is low then work is not carried out properly and slowly. High morale (spirit works) is a condition that is highly expected by every organization. To find out whether a person has a high or low morale can be seen from the characteristics involved in everyday attitudes.

Indicators of morale put forward by Nitisemito (2015: 4), employee morale (spirit work) is related to: 1) Employee productivity. Employees whose morale is high tend to carry out tasks on time, do not delay work deliberately, and speed up their work and so on. Therefore, it must be made a standard of work to find out whether the productivity of employees is high or low. 2) Attendance. Low absenteeism rates are one indication of increased morale, because it appears that the percentage of absenteeism of all employees is low. 3) Labour Turnover. The increased influx of employees is due to their displeasure in working in the company so they try to find other jobs that are considered more suitable. Damage. Increased damage can indicate that attention in work is reduced and carelessness in work occurs. Employee anxiety. Anxiety can be manifested in the form of displeasure at work and complaints expressed among fellow employees. 3) Demands from employees. Demands are a form of embodiment of dissatisfaction, which at some stage will give rise to the truth to make demands. 4) Strikes by employees. Strikes are a form of embodiment and dissatisfaction and anxiety, if this has peaked and is not held back anymore it will cause demands, and if it does not succeed it will cause a strike.

2.4 Employee Performance

Armstrong (1999) Performance is the result of work from behavior. This understanding of performance links work results with behavior. As behavior, performance is a human activity that is directed at carrying out organizational tasks assigned to it. Performance is the achievement or work of both quality and quantity achieved by employee performance in carrying out their duties in accordance with the responsibilities given to him (Hasibuan, in Widayaningtyas and Darmawati, 2016). Performance according to Rivai (2017) is an overview of the level of achievement of the implementation of an activity or policy program in realizing the goals, vision goals and mission of the organization that is poured through the planning of an organization's strategy.

Performance can use the following indicators: (1) The accuracy of task completion is the management of time at work and also the accuracy of employees in completing work, (2) The suitability of working hours is a willingness to work, (3) The level of attendance can be seen from the number of absences of employees in a company during a certain period, and (4) Cooperation between employees is the ability of employees to cooperate with others in completing a task. which is determined so as to achieve the greatest use and usefulness (Setiawan & Kartika Dewi, 2014).

2.5 Hipotesis

Previous research conducted by Kosasih (2007) stated that Knowledge Management has a positive & significant effect on employee performance in the Front Office Surabaya Plaza hotel.

H1: Knowledge Management has a positive effect on Employee Performance.

Previous research conducted by Samuel Tulenan (2015) stated in his research that the work environment and compensation had a positive effect on employee performance at the Manado State Asset Service and Auction Office.

H2: Compensation has a positive effect on Employee Performance.

Previous research conducted by Wahyu Haryadi (2018) which proves in his research that Work Spirit has a positive effect on Employee Performance at the Puskesmas Maronge District, Sumbawa Regency

H3: Spirit has a positive and significant effect on Employee Performance.

