

## EFFECT OF SELECTION AND WORK PLACEMENT TO THE WORK SATISFACTION OF HOTEL ROOM ATTENDANT IN SURABAYA

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### ABSTRACT

This study aims to determine the effect of selection and job placement on job satisfaction of hotel room attendant in Surabaya, The research method used is descriptive quantitative method. With sample research is 30 room attendants of some hotel in Surabaya. The result of data analysis shows that Selection has significant effect on job satisfaction of hotel room attendant in surabaya with respondents with curriculum vitae item very influential as important information of self data when selection with achievement 3.2%. And has a significance level of  $0.079 > 0.05$ . Whereas placement variable influence to room attendant satisfaction does not have significant effect to job satisfaction of hotel room attendant in surabaya. It is also evidenced that the significance level is  $0.007 < 0.05$

**Keywords:** Selection, placement, job satisfaction, room attendant

### 1. INTRODUCTION

Human resources in the company is the most important asset in a company. This is a fact, beside the fact of the development of technology as asset. Nowadays, in the globalization era, quality human resources are needed in a company. To have qualified human resources should be started on the selection of employees. Selection is the process of filtering and determining who are capable and incapable to work in a company. A good selection system should be done by the selection team and then decided by a discussion that is accountable for the decision. The team involved in the selection is also not an ordinary employee, but those who really understand and are able to assess the quality and competence of each prospective employee who will work in that company. The selection process is the key to the success of personnel management, even the success of the company itself.

After the selection, the next stage is the employee placement stage. Delivered by Sastrohadiwiryo (2002) placement is the process of assigning tasks and jobs to the workforce who pass the selection to be carried out in accordance with the scope that has been set, and able to account for all the risks and possibilities that occur on the task and job, authority and responsibility. That means the company can provide duties and responsibilities to employees in accordance with the scope set in the company.

Written by Ernie Tisnawati Sule and Kurniawan Saefullah 2006) that the Company needs to ensure that the newly recruited employee must be fully prepared to join the company, not only in terms of qualifications, but also from the readiness to work in teams. This means that, the success of an employee's work not only based on the competence he has but also his ability to adapt to form a good working team.

And in order to provide satisfactory service to the guests, the hotel must have qualified employees, such as having an appropriate education, appropriate competencies of work field, productive age, work experience in the same field. In the service business, especially the world of hospitality, employees are required to be able to provide good service and friendly to guests. Because by the maximum service, guests will feel satisfied. Maximum service will create a positive image of the company that ultimately benefits the company. It can be seen from whether or not the services provided by employees and can not be separated by the competence of employees during the selection and placement of these employees.

From the above background the author would like to discuss about the effect of selection, job placement to the satisfaction of hotel employee performance in surabaya.

### 1.2 Statement of the Problem

Based on the background of the problems above, the problem formulate as follows:

1. How is the effect of attendant selection to job satisfaction of Room Attendant Surabaya Hotel.
2. How the Influence of Job Placement to job satisfaction of Room Attendant in Surabaya Hotel.

## 2. REVIEW OF RELATED LITERATURE

### 2.1 Work Satisfaction

#### A. Definition

Job satisfaction is one of the important factors that affect life satisfaction, because most of the human time is spent in the workplace. Here are some sense of job satisfaction according to some experts:

- Dr.T.Hani Handoko M.B.A, 1995. Say Job Satisfaction is a pleasant / unpleasant emotional state which employees view their work.
- (Prof. Dr.H.Veithzal Rivai, MBA / Ella Jauvani Sagala S.PSI, M.SC, 2010 :) said Job Satisfaction is if better performance, can increase the benefits for employees fairly and balanced, then job satisfaction will increase.
- (Weksley and Yukl, 1997 in Training Management, M. Syamsul Ma'arif / Lindawati Kartika, 2014 :) Job satisfaction is a person's feelings towards his work.

And it can be concluded that job satisfaction is a person's circumstances to the results of his work

#### B. WORK SATISFACTION FACTORS

Many factors affect employee job satisfaction. The factors themselves in the role of giving satisfaction to employees depend on the personal individual employees (Sutrisno, 2009: 82).

Here are some of the factors according to experts:

1. There are two factors that affect job satisfaction, the factors that exist in the employee and the work factor (Mangkunegara, 2009: 120).
  - a. Employee factors, namely intelligence (IQ), special intelligence, age, gender, physical condition, education, work experience, work period, personality, emotion, way of thinking, perception, and work attitude.
  - b. Job factors, ie job type, organizational structure, rank (class), position, quality of supervision, financial guarantees, promotion opportunities, social interaction, and employment relationships.

