



## Determinant of Employee Performance and Employee Productivity on Sector Travel Company

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### ABSTRACT

This article delves into determinants of employee performance and productivity in the travel sector via literature review, contributing to understanding. Using qualitative methods, it synthesizes findings from international journals within a year. It explores the relationship between employee performance and productivity, noting scarcity of specific research in travel. Direct significant influence is observed between these variables across various fields. The study provides substantial contributions to both variables and the travel industry, enriching understanding of their dynamics.

### 1. INTRODUCTION

The determinant of employee performance and employee productivity within the travel sector is a multifaceted and crucial aspect that significantly influences the overall success and sustainability of travel companies. The intricate interplay between these two factors is pivotal for achieving organizational goals, ensuring customer satisfaction, and maintaining a competitive edge in the dynamic travel industry (Cheon, 2020). According to (Arwab et al., 2022) Employee performance, encompassing various dimensions such as skills, knowledge, attitude, and commitment, serves as a foundational element in the success of a travel company . The expertise of employees in areas like customer service, destination knowledge, and problem-solving directly impacts the quality of services provided. High-performing employees contribute not only to customer satisfaction but also to the positive reputation and brand image of the travel company (Hadi et al., 2019).

Productivity, on the other hand, is a key metric in assessing the efficiency and effectiveness of operations within the travel sector (Drissi et al., 2022). It is influenced by factors such as workflow processes, resource allocation, and the utilization of technology. A workforce that is productive can handle higher volumes of transactions, streamline processes, and adapt to the ever-changing demands of the travel market (Morikawa, 2017). Several determinants play a crucial role in shaping employee performance and productivity in the travel industry (C. A. Phan et al., 2021; Yang, 2016). Training and development programs

are vital for enhancing the skills and knowledge of employees, ensuring they stay abreast of industry trends and advancements (Saha & Ghosh, 2023). Additionally, a supportive and motivating work environment fosters a positive attitude among employees, influencing their commitment to delivering high-quality services (Naz et al., 2020).

The role of leadership within a travel company is also instrumental in determining employee performance and productivity (Alhussami, 2017). Effective leaders inspire and guide their teams, fostering a sense of purpose and direction. Clear communication of organizational goals and expectations, coupled with regular feedback and recognition, creates a conducive atmosphere for employees to excel in their roles (Haas, 2022). Technological advancements play a significant role in shaping the productivity of travel companies. Integration of innovative tools and systems can streamline booking processes, enhance communication, and improve overall operational efficiency (Morikawa, 2017). This, in turn, empowers employees to focus on tasks that require creativity, critical thinking, and personalized customer interactions (Drissi et al., 2022).

Employee engagement and satisfaction are critical determinants of performance and productivity (Kumar & Kapoor, 2021). Satisfied and engaged employees are more likely to be committed to their roles, resulting in lower turnover rates and higher levels of customer satisfaction (Shweta, 2021). Recognition programs, work-life balance initiatives, and opportunities for career growth contribute to a positive work environment that enhances employee well-being. Some phenomena and problems that can affect the determinants of employee performance and employee productivity. One of the main phenomena is the impact of changing trends and customer habits on the travel industry (Almakayeel, 2023). Along with technological developments and changing consumer behavior patterns, travel companies must be able to adapt quickly to meet the increasingly diverse demands of customers (Behringer et al., 2023).

Another problem often faced by travel companies is fierce competition (Tsukada et al., 2023). With the advent of various online platforms and online travel agencies, competition in this industry is getting fiercer (Colangelo & Zeno-Zencovich, 2016). The companies must have an effective strategy to retain and attract customers, which of course requires optimal employee performance (A. C. Phan et al., 2023).

Related to employees, one of the problems that often arises is lack of motivation or unwillingness to adapt to change (Prentice, 2022). Unmotivated employees can have a negative impact on their performance and productivity (Shikha, 2017). Therefore, travel companies need to develop employee motivation and development programs to increase their passion and commitment to the company (Arpiani & Mulyana, 2023).

Economic uncertainty is also a phenomenon that can affect the travel industry (Purwanto et al., 2022). In an unstable economic situation, companies may face pressure to reduce operational costs, which can impact employee training and development programs (Prentice, 2022). Efficient management in managing resources and responding to economic changes is crucial in ensuring a balance between operational efficiency and employee welfare.

Internal factors such as lack of effective communication between management and employees can also be a problem (Srisorn, 2020). Unclear or untimely information can create uncertainty and confusion among employees, hampering their performance and productivity (de Almeida, 2018).

This article aims to delve deeper into the determinants of employee performance and employee productivity in the corporate travel sector in a literature review with the following contributions.

