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## DESCRIPTIVE OF QUANTITATIVE DATA | SUPPLEMENTARY

## The Impact of Compensation and Work Environment on Employee Job Satisfaction in the Hospitality Industry (Case Study of Kampung Sumber Alam Hotel and Resort)

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**Abstract:** The hospitality industry has an important role in supporting the growth of the tourism sector in Indonesia. However, one of the main challenges in this industry is maintaining employee job satisfaction so that productivity and service quality remain optimal. This study aims to analyse the effect of compensation and work environment on employee job satisfaction at Kampung Sumber Alam Hotel and Resort. This research uses quantitative methods with descriptive and associative approaches. The population in this study were all employees of Kampung Sumber Alam Hotel and Resort, with simple random sampling technique so that a sample of 55 employees was obtained. Data were collected through questionnaires and analysed using multiple linear regression. The results showed that fair compensation and a conducive work environment had a significant effect on employee job satisfaction. Employees who feel valued with fair compensation and work in a supportive environment tend to be more motivated and have a higher level of job satisfaction. The implication of this study shows that hotel management needs to improve the compensation system based on achievement and length of service and create a more harmonious work environment in order to increase employee loyalty and productivity.

**Keywords:** Compensation, Work Environment, Job Satisfaction.

### 1. INTRODUCTION

In the era of globalisation, competition in the tourism industry is getting tougher, especially in Indonesia which has many attractive tourist destinations. The hospitality industry as part of tourism is experiencing rapid growth, but also faces challenges in maintaining employee job satisfaction. Job satisfaction is a crucial factor in improving employee performance and productivity, so it is important for companies to ensure an optimal compensation system and work environment. Based on data from the Central Bureau of Statistics (BPS) 2024, the number of foreign tourists visiting Indonesia during 2023 increased by 98.30% from the previous year, indicating that this industry has great potential to continue to grow. Therefore, it is important to conduct this research to understand the factors that influence job satisfaction in the hospitality industry.

Kampung Sumber Alam Hotel and Resort was chosen as the object of research because it has been operating for more than five years and has clear legality, fulfilling the criteria as a representative research subject. The hotel carries a traditional Sundanese architectural concept that is unique and different from other similar hotels, making it a special attraction for tourists. Based on data from Traveloka, this hotel gets 1.2 thousand reviews with the highest rating compared to similar competitors. However, despite its good reputation in guest services, pre-survey results show that there are still some aspects of employee job satisfaction that have not reached the average, especially related to the compensation system and work environment. This makes Kampung Sumber Alam Hotel and Resort an interesting object for further research.

In this study, the variables studied are compensation and work environment and how these two factors affect employee job satisfaction. Compensation, which includes salary, benefits and incentives, is an important factor in improving employee motivation and welfare (Nuroni, 2016). Meanwhile, the work environment, both physical and non-physical, also plays a role in creating a conducive work atmosphere (Rusdian & Diandra, 2024). This study aims to understand the extent to which compensation and work environment influence employee job satisfaction and how the relationship between the three variables can be used to improve company performance.

This research has gaps with previous studies, such as those conducted by Kurniawan (2019) at Aston Jember Hotel and Pratomo (2020) at PT Golden Dolbe Jakarta, which state that compensation and work environment have a significant effect on job satisfaction. However, these studies did not specifically examine hotels with traditional concepts such as Kampung Sumber Alam Hotel and Resort. In addition, this study updates the data by examining job satisfaction conditions in 2024, which can provide a more relevant picture of current industry trends. Several other studies such as that conducted by Risan Sugiyasin and Ai Siti Hawa (2022) also emphasise that compensation has a significant impact on work productivity, which is relevant to this study.

Taking into account the gaps that have been identified, this study offers novelty in the context of analysing job satisfaction in the traditional-based hospitality industry. The benefit of this study is to provide strategic recommendations for the management of Kampung Sumber Alam Hotel and Resort in improving employee job satisfaction through better compensation policies and a more conducive work environment. The main objective of this study is to empirically analyse how compensation and work environment can improve employee job satisfaction, which in turn will have a positive impact on the quality of hotel services and the company's competitiveness in the hospitality industry. The results of this study will also enrich the literature related to human resource management and organisation in the hospitality industry, as discussed by Robbins (2019) in *Organizational Behavior* and Santanu (2024) regarding the effect of work environment on employee morale.

## 2. RESEARCH DESIGN AND METHOD

This research uses quantitative methods with descriptive and associative approaches. The descriptive method aims to describe research variables systematically without comparing them with other variables Yusuf Tojiri, Putra, & Faliza (2023). Meanwhile, the associative method is used to analyse the relationship between the independent variables, namely compensation (X1) and work environment (X2), with the dependent variable, namely job satisfaction (Y) Subagyo et al. (2023).

