



The Effect of Information Technology Use, Organizational Citizenship Behavior, and Task Complexity on Performanceemployees (Empirical Study on 4 Star Hotels in Badung Regency)

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Abstract. Employee performance is the achievement or target of a person that is carried out to realize the vision, mission, and goals in a company. The importance of collaboration between employee performance and the use of information technology to achieve the targets and goals of the company. This study was conducted to obtain empirical evidence regarding the effect of the use of information technology, organizational citizenship behavior, and task complexity on employee performance. The population in this study were employees of the accounting department at a 4-star hotel in Badung Regency. The sample in this study was taken using a purposive sampling technique to obtain 50 respondents. The data analysis technique used descriptive statistical analysis, classical assumption tests (normality test, multicollinearity test, heteroscedasticity test), and multiple linear regression analysis. The results of the analysis provide evidence that the use of information technology and organizational citizenship behavior have a positive effect on employee performance, while task complexity has a negative effect on employee performance. This study supports the theories used previously, namely Attribution Theory and Technology Acceptance Model (TAM).

Keywords: Information, Technology, Organizational.

1. INTRODUCTION

Bali is one of the tourist destinations that is in great demand by tourists from abroad and domestically. Bali can provide great business opportunities for investors in the tourism sector, one of which is hotels. Hotels are supporting facilities in providing accommodation services for visitors who are traveling or on vacation. One way for hotel services to develop well is to collaborate between workers and existing technology. Companies that always have targets will always increase their productivity through their consistency in producing the best performance and maintaining things that are competitive advantages. The individual human element plays an important role and greatly determines the success of the company.

Performance is a description of the achievement or target, implementation of programs, efforts, and policies carried out to realize the vision, mission, and goals in a group or organization (Sunarka & Bakhtiar, 2019). Good work results in terms of quality and quantity achieved by a person in carrying out tasks according to the responsibilities given can affect a person's performance. Employee performance is seen from the results of an employee after they complete their work based on their abilities. How important human resources are to do the work, employees

who have skilled abilities, have great will and have high loyalty to the company are needed.

In the hospitality industry, employee performance is something that really needs to be considered. The relationship between systems within the company is a requirement for achieving an effective company that directly requires better human resource management capabilities. The hospitality industry will require professional and diligent employees to improve employee performance in providing services to guests. If employees do not have a bond with their workplace, it will have a negative impact such as frustration, decreased work enthusiasm, fatigue and boredom, unstable emotions and even worse, decreased performance productivity for the hotel itself.

In general, optimal hotel performance is influenced by internal and external factors. Internal factors in a hotel can arise from within the hotel itself, such as a decrease in employee performance in the form of physical conditions and levels of fatigue towards the tasks given. It is important to communicate this with hotel management in order to be able to synergize employee performance development, especially in the accounting department. External factors in a hotel can arise from transactions that occur outside the hotel which are usually recorded in the form of debt payments to receipt of receivables. Evidence of external transactions can be in the form of debit notes, credit notes, and invoices. It is important to communicate this with the accounting department so that the flow of making purchase orders (PO), purchases, receipt of goods is in accordance with the PO made to inputting goods into the system.

Many factors affect employee performance in a company. Employee performance can be influenced by the use of information technology, organizational citizenship behavior, and task complexity. Where these factors are very important in the sustainability of a company. Maximum employee performance can certainly make the company achieve its planned goals.

Information technology is a technology to produce relevant, strategic, accurate and timely information, for various personal, business, and government interests (Regar et al., 2018). One form of information technology is a set of computers and networks used to connect one computer to another according to the needs and facilities needed. All companies certainly need information to run their business. The use of information technology to support the company's operational activities is a primary need as one of the strategies to compete with other companies. The use and application of information technology in the business world allows companies to have high competitiveness, which then allows them to be more successful in achieving the expected benefits.

Information technology will greatly assist and facilitate human resource management in a company.

One of the results of the development of information technology that is widely used by companies to run their operational activities is the information system. Information systems as a set of interconnected components, collect, process, store, and process data to support decision making in a company. Some accounting-based information systems used in the hotel industry include Microsoft Excel, Visual Hotel Program, Rhapsody, Maximal System, UBS System, Dac Easy and others. The sustainability of a company is determined by the performance of its employees, efforts to improve employee performance are also influenced by personal abilities in mastering or using technology.

