


## The impact of work discipline on the productivity of employees at the Bumiminang Hotel Padang

### Abstract


The purpose of this study is to identify issues with employee performance and work discipline. This kind of descriptive quantitative research uses a survey method and a causal associative methodology to examine the impact of work discipline on employee performance. Forty participants in this study were chosen by purposive sampling. A Likert scale-based questionnaire that was sent using Google Form was used to collect data. The validity and reliability of the questionnaire were examined. Data analysis was done with SPSS 20.00. The study's findings suggest that the employee performance variable (average value of 3.51) and the work discipline variable (average value of 3.45) both fall into the good category. The importance of job discipline (X)

**Keywords:** Employee Performance, Work Discipline

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### BACKGROUND

Globally, the hospitality sector of the tourism business is assuming a prominent role. As per Victoria et al. (2018: 164), the tourism industry has emerged as a primary driver of worldwide economic expansion due to its numerous noteworthy advantages, including substantial foreign exchange contributions, job creation, and cultural introductions. Particularly in the Province of West Sumatra, the hotel sector is one that contributes to job growth.

Both domestic and foreign visitors can enjoy a wide range of captivating tourism attractions in West Sumatra Province, particularly in Padang City. A hotel is a type of lodging that is designed to greet and accommodate travelers, catering to their needs during their stay at the place.

A hotel is a business that offers lodging in the form of rooms in a structure that may be furnished with daily food and beverage services, entertainment options, and other amenities with the intention of turning a profit. Bumiminang Hotel Padang is one hotel that offers these services and amenities.

The efficient functioning of a hotel is largely contingent upon the significance of its human capital. A hotel's human resources must share the same objective, which is to raise hotel revenue on an annual basis. Therefore, the primary drivers of the company's success are improved performance and increased work output.

An employee's performance is the job they do to meet their objectives. Because every employee is distinct in their ability to complete tasks, performance is customized. Based on each employee's unique performance, management can evaluate the work products they produce. Mangku Negara (2014: 18) states that the amount and quality of work completed by employees in fulfilling assigned duties is included in their performance.

A clear assignment of duties and responsibilities from superiors is also necessary for an individual's success rate at work, in addition to these other considerations. In this manner, workers will make an effort to complete tasks in compliance with the operating requirements of the business. Employees that perform successfully must possess a high degree of initiative and creativity, the capacity to build cooperative connections with leaders, customers, and coworkers, as well as civility and respect for others. Employers can determine the extent of an employee's performance by measuring quality, quantity, timeliness, cost effectiveness, need for supervision, and interpersonal impact.

Every employee needs to be taught discipline because it is one of the things that affects their performance. Achieving the objectives of the business, the workforce, and society depends on discipline. Employee awareness and willingness to perform all tasks correctly is demonstrated by good discipline (Hasibuan, 2012: 198). When using discipline, a few things to take into account are being on time, using office supplies well, taking responsibility, and following business policies.

Work discipline is a significant factor influencing employee performance in addition to aptitude and motivation (Prawirosento, 2016: 9). According to Priyono (2016), self-discipline is reflected in good discipline. Many understand that discipline may be accompanied by an increase in laziness. Employee performance will rise as long as they are conscious of following company or organization policies, which is represented in work discipline. Furthermore, discipline, according to Sutrisno (2016: 89), is the conduct of an individual that conforms to written and unwritten work standards and procedures and represents attitudes, behaviors, and actions that are in line with organizational policies.

There are concerns from visitors staying at the Bumiminang Hotel Padang, based on broad observations. The receptionist documents these concerns and forwards them to the appropriate departments; but, frequently, these complaints are only kept on file at the reception desk without being passed to the appropriate operations. This occurs because the front desk receptionist frequently needs to work on other projects before finishing her duties there, which prevents her from informing the appropriate departments about visitor complaints. Visitors have expressed dissatisfaction with, among other things, the length of time visitors must wait in the lobby during lengthy check-in and check-out procedures and the delays in room service meal delivery. This illustrates how unresponsive staff members are to concerns from visitors. Furthermore, according to firsthand observation and an interview with one.

## Kajian Teoritis

### 1. Employee Performance

Performance is the outcome of an employee's efforts in carrying out his obligations in line with the assigned responsibilities, both in terms of quantity and quality of work (Mangkunegara, 2013). Performance, according to Edison, Anwar, and Komariyah (2017), is the outcome of a process that is measured over a specified length of time based on predetermined agreements or provisions. According to Sudaryono (2014), performance is a collection of actions that characterize the degree of outcomes attained by an individual in the course of carrying out their obligations and responsibilities, including both accomplishments and setbacks.