2. Factors that affect job satisfaction are (Sutrisno, 2009: 82-84):

- a. Opportunity to move forward. In this case, whether or not there is an opportunity to gain experience and capacity building during work.
- b. Secure working. This factor is called as a job support satisfaction which good to employees. Safe circumstances greatly affect the feelings of employees during the work.
- c. Salary. More pay leads to dissatisfaction, and people seldom express satisfaction with the amount of money they earn.
- d. Company and management. The company and good management are able to provide stable working conditions and conditions.
- e. Supervision. At once his boss. Poor supervision can result in absenteeism and turn over.
- f. Intrinsic factors of work. The attributes that exist in the job require certain skills. Difficult and easy and pride of duty can increase or decrease satisfaction.
- g. Working conditions. Includes here working place conditions, ventilation, broadcasting, canteen and parking lot.
- h. Social aspects of work. It is one of the most difficult attitudes to describe but is seen as a factor that is satisfied or dissatisfied in working.
- i. Communication. The smooth communication between employees with the management is widely used the reason to like his position. In this case the existence of the willingness of the boss to hear, understand and acknowledge the opinions or achievements of employees is very instrumental in generating a sense of satisfaction with the work.
- j. Amenities. Hospital facilities, leave, pensions, or housing are the standard of a position and if it can be fulfilled will generate a sense of satisfaction.

3. According to Weksley and Yukl (1997) in Training Management, M. Syamsul Ma'arif / Lindawati Kartika, 2014:

- a. Job Content: Appearance of actual job duties and as job control.
- b. Supervision

- c. Organization and Management
- d. Opportunity Forward
- e. Salaries and Advantages in other financial fields, such as the existence of intensive
- f. Co-workers
- g. Work Conditions.

## 2.2 PLACEMENT

### A. Definition

According to Viethzel (2009: 198) Placement of employees is the assignment or reassignment of an employee to his new job. More placement decisions are made by the line manager, usually an employee's supervisor in consultation determines future employee placements. So it's not just new employees who are said to be placement employees, but re-placement someone who is in a company.

According to According Sastrohadiwiryo (2002: 162) In the scientific Journal of Management and Business Vol. 17, No. 01, April 2016. placement is the process of assigning tasks and jobs to a workforce that passes the selection to be carried out in accordance with the scope that has been established, and able to account for all risks and possibilities that occur on the task and work, authority and responsibility.

According to Hasibuan (2005: 63) placement is the assignment of someone to menduduku position, perform functions, and run certain activities.

### B. Factors in Work Placement

According to Sastrohadiwiryo (2002: 162) states the factors to consider in employee placement are as follows: 1) Educational background 2) Physical and spiritual health 3) Work experience 4) Age of human resources 5) Gender 6) Marital status 7) Interests and hobbies

According Viethzel (2009: 199) there are three important types of placement of promotion, transfer and demotion.

#### a. Promotion

Promotion occurs when an employee is moved from one job to another higher in payments, responsibilities and or levels. Umunya given as a reward system (reward system) for the efforts and achievements in the past, it will appear two problems. The first problem is when the decision maker can distinguish between strong and objectively weak employees. The second problem is the peter principle or peter principle,

which states that hirarchicaly, human tends to continuously improve the level of competence.

#### b. Transfer and Demotion

Transfers and demotions are the two main activities of other employee placements that exist within the company. Transfers occur when an employee is transferred from one field of duty to another in a task that is almost the same level of salary, responsibility, and structural level. Demotion occurs when an employee is moved from one position to another lower level, both the level of salary, responsibility, and structural level. Employee placement means allocating employees to a certain position.

There are several things that happen in placements:

- a. Effectiveness  
Must minimize the possibility of defeat for employees and companies.
- b. Lawsuits  
Both parties must provide information and remind each other about when the working relationship will be ended.
- c. Prevention of Somation
- d. Resignation
- e. Dead
- f. Lay off
- g. Termination

## 2.3 SELECTION

### A. Definition

Selection is the process of crawling and determining who is capable and incapable to work in a company. A good selection system should be done by the selection team and then decided by a discussion that is accountable for the decision. The team involved in the selection is also not an ordinary employee, but those who really understand and are able to assess the quality and competence of each prospective employee who will work in that company.

### B. Employee Selection Objectives

There are several reasons why the selection needs to be done. The purpose of employee selection is as follows:

- a. To capture employees who are considered really worthy and able to perform the tasks assigned to the position.
- b. Avoiding mistakes in making employee selection decisions.