### A. Variable Definition and Operationalisation

The research variables in this study consist of:

- 1) Independent Variable:
  - Compensation (X1): Financial and non-financial rewards provided by the company to employees (Elmi, 2018).
  - Work Environment (X2): Physical and non-physical factors in the workplace that affect employee performance (Siagian, 2014).
- 2) Dependent Variable:
  - Job Satisfaction (Y): Employees' attitudes and feelings towards work that are influenced by compensation and work environment (Afandi, 2018).

### B. Determination of Population and Sample

The population in this study were 123 employees of Kampung Sumber Alam Hotel and Resort, with probability sampling technique and simple random sampling method. The number of samples was calculated using the Slovin formula, with an error rate of 10%, so that 55 respondents were obtained.

### C. Data Analysis Technique

Data analysis was conducted through several stages:



- 1) Validity and Reliability Test - Measures the validity and consistency of research instruments (Ghozali, 2018).
- 2) Descriptive Analysis - Presenting data through tables, diagrams, and simple statistics (Sujarweni, 2018).
- 3) Classical Assumption Test - Includes tests for normality, multicollinearity, and heteroscedasticity to ensure the regression model is valid (Ghozali, 2018).
- 4) Multiple Linear Regression Analysis - Used to measure the relationship between compensation, work environment, and job satisfaction with a regression model:  $Y = a + b_1X_1 + b_2X_2 + e$  where Y is job satisfaction, X1 compensation, X2 work environment, a constant, b1 & b2 regression coefficients, and e error term (Sugiyono, 2022).
- 5) Hypothesis Test -
- 6) The t-test: Tests the influence of individual independent variables on the dependent variable.
- 7) F test: Tests the simultaneous effect of independent variables on job satisfaction.
- 8) Coefficient of Determination ( $R^2$ ) - Measures the extent to which the independent variable explains the dependent variable (Ghozali, 2018).

### 3. RESULTS

#### A. Validity Test

The validity test results show that all statement items on the Compensation (X1), Work Environment (X2), and Job Satisfaction (Y) variables are valid, because the value of  $r_{count} > r_{table}$  (0.266).

**Table 1. Compensation Variable Validity Test Results (X1)**

Instrument Item No.	r-count	r-table	Description
X.1	0.602	0.266	Valid
X.2	0.566	0.266	Valid
X.3	0.509	0.266	Valid
X.4	0.636	0.266	Valid
X.5	0.614	0.266	Valid
X.6	0.641	0.266	Valid
X.7	0.586	0.266	Valid

**Table 2. Results of the Work Environment Variable Validity Test (X2)**

Instrument Item No.	r-count	r-table	Description
X.1	0.643	0.266	Valid
X.2	0.695	0.266	Valid
X.3	0.695	0.266	Valid
X.4	0.674	0.266	Valid
X.5	0.567	0.266	Valid
X.6	0.596	0.266	Valid
X.7	0.723	0.266	Valid

**Table 3. Result of Validity Test of Job Satisfaction Variable (Y)**

Instrument Item No.	r-count	r-table	Description
Y.1	0,589	0,266	Valid
Y.2	0,715	0,266	Valid
Y.3	0,440	0,266	Valid
Y.4	0,520	0,266	Valid
Y.5	0,418	0,266	Valid
Y.6	0,548	0,266	Valid
Y.7	0,492	0,266	Valid
Y.8	0,612	0,266	Valid
Y.9	0,610	0,266	Valid
Y.10	0,718	0,266	Valid

Y.11	0,611	0,266	Valid
Y.12	0,480	0,266	Valid
Y.13	0,380	0,266	Valid
Y.14	0,616	0,266	Valid
Y.15	0,629	0,266	Valid
Y.16	0.381	0.266	Valid

The validity test results show that all statement items on the Compensation (X1), Work Environment (X2), and Job Satisfaction (Y) variables are valid, because the calculated  $r$  value is greater than the  $r$  table (0.266). This means that all question items used in this study are suitable for use in measuring research variables.

## B. Reliability Test

**Table 4. Reliability Test Results**

No.	Variables	Cronbach's Alpha	Description
1	Compensation (X1)	0.694	Reliable
2	Work Environment (X2)	0.779	Reliable
3	Job Satisfaction (Y)	0.844	Reliable

The reliability test results show that the Cronbach's Alpha value of each variable is greater than 0.600, namely 0.694 for Compensation (X1), 0.779 for Work Environment (X2), and 0.844 for Job Satisfaction (Y). Thus, the questionnaire used can be said to be reliable and can be used as a measurement tool in this study.