### 2. Work Discipline

Employees that are disciplined are able to adapt to company policies and procedures willingly since they are treated with respect (Hamali, 2016). Work discipline is defined as an attitude of respect, obedience, and conformity with all applicable regulations, both written and unwritten, and the willingness to carry them out and suffer consequences if they breach the assigned duties and authority, according to Sastrohadiwiryo (2013, p. 291). A worker's frequency of attendance, degree of attention, adherence to work standards, obedience to work regulations, and work ethics are all indicators that can be used to gauge their work discipline. According to Afandi (2018), work discipline is a tactic managers use to modify employee behavior and reflects the company's commitment to.

## RESEARCH METHODS

The present study employed a quantitative methodology to examine the correlation between variables. It was carried out from July to August 2024 at the Bumiminang Hotel Padang. The purpose of this study is to ascertain how employee performance at the Bumiminang Hotel Padang and work discipline relate to one another. The people that worked at the hotel made up the study's population. Purposive sampling was utilized in the study, and a sample size of 40 respondents was established using Hair's (2010) recommendations, which recommended a range of 5 to 10 × the number of indicators used. The methodology employed in this study for gathering data is the distribution of questionnaires. A questionnaire is a tool used to collect data that consists of forms with closed-ended questions on them. Respondents receive this form straight from.

## RESULTS AND DISCUSSION

### 1. Research Results

#### A. Analisis Deskripsi Variabel

##### a. Work Discipline Variables

Ten statement items that have been examined for validity and reliability make up the motivation data. Forty respondents provided answers to these questions. The study's data displays the following findings from the questionnaire responses:

**Table 1. Statistical Data of Work Discipline Variables**  
Statistics

Disiplin_Kerja		
N	Valid	40
	Missing	0
Mean		34.58
Median		34.00
Mode		34
Std. Deviation		2.791
Variance		7.789
Range		15
Minimum		27

Maximum	42
Sum	1383

Source: SPSS 20 Data Processing Results (2024)

The average score was 34.58, standard deviation was 2.791, variance was 7.789, range was 15, minimum was 27, maximum was 42, and total score (sum) was 1383. The table indicates that there were 40 participants in the study.

## b. Analysis of Employee Performance Variables

There are sixteen statement items in the visiting decision data that have undergone validity and reliability tests. Ninety responders provided answers to these questions. The study's data displays the following findings from the questionnaire responses:

**Table 2. Statistical Data of Employee Performance Variables Statistics**

Kinerja_Karyawan		
N	Valid	40
	Missing	0
Mean		38.70
Median		38.00
Mode		38
Std. Deviation		3.283
Variance		10.779
Range		17
Minimum		33
Maximum		50
Sum		1548

Source: SPSS 20 Data Processing Results (2024)

The results are displayed in a table that indicates the number of participants (40), the mean score (38.70), standard deviation (3.283), variance (10.1779), range (17), minimum (33), maximum (50), and total score (sum) (1548).

## B. Analysis Requirement Test

### a. Normality Test

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

		Unstandardized Residual
N		40
Normal Parameters <sup>a,b</sup>	Mean	0E-7
	Std. Deviation	2.56626731
	Absolute	.134
Most Extreme Differences	Positive	.134
	Negative	-.084
Kolmogorov-Smirnov Z		.851
Asymp. Sig. (2-tailed)		.464

a. Test distribution is Normal.

b. Calculated from data.

Source: SPSS, 20.00 (2024)

The findings of the work discipline variable on employee performance are normally distributed, according to the normality test, with an Asymp Sig value of 0.464 and a significance level higher than 0.05.

### b. Homogeneity Test

**Table 4. Homogeneity Test Results  
Test of Homogeneity of Variances**

X/Y			
Levene Statistic	df1	df2	Sig.
.779	1	78	.380

Source: SPSS, 20.00 (2024)

A Sig value of 0.380 is shown in the homogeneity test findings, which is higher than the significance level of 0.05. This suggests that the data most likely originates from a population with uniform variance.

**c. Linearity Test**

**Table 5. Linearity Test Results ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
KINERJA_KAR YAWAN * DISIPLIN_KERJ A	Between Groups	(Combined)	231.538	13	17.811	2.452	.025
		Linearity	163.557	1	163.557	22.516	.000
	Within Groups	Deviation from	67.981	12	5.665	.780	.666
		Linearity	188.862	26	7.264		
	Total		420.400	39			

Source: SPSS, 20.00 (2024)

The linearity test shows a substantial relationship (Sig value of 0.666 at a significance level higher than 0.05) between motivation and visiting decisions.