Previous research on the use of information technology on employee performance conducted by Manalu & Yadnyana (2021), Mirnasari & Suardhika (2018) stated that the use of information technology has a positive and significant effect on employee performance. This is different from the research results of Sanjaya & Putra (2024) and Aminah et al (2021) which stated that the use of information technology has a negative effect on employee performance.

Then, apart from the use of information technology, it is important to improve employee performance by giving them an understanding of the importance of Organizational Citizenship Behavior (OCB). OCB is an individual employee behavior that is voluntary, not directly recognized by the formal reward system, and overall increases the effectiveness of organizational functions (Kaswan, 2018). Employees with OCB behavior also show a high level of loyalty to their company by volunteering outside of their work. (Nahrisah Ezzah, 2019). Employees who are aware of OCB behavior will help each other if they see their coworkers having difficulty with the tasks they are working on. OCB can be said to be the willingness of employees to take on roles that exceed their main roles in a company, so it is called OCB behavior or extra roles. The behavior or extra roles of employees are beneficial for the company, because employees not only do their main tasks, but are also willing to do extra tasks, such as the willingness to work together, help each other, provide input, play an active role, and want to use their working time effectively. OCB behavior is not included in the employee's work requirements or job descriptions so that if it is not displayed, the company will not give sanctions. Thus, this behavior can provide positive results for the company, both for the company's goals itself and for the social life in the company which has a direct impact on employee performance (Marlina et al., 2020).

Previous research on OCB on employee performance conducted by Putri et al (2023) and Lay et al (2020) stated that OCB has a positive and significant effect on employee performance. This is different from the research results of Garwa & Faiza (2022) and Fitri & Endratno (2021) which stated that organizational citizenship behavior has a negative effect on employee performance.

Another factor that can affect employee performance is task complexity. In the work environment, superiors will certainly plan with subordinates to determine the tasks that must be carried out by each subordinate, and also the time needed to complete the task. Task complexity is a complex and complicated task, so that decision makers must improve their thinking skills and patience in dealing with problems in the task. (Yuniarti, 2020). The complexity of the task can make an employee inconsistent.

In such circumstances, employees are required to improve their competence according to the field of work for which they are responsible. There are two aspects of the arrangement of task complexity, namely the level of task difficulty and task structure. The level of task difficulty is always associated with the amount of information about the task, while the structure is related to the clarity of information (Hermawan, 2022). The higher the level of task difficulty obtained by employees and the greater the burden given, the lower the employee's performance.

Previous research on task complexity on employee performance conducted by Sososutiksno et al (2022), Dewi & Setiawan (2022), and Saraswati & Harahap (2019) stated that task complexity has a negative effect on employee performance. This is different from the research results of Hermawan (2022), Sunarka & Bakhtiar (2019) which stated that task complexity has a positive effect on employee performance.

This study took place at a 4-star hotel located in Badung Regency. In the Regency, there are 130 4-star hotels spread across the Seminyak and Nusa Dua areas. Where in the Regency there are more 4-star hotels compared to other areas. Therefore, the researcher chose this location as the research location. The difference between this study and previous studies lies in the research location and the variables used. In the previous study, the research location focused on only 1 hotel. While this study covers a fairly large area, namely Badung Regency.

Problems that often arise, namely based on a preliminary survey with several hotel employees, it was found that when employees do not utilize the technology provided optimally in helping to complete tasks, so that technology does not provide the right benefits. The existence of

accounting-based information technology should be used properly so that the sustainability of the company increases. In addition, the relationship between employees and the company needs to be considered. One of them is the level of assignment, the pressure given to employees certainly affects their performance. Therefore, it is important for employees to understand the use of technology in carrying out their duties in order to be able to make time efficient. The phenomenon that occurs is when receiving goods, the goods received often do not match the quantity and type of the purchasing order/daily market list and there are often price changes by the supplier without the knowledge of the purchasing and receiving departments. In addition, there are errors in inputting goods into the system. This could cause delays and additional costs.