- c. Make work more measurable and have a legal basis.

**C. Stages in the selection process.**

For candidates who have passed the recruitment stage and are invited to join the selection then there are some general requirements that must be met or followed, and the requirement to follow the selection is usually divided into 4 (four) stages. The stages are,

- a. Stage of administration selection
- b. Stage of written test selection
- c. Interview test phase
- d. Phase of health test

The administrative completeness requirements for the selection of the first stage or stage of administrative selection is generally as follows:

- a. A signed application letter
- b. Curriculum Vitae
- c. Diplomas and transcripts of values, preferably terlegalisir
- d. The accreditation certificate from the university or faculty which the employee is previously studying, and written at least B accredited.

After the administrative and graduate examination stages has passed, the prospective employee must take an interview or interview. At this stage usually administrative completeness becomes an important part to note again. Since some companies typically request that at the time of the interviews bring additional supplies such as computer certificates, English certificates, diplomas and transcripts of genuine value, driver's licenses, medical letters, and others in accordance with the request of the management company.

But there are also companies that do not ask to carry it, simply carried and completed when it is graduated later. Of course if not pass no need to bring. The last test when it has all been passed or passed is the stage of health tests. Health tests are tests that want to see the overall health level of the prospective employee, usually the health test is performed by a team of special doctors from the company.

After going through all stages of selection is then just waiting for the announcement whether the relevant can be declared passed the whole stage or not. If graduated then ready to sign the letter of agreement is the readiness to work and placed anywhere in accordance with the contents of the letter

of the agreement. Generally the letter of agreement will be changed into a decree that explains in detail in detail such as:

- 1. Amount of salary received
- 2. Bonus
- 3. Benefits
- 4. Health insurance
- 5. Facilities received
- 6. And others

**D. Some problems in the selection process**

There are several problems that often occur from each process of recruitment and selection, namely:

- 1. Data applicants candidates sometimes there are falsified in purpose to be able passing the test stage administration
- 2. Nepotism of employees recruitment and exclude those who are more deserve to the job.
- 3. Sometimes because of the weakness of selection control allows the crime perpetrators or criminal person to pass the selection, because he able to change various personal data
- 4. Recruitment and selection teams sometimes do not have an unstable and well-controlled emotional level, so there are some misstakes in their decision.

Therefore, to avoid the problems arise, it is needed a recruitment and selection teams that really realize the wishes of the management and commissioners of the company. This means that the team that entered really a team that consider capable and be trusted of every thought submitted, includes making decisions and be responsible in long term.

**Statement of the Problem**

H1: Does selection have a significant effect on job satisfaction of hotel room attendant in surabaya

H2: Does placement have a significant effect on job satisfaction of hotel room attendant in Surabaya

**3. RESEARCH METHODS**

This research includes correlational research (Corelational Research). The study population is employees of several hotels in Surabaya in operational level in Room Attendant. In the study concerned were gender, last education, age, years of service. The sampling technique used in this paper is Nonprobability sampling with a saturated sampling

technique. The sample size is 30 employee. The type of data used in this research is quantitative data, ie data obtained directly from the data source (respondent), research instrument using measurement instrument in the form of Likert scale questionnaire model consisting of four categories of answers. the nature of this writing is explanatory (explanatory) relating to the position of one variable and its relationship with other variables (Sugiyono, 2015).

After getting the questionnaire analyzed by using descriptive quantitative, Number of research variables are 3 variables and 57 statements. For this step of research consists of 3 stages, namely: 1) preparation stage, 2) implementation stage, 3) final stage. Preparatory stage, the steps taken in the preparation phase, they are: (1) Prepare pre-research (2) Prepare the research instrument is a questionnaire. Implementation phase: (1) Sampling; (2) Disseminate the final stage of questionnaire. In the next implementation is a. Analyze the data obtained from the questionnaire. b. Describe the results of data analysis and provide conclusions as the answer of the problem formulation.

**4. RESEARCH RESULTS**

From the results of the questionnaire distributed, the results show the employee response based on questions posed by researchers. Answers are given based on what the employee's experiencing are as follows :

Table 1: The item curriculum vitae is very influential as an important information of self data

Alternative answers	Number of respondents	%
Strongly agree	12	40%
Agree	14	46.67%
Disagree	1	3.3%
Strongly Disagree	3	10%
<b>Total</b>	<b>30</b>	<b>100%</b>

From table 3.1 the results of the respondents' explanations on the selection variables which have the highest average value of 3.2 out of 12 items can be seen which answer strongly Agree there are 40%, 46.67% agree, 3.3% disagree and those who answer strongly disagree are 10%. So that it can be said that the Curriculum Vitae is very support important information of personal data is the biggest answer, agree with 46.67%. And those who answered did not

agree to have the smallest percentage of 3.3%. It can be said that the selection held by the hotel to get curriculum vitae employees is very influential as important information about prospective employees.