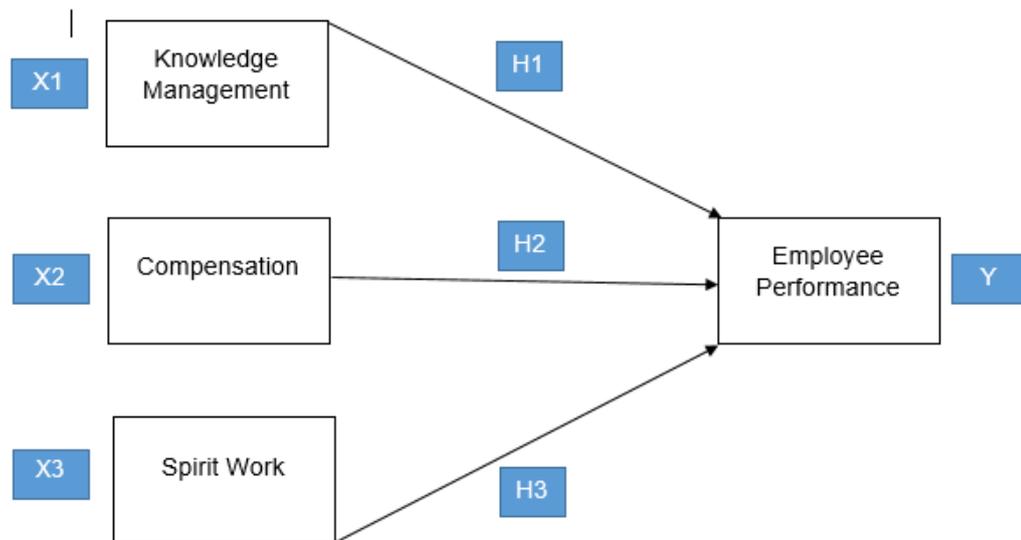


Figure 1. Thinking Framework

III. Research Method

This research uses quantitative methods. The population is all employees of Villa Mahalini Seminyak Bali. The sample is the employees of Villa Mahalini Seminyak Bali, totaling 50 people. The location of this research is located at Villa Mahalini Seminyak Bali.

IV. Result and Discussion

4.1 Validitas Test

Table 1. Validity Test Results
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	12.00	6.552	.852	.904
X1.2	12.07	6.547	.853	.903
X1.3	11.93	6.478	.928	.879
X1.4	12.10	7.334	.719	.945

Source: Data Processing

Results The above results prove that all components in this questionnaire are valid, that is, because the Pearson correlation is greater than 0.3.

4.2 Reliability Test

Table 2. Reliability Test Results
Reliability Statistics

Cronbach's Alpha	N of Items
.930	4

Source: Data Processing

Results The above results prove that all components in this questionnaire are reliable, namely because the value of Cronbach's alpha is greater than the provision of 0.60.

4.3 Normality Test

Table 3. Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		50
Normal Parameters ^{a,b}	.0000000	.0000000
	.58947304	.81651863
Most Extreme Differences	.125	.132
	.113	.132
	-.125	-.111
Test Statistic		.125
Asymp. Sig. (2-tailed)		.069 ^c

Source: Data Processing Results

From the results above, it can be seen in the Asymp section. Sig. (2-tailed) is above 0.05, this indicates that the data is normally distributed

4.4 Multikolinearitas Test

Table 4. Multikolinearitas Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Knowledge Management	.346	6.851
Compensation	.251	9.542
Spirit Work	.242	3.577

Source: Data Processing Results

Results The above results indicate that the independent variable has a tolerance greater than 0.1 and a VIF value less than 10.00. Therefore, it can be concluded that there are no symptoms of multicollinearity which means good.

4.5 Heteroscedasticity Test

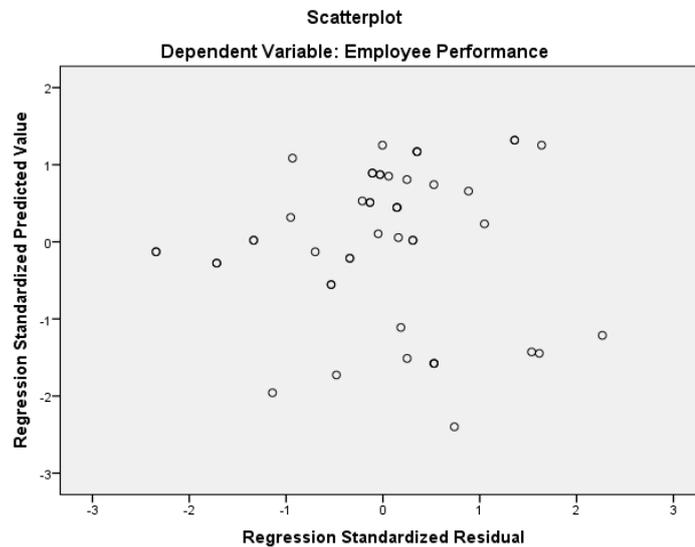


Figure 2. Heteroscedasticity Test
Source: Data Processing Results

Based on the scatter plot above, it can be seen that the distribution of the data plots for this regression looks randomly distributed, the data distribution does not collect in one corner/section, so it can be concluded that there is no heteroscedasticity, so it can be said that the data is homogeneous