This is related to the technology acceptance model (TAM) and attribution theory. Where TAM can be used to identify and understand the factors that influence the adoption of technology by users, so that organizations can design technology that is easier to use, more useful for users, and more in line with user needs. OCB can improve employee performance as seen from the level of employee loyalty to the company which results in the company certainly providing comfort, this is in line with attribution theory which explains behavior internally. Employee performance will decrease due to task complexity, this is in line with attribution theory which states that a person's behavior is caused by task complexity which can affect behavior such as the difficulty of tasks and the burden given to employees will make them feel stressed and hampered by the tasks being done.

Based on the phenomena that have been explained above, the researcher wants to conduct a study on the influence of the use of information technology, organizational citizenship behavior, and task complexity on employee performance. The phenomena that occur greatly motivate researchers to conduct a study entitled "The Influence of the Use of Information Technology, Organizational Citizenship Behavior, and Task Complexity on Employee Performance at 4-Star Hotels in Badung Regency."

2. RESEARCH METHODS

The research design used in this study is a quantitative associative approach. The quantitative approach according to Sugiyono (2019:16) is a research method based on the philosophy of positivism, used to research a certain population or sample, data collection using research instruments, data analysis is quantitative or statistical in nature with the aim of testing the established hypothesis. The associative approach according to Sugiyono (2019:65) is a formulation of a research problem that states the relationship between two or more variables. In this study, an associative research approach was used to examine in more depth the influence of the use of information technology, organizational citizenship behavior, and task complexity on the performance of 4-star hotel employees in Badung Regency.

The determination of the sample in this study was carried out using the non-probability sampling method. According to Sugiyono (2019:60) non-probability sampling is a method that does not provide equal opportunities/opportunities for each element or member of the population to be selected as a sample. The sampling technique used in this study was purposive sampling which is included in non-probability sampling. Purposive sampling is a sampling technique with certain considerations carried out by the researcher. This technique is used when researchers want to determine a sample for a specific purpose. The samples selected were only those considered appropriate and in accordance with the research needs so that 50 respondents were obtained in this study. Accounting department employees were used as samples in this study because according to the phenomenon described in the background, there were problems in the accounting department, specifically in the receiving and purchasing sections which disrupted hotel operational activities. The data analysis technique used descriptive statistical analysis, classical assumption tests (normality tests, multicollinearity tests, heteroscedasticity tests), and multiple linear regression analysis.

3. RESULTS AND DISCUSSION

Research Data Analysis Results

Research Instrument Test

1) Validity Test

Table 1. Validity Test Results

No	Variables	Statement Items	Correlation Coefficient	Sig	Note
1	Use of Information Technology (X1)	X1.1	0.788	0,000	<i>Valid</i>
		X1.2	0.867	0,000	<i>Valid</i>
		X1.3	0.772	0,000	<i>Valid</i>
		X1.4	0.726	0,000	<i>Valid</i>
		X1.5	0.725	0,000	<i>Valid</i>
2	<i>Organizational Citizenship Behavior</i> (X2)	X2.1	0.801	0,000	<i>Valid</i>
		X2.2	0.901	0,000	<i>Valid</i>
		X2.3	0.850	0,000	<i>Valid</i>
		X2.4	0.718	0,000	<i>Valid</i>
		X2.5	0.877	0,000	<i>Valid</i>
3	Task Complexity (X3)	X3.1	0.929	0,000	<i>Valid</i>
		X3.2	0.905	0,000	<i>Valid</i>
		X3.3	0.847	0,000	<i>Valid</i>
		X3.4	0.791	0,000	<i>Valid</i>
4	Employee Performance (Y)	Y.1	0.709	0,000	<i>Valid</i>
		Y.2	0.822	0,000	<i>Valid</i>
		Y.3	0.748	0,000	<i>Valid</i>
		Y.4	0.814	0,000	<i>Valid</i>
		Y.5	0.436	0,000	<i>Valid</i>

Source: Appendix 3, data processed 2024

2) Reliability Test

Table 2. Reliability Test Results

No	Variables	Cronbach's Alpha	Information
1.	Use of Information Technology (X1)	0.827	<i>Reliable</i>
2.	<i>Organizational Citizenship Behavior</i> (X2)	0.879	<i>Reliable</i>
3.	Task Complexity (X3)	0.876	<i>Reliable</i>
4	Employee Performance (Y)	0.758	<i>Reliable</i>