Table 2: in the item Is it important for your safety and security

Alternative answers	Number of respondents	%
Strongly agree	15	50 %
Agree	11	36.67%
Disagree	1	3.33%
Strongly Disagree	3	10%
<b>Total</b>	<b>30</b>	<b>100%</b>

From table 3.2 the results of the respondents' explanations on the placement variables that have the highest average value, 3.3 out of 25 items, can be seen there are 50% very agree answer, 36.67% agree, 3.33% disagree, and those who answer strongly disagree are 10%. So that it can be said that the item Curriculum Vitae is very support important information of personal data is the biggest answer, agree with 46.67%. And those who answered did not agree to have the smallest percentage of 3.3%. It can be said that the placement variable held by the hotel for employee placement is the importance of having a very influential safety and security evidenced by the presence of respondents who answered strongly agree to 50% safety and security.

Table 3: in Employee items wear uniforms that are in accordance with the provisions of the company

Alternative answers	Number of respondents	%
Strongly agree	14	46.67 %
Agree	11	36.67 %
Disagree	1	3.33 %
Strongly Disagree	4	13.33 %
<b>Total</b>	<b>30</b>	<b>100 %</b>

From table 3.3 the results of the respondents' explanations on satisfaction variables that have the highest average value is 3.17 out of 20 items can be seen who answer Very Agree 46.67%, 36.67% agree, 3.33% disagree, and those who answer strongly disagree are 13.33%. So that it can be said that the

curriculum vitae is very support important information of personal data is the biggest answer, agree with 46.67%. And those who answered did not agree to have the smallest percentage of 3.33%. It can be said that the variables of employee satisfaction held by the hotel in working are the existence of the uniform that is used is very influential as evidenced by the presence of respondents who answered strongly agree that there is a uniform usage that is in accordance with the provisions of the company can provide employee satisfaction up to 46.67%.

**VALIDITY TEST**

Validity Test is a measure that shows the level of validity of an instrument. A valid instrument has a high level of validity. It is said to be valid if it can reveal data from the variables that are examined appropriately. To test the level of validity of the questionnaire with a significant level ( $\alpha = 5\%$ ) used Product Moment correlation coefficient formula (Arikunto, 1998)

Table 4: Validity testing

No	Informa tion	Significa nce	Standard significa nce	Informat ion
	X1. Seleksi	0.939	0.05	Valid
1	X1.1	0.858	0.05	Valid
2	X1.2	0.938	0.05	Valid
3	X1.3	0.940	0.05	Valid
4	X1.4	0.967	0.05	Valid
5	X1.5	0.970	0.05	Valid
6	X1.6	0.956	0.05	Valid
7	X1.7	0.910	0.05	Valid
8	X1.8	0.836	0.05	Valid
9	X1.9	0.945	0.05	Valid
10	X1.10	0.888	0.05	Valid
11	X1.12	0.878	0.05	Valid
	X2. Placeme nt			
12	X2.1	0.368	0.05	Valid
13	X2.2	0.666	0.05	Valid
14	X2.3	0.656	0.05	Valid
15	X2.4	0.595	0.05	Valid
16	X2.5	0.491	0.05	Valid
17	X2.6	0.842	0.05	Valid
18	X2.7	0.447	0.05	Valid
19	X2.8	0.570	0.05	Valid
20	X2.9	0.717	0.05	Valid
21	X2.10	0.798	0.05	Valid
22	X2.11	0.764	0.05	Valid
23	X2.12	0.848	0.05	Valid
24	X2.13	0.500	0.05	Valid
25	X2.14	0.605	0.05	Valid
26	X2.15	0.692	0.05	Valid
27	X2.16	0.428	0.05	Valid
28	X2.17	0.371	0.05	Valid
29	X2.18	0.634	0.05	Valid
30	X2.19	0.644	0.05	Valid
31	X2.20	0.676	0.05	Valid
	Y, Satisfact ion			
32	Y1	0.833	0.05	Valid
33	Y2	0.824	0.05	Valid
34	Y3	0.8.72	0.05	Valid
35	Y4	0.725	0.05	Valid
36	Y5	0.704	0.05	Valid
37	Y6	0.725	0.05	Valid
38	Y7	0.682	0.05	Valid
39	Y8	0.799	0.05	Valid
40	Y9	0.776	0.05	Valid
41	Y10	0.732	0.05	Valid
42	Y11	0.784	0.05	Valid
43	Y12	0.826	0.05	Valid
34	Y13	0.680	0.05	Valid
35	Y14	0.710	0.05	Valid
36	Y15	0.804	0.05	Valid
47	Y16	0.854	0.05	Valid
48	Y17	0.834	0.05	Valid
49	Y18	0.646	0.05	Valid
50	Y19	0.739	0.05	Valid
51	Y20	0.662	0.05	Valid