4.6 Multiple Linear Regression Analysis

Table 5. Results of Multiple Linear Regression Analysis Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	5.439	.655	
Knowledge Management	.217	.086	.217
Compensation	.381	.124	.445
Spirit Work	.169	.081	.332

Source: Result of Data Processing

4.7 Determination Coefficient of Test (R²)

Table 6. Results of Coefficient of Determination (R²)

Model	R	R Square	Adjusted R Square
1	.975 ^a	.951	.947

Source: Data Processing Results

Value of R Square is 0.951. This shows that the contribution of the influence of X1, X2, X3 to Y is 95.1% while the remaining 4.9% is a contribution from other variables outside the study.

4.8 Hypothesis Testing

- a) The Effect Knowledge Management (X₁) Employee Performance (Y₁) This result Means that the better the knowledge management of employees, the higher the employee performance. Thus, the first hypothesis proposed in this study, namely Knowledge Management has a positive and significant effect on Employee Performance is tested for its validity.
- b) Effect Compensation (X₂) Employee Performance (Y₁) This result means that the higher the compensation given to employees, the higher the employee performance. Thus, the second hypothesis proposed in this study, namely that compensation has a positive and significant effect on employee performance, is tested for its validity.
- c) Effect Spirit Work (X₃) Employee Performance (Y₁) This result means that the higher the spirit work of the employees, the higher the employee performance. Thus, the third hypothesis proposed in this study, namely that spirit work has a positive and significant effect on employee performance is tested for its validity.

4.9 Research Results

Knowledge management has a positive and significant influence on employee performance. This indicates that competencies that are done positively with fellow employees will have an impact on improving employee performance. In addition to competence, employees who have knowledge or proficiency towards their work will have an impact on the quality of work produced by employees. In addition to the quality of work produced by employees, the impact of employees who have experience or creative ideas is that employees are more thorough in working and following existing procedures.

In addition to knowledge management, compensation also has a real or significant impact on employee performance. The results showed that compensation has a positive role or influence on employee performance or employee performance. This indicates that employees who are given salaries according to their workload, will have an impact on the quantity of work produced. In addition to salaries that are in accordance with the workload, the salary received by employees every month in accordance with their experience and in accordance with family needs, it will have an impact on increasing the quantity or quality of work produced by employees. Villa Mahalini in addition to providing compensation in the form of financial, also provides compensation in non-financial form. Non-financial compensation given to employees in the form of comfortable work facilities. In order for employees to feel safe working Villa Mahalini also provides employment insurance.

The high performance of employees or employee performance is also largely determined by employees who have a high morale or spirit work. The results of the study found that spirit work has a positive and significant influence on the high performance of employees. Employees who are diligent in work cause work to be completed on time. Villa Mahalini employees have a very high level of discipline, this is due to the high morale of employees, also because Villa Mahalini is a service company in the field of lodging accommodation, so it requires employees who have high work discipline.

V. Conclusion

The results show that knowledge management has a positive and significant effect on employee performance, compensation has a positive and significant effect on employee performance, and spirit work has a significant positive effect on employee performance. The sig value for the knowledge management $0.000 < \text{the value } 0.05$). This means that partially knowledge management has a real influence on employee performance at Villa Mahalini Seminyak Bali.

Thus, the first hypothesis proposed in this study, namely that knowledge management has a positive and significant effect on employee performance is tested for its validity. The sig value for the compensation $0.007 < \text{value } 0.05$). This means that partial compensation has a real influence on employee performance at Villa Mahalini Seminyak Bali. Thus, the second hypothesis proposed in this study, namely that compensation has a positive and significant effect on employee performance, is tested for its validity.

Suggestion

The advice that can be given based on the results of the research is that Villa Mahalini Seminyak Bali seeks to build a human resource information system to foster morale and improve

Management quality. Knowledge management, compensation and spirit work will have an impact on high employee performance. All of this can be realized if the leadership of Villa Mahalini Seminyak Bali always builds good relationships with employees so that high performance grows.

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