Source: Appendix 3, data processed 2024

Classical Assumption Test

1) Normality Test

Table 3. Test ResultsNormality (One-Sample Kolmogorov-Smirnov Test)

		<i>Unstandardized Residual</i>
N		50
<i>Normal Parametersa,b</i>	Mean	0.0000000
	<i>Std. Deviation</i>	1.52980957
<i>Most Extreme Differences</i>	Absolute	0.120
	Positive	0.120
	Negative	-0.111
<i>Test Statistics</i>		0.120
<i>Asymp. Sig. (2-tailed)c</i>		0.068

Source: Appendix 5, data processed 2024

2) Multicollinearity Test

Table 4. Multicollinearity Test Results

Variables	Tolerance	VIF
Use of Information Technology (X1)	0.722	1,385
Organizational Citizenship Behavior(X2)	0.856	1,169
Task Complexity (X3)	0.639	1,566

3) Heteroscedasticity Test

Table 5. Test ResultsHeteroscedasticity

Variable	Sig
Use of Information Technology (X1)	0.451
Organizational Citizenship Behavior(X2)	0.303
Task Complexity (X3)	0.070

Source: Appendix 5, data processed 2024

Descriptive Statistical Test Results

Table 6. Results of Descriptive Statistical Tests

	<i>Descriptive Statistics</i>				
	<i>N</i>	<i>Minimum</i>	<i>Maximum</i>	<i>Mean</i>	<i>Std.Deviation</i>
Use of Technology Information (X1)	50	13	25	19.14	3.28
Organizational Citizenship Behavior(X2)	50	15	25	21.44	2.89
Task Complexity (X3)	50	10	20	15.90	3.11
Employee Performance (Y)	50	14	25	19.28	2.80

Source: Appendix 6, data processed 2024

Based on Table 6, the descriptive statistics of each research variable can be described as follows.

1) Use of Information Technology (X1)

Information technology usage variable (X1) has a minimum value of 13 with a maximum value of 25, and an average value of 19.14. The average value of 19.14 is close to the maximum value, which means that respondents tend to agree with each statement item. This shows that the use of information technology is relatively high. The standard deviation of the variable for the use of information technology is 3.28, which is smaller than the average value, meaning that there is a difference in the standard value of the use of information technology compared to the average value of 3.28.

2) *Organizational Citizenship Behavior*(X2)

Organizational citizenship behavior variable (X2) has a minimum value of 15 with a maximum value of 25, and an average value of 21.44. The average value of 21.44 is close to the maximum value, which means that respondents tend to agree with each statement item. This shows that organizational citizenship behavior is classified as high. The standard deviation of the organizational citizenship behavior variable is 2.89, which is smaller than the average value, meaning that there is a difference in the standard value of organizational citizenship behavior compared to the average value of 2.89.

3) Task Complexity (X3)

Task complexity variable (X3) has a minimum value of 10 with a maximum value of 20, and an average value of 15.90. The average value of 15.90 is far from the maximum value, which means that respondents tend to disagree with each statement item. This shows that the complexity of the task is relatively low. The standard deviation of the task complexity variable is 3.11, which is smaller than the average value, meaning that there is a difference in the standard value of task complexity compared to the average value of 3.11.

4) Employee Performance (Y)

The employee performance variable (Y) has a minimum value of 14 with a maximum value of 25, and an average value of 19.28. The average value of 19.28 is close to the maximum value, which means that respondents tend to agree with each statement item. This shows that the employee's performance is relatively high. The standard deviation

of the employee performance variable is 2.80, which is smaller than the average value, meaning that there is a difference in the standard value of employee performance compared to the average value of 2.80.

Multiple Linear Regression Analysis

Table 7. Results of Multiple Linear Regression Analysis Test

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	5,297	2,717		1.95	0.05
Use of Information Technology (X1)	0.682	0.104	0.800	6.57	0.00
Organizational Citizenship Behavior(X2)	0.250	0.108	0.258	2.30	0.02
Task Complexity (X3)	-0.280	0.117	-0.310	-2.39	0.02

a. Dependent Variable: Employee Performance (Y)

Source: Appendix 7, processed data, 2024

Based on Table 7, a multiple regression equation is obtained as follows:

$$Y = 5.297 + 0.682X1 + 0.250X2 - 0.280X3 + e$$

Based on the results of multiple linear regression analysis, the meaning of the equation above is:

- 1) The constant value of 5.297 indicates that if the use of information technology (X1), organizational citizenship behavior (X2), and task complexity (X3) are equal to 0 (zero), then employee performance (Y) has a value of 5.297.
- 2) $\beta X1 = +0.682$ shows that the use of information technology has a positive direction towards employee performance, if the use of information technology increases then employee performance will increase.
- 3) $\beta X2 = +0.250$ shows that organizational citizenship behavior has a positive direction towards employee performance, if organizational citizenship behavior increases then employee performance will increase.
- 4) $\beta X3 = -0.280$ shows that task complexity has a negative direction on employee performance, if task complexity increases then employee performance will decrease.

Results of the Determination Coefficient Test (R²)**Table 8. Results of the Determination Coefficient Test**

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Model Summaryb</i> <i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	0.713a	0.508	0.476	2,031

Source: Appendix 8, primary data processed 2024

Based on the results of the determination test, the R Square value obtained was 0.508 so that it can be calculated using the following equation:

$$D = R^2 \times 100\%$$

$$D = 0.508 \times 100\% = 50.8\%$$

Thus it can be stated that the calculation of the variables of information technology use (X1), organizational citizenship behavior (X2), and task complexity (X3) toward employee performance (Y) is 50.8%, while the remainder is 48.2% influenced by other variables not included in this research model.

Simultaneous Significance Test Results (F-Test)**Table 9. Simultaneous Test Results (F-Test)**

<i>Model</i>	<i>ANOVA</i>					<i>Sig.</i>
		<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	
1	<i>Regression</i>	196,251	3	65,417	15,852	0.000b
	<i>Residual</i>	189,829	46	4,127		
	<i>Total</i>	386,080	49			

a. Dependent Variable: Employee Performance (Y)

b. Predictors: (Constant), Task Complexity (X3), Use of Information Technology (X1), Organizational Citizenship Behavior (X2)

Source: Appendix 9, data processed 2024

Based on the F-count value of 15.852 with a significance of 0.000 which is below 0.05, it can be concluded that the regression model fits the observation data so that it is suitable for use as an analysis tool to test the influence of independent variables on dependent variables.

Partial Significance Test Results (t-Test)

Table 10. Partial Test Results (t-Test)

Model	Coefficients ^a Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	5,297	2,717			1,950	0.057
Use of Technology Information (X1)	0.682	0.104	0.800		6,571	0,000
Organizational Citizenship Behavior (X2)	0.250	0.108	0.258		2,308	0.026
Task Complexity (X3)	-0.280	0.117	-0.310		-2,396	0.021

a. Dependent Variable: Employee performance (Y)

Source: Appendix 10, processed data, 2024

- 1) Based on the analysis results, a significance value of $0.000 < 0.05$ was obtained with a regression coefficient value of 0.800. These results indicate that the use of information technology has a positive and significant effect on employee performance for accounting department employees at a 4-star hotel in Badung Regency.
- 2) Based on the analysis results, a significance value of $0.026 < 0.05$ was obtained with a regression coefficient value of 0.258. These results indicate that organizational citizenship behavior has a positive and significant effect on employee performance for accounting department employees at a 4-star hotel in Badung Regency.
- 3) Based on the analysis results, a significance value of $0.021 < 0.05$ was obtained with a regression coefficient value of -0.310. These results indicate that task complexity has a negative effect on employee performance for accounting employees at a 4-star hotel in Badung Regency.

Discussion

The Influence of Information Technology Use on Employee Performance

From the results of the study, it is known that there is a positive and significant influence between the use of information technology on employee performance, so H1 is accepted. If the use of accounting-based information technology increases, employee performance will increase. Based on this, the results of this study indicate that the variable of the use of information technology can be a factor that affects the performance of accounting department employees. Information technology used in 4-star hotels, such as rhapsody, visual hotel programs, and UBS

systems, can increase speed and provide ease of work so that it has an impact on employee performance. Employees feel that the technology used is easy to adopt, this is in line with TAM on Perceived usefulness showing that usefulness and ease of use will affect individual intentions in using information technology. TAM believes that the implementation of information systems will improve individual and organizational performance. Perceived usefulness is an individual's perception of the extent to which technology can help them in carrying out their tasks or achieving their goals. Perceived usefulness is influenced by the usefulness of technology and the ability of technology to meet user needs. Utilizing information technology systems in a company is an important factor in achieving performance. The better the use of accounting information systems, the more satisfied users of the information system will be.