## C. Classical Assumption Test

**Table 5. Normality Test Results**

Parameters	Value
N	55
Mean	0.0000000
Std. Deviation	4.87670691
Test Statistic	0.077
Asymp. Sig. (2-tailed)	0.200

**Table 6. Multicollinearity Test Results**

Variables	Tolerance	VIF
Compensation (X1)	0.841	1.189
Work Environment (X2)	0.841	1.189

**Table 7. Heteroscedasticity Test Results**

Variables	Sig.
Compensation (X1)	0.442
Work Environment (X2)	0.345

The normality test results show that Asymp. Sig. (2-tailed) = 0.200, greater than 0.05, so it can be concluded that the data in this study are normally distributed. Multicollinearity test is conducted to determine whether there is a relationship between independent variables. The results of this test show that the Variance Inflation Factor (VIF) value for Compensation and Work Environment is 1.189 with a Tolerance value of 0.841, which means there is no multicollinearity problem in this regression model. Meanwhile, the heteroscedasticity test is conducted to test whether the residual variance remains constant. The Glejser test results show that the significance value for Compensation is 0.442 and for Work Environment is 0.345, both of which are greater than 0.05, so it can be concluded that there is no heteroscedasticity in the research model.

**D. Multiple Linear Regression Test**

Based on the regression results, the following equation is obtained:

$$Y = 11.360 + 0.997X_1 + 0.921X_2 + e$$

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**Table 8. Multiple Linear Regression Test Results**

Variables	B	Std. Error	Beta	t	Sig.
Compensation	0.997	0.198	0.465	5.031	<0.001
Work Environment	0.921	0.177	0.481	5.198	<0.001

In multiple linear regression tests, the results showed that the independent variables Compensation (X1) and Work Environment (X2) have a positive and significant influence on Job Satisfaction (Y). The regression model obtained is  $Y = 11.360 + 0.997X_1 + 0.921X_2 + e$ , which shows that every one unit increase in compensation will increase job satisfaction by 0.997 units, and every one unit increase in the work environment will increase job satisfaction by 0.921 units, assuming other variables remain. This shows that both independent variables have a large contribution in increasing employee job satisfaction.

**E. Correlation Coefficient Test****Table 9. Simple Correlation Test**

Variables	Pearson Correlation	Sig.
Compensation (X1)	0.657	<0.001
Work Environment (X2)	0.666	<0.001

**Table 10. Multiple Correlation Test**

Model	R	R Square	Adjusted R Square	Std. Error
Compensation & Work Environment	0.791	0.626	0.612	4.96960

The correlation test results show that Compensation has a correlation of 0.657 and Work Environment has a correlation of 0.666 to Job Satisfaction. Based on the correlation interpretation category, this value is included in the strong relationship category (0.600 - 0.799), which means that the better the compensation and work environment provided by the company, the higher the level of employee job satisfaction. In addition, the multiple correlation test results show that the R value is 0.791, which indicates that the relationship between compensation and work environment simultaneously on job satisfaction is very strong.

**F. Determination Coefficient Test****Table 11. Test Coefficient of Determination**

Model	R Square	Adjusted R Square
Compensation (X1)	0.432	0.421
Work Environment (X2)	0.444	0.433
Compensation & Work Environment	0.626	0.612

To measure the extent to which the independent variables can explain the variability of the dependent variable, the coefficient of determination test was conducted. The test results show that the R Square value is 0.626, which means that 62.6% of the variation in Job Satisfaction can be explained by Compensation and Work Environment, while the remaining 37.4% is explained by other factors not examined in this study. Thus, it can be said that the two independent variables have a major contribution in determining the level of employee job satisfaction.

## G. Hypothesis Test

**Table 12. Test (T)**

Variables	t	Sig.
Compensation (X1)	5.031	<0.001
Work Environment (X2)	5.198	<0.001

**Table 13. Test (F)**

Model	F	Sig.
Compensation & Work Environment	43.507	<0.001

Hypothesis testing is carried out to determine the effect of independent variables partially and simultaneously on the dependent variable. The t test results show that the t value for Compensation is 5.031 with Sig. <0.001, and the t value for Work Environment is 5.198 with Sig. <0.001. Because the significance value is smaller than 0.05, it can be concluded that Compensation and Work Environment have a significant influence on Job Satisfaction partially. Furthermore, the F test results show that the calculated F value is 43.507 with Sig. <0.001, which is smaller than 0.05, so it can be concluded that Compensation and Work Environment simultaneously have a significant effect on Job Satisfaction.

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