**C. Hypothesis Testing**

After a thorough data analysis using a simple linear regression test, the relationship between motivation (X) and visiting decisions (Y) has been established. The results of the analysis are summarized in the table below:

**Table 6. Coefficient of Determination (R Square) Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.624 <sup>a</sup>	.389	.373	2.600

a. Predictors: (Constant), DISIPLIN\_KERJA

Source: SPSS, 20.00 (2024)

According to the preceding table, where the R square value is 0.389, the work discipline variable has an effect of 38.9% on the performance of Bumiminag Hotel Padang employees, and 61.1% is influenced by other variables. The following table presents the results of the basic linear regression test:

**Table 7. Significance values ANOVA<sup>a</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	163.557	1	163.557	24.198	.000 <sup>b</sup>
1 Residual	256.843	38	6.759		
Total	420.400	39			

a. Dependent Variable: KINERJA\_KARYAWAN

b. Predictors: (Constant), DISIPLIN\_KERJA

Source: SPSS, 20.00 (2024)

The data examined fourteen statement items that have to do with motivation. The ANOVA test, with a computed F value of 24.198 and a significance level of 0.000, demonstrates a high correlation between motivation and visiting decisions. This indicates that employee performance is significantly impacted by work discipline. As a result, Ho is rejected while Ha is admitted. The table below can be used to calculate the regression coefficient between work discipline and employee performance:

**Table 8. Regression Coefficients of X Variables on Y Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	13.330	5.174		2.576	.014
DISIPLIN_KERJA	.734	.149	.624	4.919	.000

a. Dependent Variable: KINERJA\_KARYAWAN

Source: SPSS, 20.00 (2024)

According to regression study, employee performance significantly increases by 0.734 units for every unit rise in work discipline.

## D. Discussion

### a. Work Discipline

The results indicate that SPSS version 20.00 was used to analyze the data from 40 participants. It is well known that the work discipline variable often displays a good category with a value of 3.45. The frequency of attendance indication, with its lowest value of 3.31, has the lowest assessment with a sufficient category. Naturally, this should be pursued more in order to improve work discipline. Thus, it can be said that the overall level of work discipline at the Bumiminang Hotel Padang is either good or still requires improvement. (Bariyah, 2014; Hasibuan, 2012) state that operational effectiveness and service quality in hotels can be enhanced by strong discipline.

### b. Employee Performance

The results indicate that SPSS version 20.00 was used to evaluate the data from 40 participants. It is well known that the employee performance variable, with a value of 3.51, often displays a good category. Therefore, it can be concluded that Bumiminang Hotel Padang's employee performance falls within the good range. This is supported by the theory (Edy, Sutrisno, 2016; Ibrahim et al., 2021) that states that employee performance is the outcome of their labor, which is measured in terms of output, quantity, cooperation, and time spent working toward a set objective.

### c. Effect of Work Discipline on Employee Performance at Bumiminang Hotel Padang

In order to ascertain the relationship between work discipline and employee performance at the Bumiminang Hotel Padang, this study employs hypothesis testing. In this study, the hypothesis was tested using a straightforward linear regression analysis, which was completed with the aid of SPSS 20.00. The first hypothesis is accepted ( $H_0$  is rejected) based on the basic linear regression test findings, which reveal a calculated F value of 24,198 with a significance of  $0.000 < 0.05$ . This indicates that the work discipline variable may considerably explain the employee performance variable. Furthermore, the Bumiminang Hotel Padang's employee performance will rise by 0.734 for every unit of work discipline increased, according to the linear regression coefficient of 0.734 with sig  $0.000 < 0.005$ . Next, the R-square.

The Grand Inna Muara Padang Hotel's earlier research, which found a strong correlation between work discipline and staff performance, supports these findings (Melly, 2015). Workplace discipline has a big impact on how well employees perform (Azwar & Abrian, 2015). The study concludes that work discipline is significantly impacted by this research. At the Bumiminang Hotel Padang, employee performance improves with higher employee discipline.

## CONCLUSIONS AND SUGGESTIONS

### A. Conclusion

Following a review of earlier studies and discussions, the conclusions can be summed up as follows:

- Overall, the Bumiminang Hotel Padang's work discipline has a 3.45 out of 5 rating in the good category. The indication of conformity to work norms has the highest value score, while the indicator of intensity has the lowest value.
- The Bumiminang Hotel Padang personnel' overall performance is rated as good, with a score of 3.51 out of 5. the lowest value on the effectiveness indicator and the highest value on the work independence indicator.
- The effect of work discipline on employee performance at Bumiminang Hotel Padang is significantly influenced, with a R Square value of  $R^2 = 0.389$ . This indicates that, of the factors influencing employee performance at Bumiminang Hotel Padang, 38.9% are influenced by the work discipline variable, which has an effect of 38.9%.

### B. Advice

While it is anticipated that the Bumiminang Hotel Padang would boost worker productivity, a higher degree of work discipline will also be required to enable more efficient task execution. Employee performance in doing their jobs is significantly impacted by the level of discipline in everyday operations. Good discipline has a direct impact on good performance, which in turn impacts the caliber of a company's human resources.

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