The results of this study are in line with research conducted by Manalu & Yadnyana (2021), Mirnasari & Suardhika (2018) which stated that the use of information technology has a positive and significant effect on employee performance. The results of this study support TAM which states that technology can affect performance based on the ability to use information technology.

The Influence of Organizational Citizenship Behavior (OCB) on Employee Performance

From the results of the study, it is known that there is a positive and significant influence between organizational citizenship behavior on employee performance, so H2 is accepted. The more OCB behavior from employees increases, the more employee performance will increase. OCB which is expressed by employee loyalty in a 4-Star Hotel, they are willing to do work outside their job description that is not in the job description, then it will be able to improve employee performance. The success of an industry is not only determined by employee behavior that is determined according to their job description (in role behavior), but also employee behavior that is outside their job description (extra-role behavior) (Anwar, 2021). Organizational Citizenship Behavior can arise from various factors in the organization, including employee job satisfaction and high organizational commitment (Darmawati, 2018). This OCB is a behavior that can be explained by attribution theory. OCB can improve employee performance as seen from the level of employee loyalty to the company which results in the company certainly providing comfort, this is in line with attribution theory which explains behavior internally. The work results of employees will be influenced by internal and external factors of the person so that attribution theory is relevant in explaining this objective because this research is related to individual

behavior.

The results of this study are in line with research conducted by Lay et al (2020), Putri et al (2023) stating that OCB has a positive and significant effect on employee performance. Based on this, it can be concluded from the results of this study that the organizational citizenship behavior variable can be a factor that influences the performance of accounting employees.

The Effect of Task Complexity on Employee Performance

From the results of the study, it is known that there is a negative influence between task complexity and employee performance, but in the results of the multiple linear regression analysis test there is a significance value of $0.02 > 0.05$ which states that H3 is accepted. This is because the more the complexity of the tasks obtained by employees, the lower the employee's performance. Complexity is interpreted as an individual who experiences difficulty in a task. This view raises the possibility that a task is difficult for someone but it may be easy for others. Someone who is faced with low task complexity will put in more effort to complete the task, where this effort will affect the resulting performance. Conversely, high task complexity reduces a person's effort in completing the task which affects the decrease in the resulting performance (Hermawan, 2022). This task complexity is a behavior that can be explained by attribution theory. Employee performance will decrease due to task complexity, this is in line with attribution theory which states that a person's behavior is caused by task complexity which can affect behavior such as the difficulty of the task and the burden given to employees will make them feel stressed and hampered by the tasks being done. The work results of employees will be influenced by internal and external factors of the person so that attribution theory is relevant in explaining this objective because this research is related to individual behavior.

The results of this study are in line with research conducted by Dewi & Setiawan (2022), Saraswati & Harahap (2019), Sososutiksno et al (2022), and (Rudyanto, 2020) stating that task complexity has a negative effect on employee performance. Based on this, it can be concluded from the results of this study that task complexity can be a factor that affects the performance of accounting employees. The higher the level of difficulty of the tasks given and the greater the burden, the lower the employee performance will be.

4. CONCLUSION

Based on the results of data analysis and discussion that have been described in the previous chapter, the researcher can draw the following conclusions:

- 1) The use of information technology has a positive impact on employee performance. This means that the increasing use of information technology will increase employee performance at 4-Star Hotels in Badung Regency. The use of information technology systems in companies makes work easier, faster and more accurate, thereby increasing performance.
- 2) *Organizational citizenship behavior* has a positive impact on employee performance. This means that the higher the organizational citizenship behavior of employees, the higher the employee performance at 4-Star Hotels in Badung Regency. High employee loyalty to the company will result in increased employee performance.
- 3) Task complexity has a negative effect on employee performance. This means that the higher the complexity of the tasks owned by employees, the lower the employee performance at 4-Star Hotels in Badung Regency. The more complex the level of the difficulty of the tasks and burdens given to employees will make them feel stressed and hinder the tasks they are working on.

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