Source: Data (processed)

From the results of validity test of the items above are declared valid because they show a significance level of <0.05

**REABILITY TEST**

Reliability test is a tool to show the degree of consistency of the measuring instrument in question if applied repeatedly on different occasions. The higher the reliability of the measuring device, the more stable the measuring device is in measuring a symptom and vice versa, the lower the reliability of a measuring device, the more unstable the measuring instrument to measuring a symptom (Saifudin Azwar, 1998). Furthermore, it needs to be interpreted the results of the index price obtained by the reliability index of Alpha Cronbach, namely: "Expressed reliability if the price of r 60 0.60 (at least reaching 0.60), then the index price then the standardized reliability index prices must at least reach (r = 0.60). If a reaches 0.85, even r = 0.90 is said to be high reliability

Table 5: Reliability Test

No	Variable	Alpha	Alpha standard	Information
1	X1	0.983	0.60	Realibel
2	X2	0.987	0.60	Realibel
	Y	0.993	0.60	Realibel

Source: Data (processed)

From the results of the trial in the calculation of the instrument reliability, index interpreted the value or price of obtained to reach 0.60 and above. And in the trial conducted Alpha Cronbach was said to be high because it reached 0.90.

**HYPOTHESIS TEST**

Regression analysis in this study to determine the effect of training, career development, compensation for employee performance with a significant level of 0.05 obtained in table 3.6 as follows:

Table 3.6 T test

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
	1 (Constant)	-12,781	9,414		
Seleksi	,691	,378	,339	1,827	,079
Penempatan	,697	,241	,537	2,897	,007

a. Dependent Variable: Satisfaction

From the results of the T Test, the results are obtained as in the table 4.16 including:

1. The first hypothesis examines the effect of Selection (X1) on job satisfaction (Y), obtained a positive beta coefficient 0.339 has a significance level of 0.079 > 0.05 which means that the selection variable (X1) has a significant influence on the dependent variable job satisfaction (Y) This means that the selection has a positive and significant influence on job satisfaction in Surabaya hotels
2. The second hypothesis examines the effect of placement (X2) on job satisfaction (Y), obtained a positive beta coefficient of 0.537 has a significance level of 0.007 < 0.05 does not have a significant effect on the dependent variable Employee performance (Y) This means that placement has a negative influence and not significant to Employee Performance in Surabaya hotels

**5. CONCLUDE AND ADVICE**

**Conclusion:**

After the research done by the researcher about the effect of selection and placement on the job satisfaction of hotel room attendant in Surabaya, here are the conclusion: 1. In recruitment of employee selection is very influential on job satisfaction. With the selection of the company has a lot to know how prospective employees will be selected. General requirements to be met or followed, and the requirement to follow the selection which one of them is the administrative selection stage, because the selection is very significant effect on job attendant

room satisfaction. 2. Job placement does not significantly affect the job satisfaction of hotel room attendant in surabaya because a room attendant is in accordance to their field of work.

**Suggestions:**

The suggestions given by the researcher are: as the material of consideration from various parties regarding the influence of selection and job placement on the job satisfaction of hotel room attendant in surabaya are as follows: 1. Hotels should always maintain stage of selection includes administration selection stage, stage of written test, interview test, and health test. It is expected that administrative tests is an early stage to determine the criteria requested by the company properly. If the administrative tests have completed and passed, then can be continued the next stage and also the next stage. 2. In the placement of work should be in accordance to the existing scope in the selection criteria held. This is in accordance to Sastrohadiwiryo (2002: 162) in the scientific Journal of Management and Business Vol. 17, No. 01, April 2016 the placement is the process of assigning tasks and jobs to employee who has passed selection to carry out within the scope defined, and being able have some risks and

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