## 2. LITERATURE REVIEW

### Employee Performance

Employee performance can be defined as the level of effectiveness and efficiency with which an employee carries out their job responsibilities. It is a critical factor in determining the success and growth of an organization, as poor performance can negatively impact the organization's productivity and profitability (Lu, 2023). Effective employee performance is essential for achieving organizational goals and maintaining a competitive edge in the travel industry (Mafrudoh, 2023).

This research explores the factors influencing employee performance within the tourism sector, underscoring the significance of employee engagement and the meaningfulness of work in shaping employees' overall performance (C. A. Phan et al., 2021). According to (Shikha, 2017) The elements impacting employee performance in the hotel sector, underscored is the significance of recognizing these factors to enhance productivity and ensure the seamless operation of the organization.

### Employee Productivity

Employee productivity refers to the capacity of employees to efficiently and effectively accomplish tasks designated by the company to meet its objectives. The findings reveal valuable information about diverse aspects affecting employee productivity, such as remuneration, working conditions, motivation, job satisfaction, involvement, and adherence to rules (Putra & wayan Mujiati, 2022). Another study on the enhancement of organizational performance emphasized the role of performance management and employee engagement in driving employee productivity and organizational efficiency (Lu, 2023).

## 3. RESEARCH METHODS

This article uses qualitative methods, where literature reviews related to related topics and research objects in this paper describe the findings of the results and then given a perspective from the final results of this article. Article sources come from international journals with a time scale of one year.

## 5. ANALYSIS AND DISCUSSION

The determinants of employee performance and productivity in the travel industry are influenced by various factors. The provided search results offer insights into the factors that impact employee performance and productivity in different industries, including the petroleum, hotel, and public sectors. The result from article (Dlamini et al., 2022) the performance of an organization relies on the job performance and productivity of its employees. The quality of the working relationship between employees and their managers is a factor that impacts both employee job performance and productivity.

Employee work motivation, employee job training and the response of a positive and significant leadership style to the performance (Andri et al., 2021). According to (Tarigan et al., 2022) in other scope result the adoption of a TRS exerts a positive influence on the aforementioned outcomes. However, the interesting fact about the finding is that Generation Z cannot be easily satisfied with only monetary incentives; their preference has shifted from monetary concerns to self-capability.

In company with the result training has a positive effect on employee competence. Training positive effect on work productivity. Employee competence has a positive effect on work productivity. Employee competence mediates the effect of training on work productivity. Work productivity has a positive effect on company performance (Pattihahuan & Mukti, 2022).

The research discovered that the democratic leadership style is highly favored, not only for its ability to motivate employees but also for its positive impact on organizational productivity. Likewise, the study indicates that as workers gain more experience, the influence of leadership on their performance tends to diminish (Oussible & Tinaztepe, 2022). Another study form (Windarko et al., 2023) with the result whether a positive work environment can have a positive impact on performance. Similarly, the increasing strictness of SOPs and the discipline in following them can also have a positive effect on both performance and productivity.

Another study other scope from (Tunio et al., 2021) with the result the governance score is significant influencing the banking performance. Moreover, the employee productivities are also positive significant affecting the baking performances. The non-linear results of model show that composite score of ESG with employee productivity has significant influence on financial performance.

According to (Salami et al., 2022) with the result Efficient conflict resolution improves employee performance within an organization, and the organization's conflict management system has an impact on the performance of its employees. The connection between managers and employees significantly influences both employee performance and productivity. A favorable relationship with a manager is strongly correlated with heightened motivation and performance, whereas an unfavorable relationship is associated with subpar performance (Dlamini et al., 2022).

The effects of the Work From Home (WFH) model on employee productivity and performance vary based on several factors, including the type of work, employer and industry traits, and home environments. The majority of respondents reported a positive influence, while a few indicated no discernible difference or a negative impact (Anakpo et al., 2023).

Human Resource Management (HRM) practices contribute to increased productivity and employee performance within a construction company. Consequently, it is strongly advised to implement HRM practices effectively to boost both productivity and employee performance, thereby attaining and maintaining a competitive advantage (Ngwenya & Aigbavboa, 2017).

Of the several articles found related to the topic, there are many and available in the findings in research in various industrial fields, it's just that for the travel industry objects, there are not many existing research objects with objectives, problems, and phenomena that exist empirically in this scientific article.

The implementation of the results of this article provides a result that can help illustrate the literature, especially with the object of travel industry research.

## 6. CONCLUSION AND SUGGESTION

In this article, the purpose of the study to find a literature relationship between employee performance variables and employee productivity is with notes for the object of research in the field of travel is not found specifically for the two variables. For the direct relationship between these two variables, there is a direct and significant influence in various fields as presented in this article. The results of this article make a real contribution to two variables and objects of research in the field of travel industry. The contribution of this article provides a color in research results for researchers who need a reference in the research to be carried out, in addition to internal institutions providing real benefits and useful internally and externally

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