

Original Research

The Effect of Work Discipline on Employee Performance at the Atanaya Hotel Kuta

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Abstract

Introduction: Discipline is a mental attitude that with awareness and conviction obeys the orders or prohibitions that exist in something because it understands very well the importance of these orders and prohibitions. The success of an organization is greatly influenced by the individual performance of its employees. Where the employee's performance is also influenced by work discipline. The problems in this study are (1) does work discipline affect the performance of employees at the Atanaya Hotel. The purposes of this study are (1) to determine and analyze the effect of work discipline on employee performance at the Atanaya Hotel, (2) to analyze the effect of work discipline on employee performance.

Methods: This study uses a descriptive quantitative approach method. Data was collected by distributing questionnaires and interviews. The sample used in this study was 47 respondents. The data were analyzed using simple linear regression analysis, determination analysis and t test with the help of the SPSS 26 program.

Keywords:

Work,
Discipline,
Employee
performance

Results: The results showed that there was a significant influence between work discipline on employee performance with a t-value of $12.556 > 2.015$ and a significant value of $0.000 < 0.05$. In this study, work discipline has a contribution value of 77.8% to employee performance, while the remaining 22.2% is influenced by variables not examined in this study.

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INTRODUCTIONS

Bali Island is one of the small islands in Indonesia's territorial waters which has a huge impact on the world of

tourism in Indonesia. Even foreigners know Bali better than Indonesia. The island of Bali has various types of tourist destinations, ranging from beaches, rice

fields, forests and lakes, waterfalls and artificial tourist areas such as tourist villages that are known worldwide. Apart from artificial tourist areas, artnalso does not escape the sight of touristswho visited Indonesia(Wulansari, 2020). The tourism sector has an important role in efforts to achieve development targets and foster national and state unity. The tourism sector plays a role as a foreign exchange earner and as an introduction to the culture of the nation and homeland. The tourism industry has an important role in providing opportunities for the emergence of various formal sectors in relation to opening up job opportunities for those who have sufficient skills and knowledge to enter the formal sector such as the hotel, restaurant and other sectors that require skills to become professional workforce.

The tourism industry, especially in Bali, continues to experience development, one example is accommodation. Accommodation providers are an important aspect of tourism activities. Therefore, many people are competing to establish an accommodation service(Irnawan & Suryawan, 2019). On March 11 2020, WHO declared that Indonesia had been infected with an outbreak of the corona virus (Covid-19).The pressure on the tourism sector caused by the disease caused by the new corona virus (Covid-19) is believed to have an impact on Bali's economy. According to the

model*modified*Gompertz, the pandemic in Indonesia will end between 9 March - 7 September 2021, meanwhile according to the logistic model, the pandemic will end between 28 August - 23 September 2020(Pratikto, 2020).With the end of the Covid-19 pandemic, the tourism industry in Indonesia is starting to revive. This can be proven by the large number of tourists, both domestic and foreign, who visit Indonesia. This is also a consideration for tourism investors to revive tourism by building hotels or other destinations.

Atanaya Hotel is a 4 star hotel, where the hotel has implemented several SOPs, one of which is work discipline. The regulations that will relate to work discipline are regulations regarding entry hours, rest hours and departure times, basic regulations for carrying out work and dealing with other work units, as well as regulations regarding what employees can and cannot do while at the hotel. . However, from the experience gained at the Atanaya Hotel, the work discipline applied is not optimal and not optimal.Creating SOPs in each department in the hotel will create good work discipline regarding employee performance, but implementing SOPs is not easy, hThis is proven by the large number of employees who arrive on time, but there are also quite a few who do not arrive on time. Based on the findings of the phenomenon at the Atanaya Kuta Hotel, the lack of

employee work discipline resulted in the hotel's condition being unstable. So a gap was found between expectations and facts of work discipline and employee performance. Considering that work discipline has quite an influence on employee performance and is important to apply in the industrial sector, this research is very important to carry out because if the above problems continue to recur without being resolved, it will have an impact on employee performance not improving.

Discipline is an attitude or behavior that shows the loyalty and obedience of a person or group of people to the rules set by the agency or organization, both written and unwritten, so that the work carried out is expected to be effective and efficient.(Winarto & Laela, 2016). Forms of discipline that is *self-imposed discipline* (discipline that arises from him) namely discipline that arises from one's own job satisfaction, so that job satisfaction also influences employee work discipline in the company, which means that if employee job satisfaction is high, the employee's discipline will also be higher. And conversely, if employee job satisfaction is low then the employee's discipline will also be low, the employee's awareness of themselves, because of their duties and obligations. So the cycle that exists within employees follows the level of employee satisfaction. Command discipline (discipline based on orders) ie This discipline arises because of

regulations or sanctions imposed within the organization. However, this discipline is discipline that does not have any intention from an employee, but is only forced and only follows existing regulations, so as not to be subject to a letter of reprimand from Human Resources (HR).(Pranitasari & Khotimah, 2021). The indicators used in this research are supervision, example, firmness and legal sanctions.

The term performance comes from the words job performance or actual performance (actual work performance or achievement achieved by a person), namely the quality and quantity of work results achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.(Sandewa, 2018). The indicators used in this research are quality, quantity, timeliness and interpersonal impact. The employee performance indicators according to Moeheriono (2009) states that there are 3 performance indicators, including operational performance, administrative performance and strategic performance. According to Kaswan (2012), employee performance indicators are quality, quantity, timeliness, cost effectiveness, need for supervision, and interpersonal impact. From the opinions of the 2 experts referred to, the researcher chose indicators from Kaswan (2012), namely quality, quantity, timeliness, cost effectiveness, need for supervision,

attendance, interpersonal impact(Safitri, 2013).

Based on previous research conducted by(Saputra, 2019)with the research title "The Influence of Work Motivation and Work Discipline on Employee Performance at the Permai Hotel Pekanbaru". The results of research based on regression analysis found that there is an influence of work motivation on employee work discipline. The correlation coefficient is positive, meaning it has a unidirectional relationship. The better the motivation an employee has, the higher the employee's work discipline. On the other hand, if the employee's work motivation is low, work discipline will also be low. Therefore, company leaders, especially Permai hotels, continue to motivate employees to improve their discipline.

The previous research was conducted by (Luthfia et al, 2019) with the research title "The Influence of work discipline on the Performance of Perum Bulog Employees, West Java Regional Division".This type of research is causal descriptive with quantitative methods. Data analysis used descriptive analysis and simple linear regression analysis. This research used a saturated sample of 69 employees of Perum BULOG West Java Regional Division as respondents. The results of this research show that work discipline has a positive and significant effect on the performance of employees of Perum BULOG, West Java Regional Division, with a t count of

8.730 which is greater than the t table of 1.998 and a significance of 0.000. The work discipline variable influences performance with a contribution of 53.2%. Based on the research results, it was concluded that work discipline had a significant effect on the performance of Perum BULOG West Java Regional Division employees with a contribution of 53.2%.

Previous research conducted by(Chotamul & Herik, 2020) with the research title "The Influence of Work Discipline on Employee Performance at CV Permata Mitra Karya, South Tangerang".The research method used in this research is Associative Descriptive with a quantitative approach, namely by describing the condition of the respondents as well as descriptions of research variables in frequency tables and percentages from the results of distributing the questionnaire using data analysis procedures. The population in this study used saturated samples. Data analysis techniques use validity tests, reliability tests, simple linear regression, correlation coefficients, coefficients of determination and significance tests. The research results show that employee perceptions for work discipline and employee performance variables are included in the "high" category. There is a strong correlation between work discipline and performance. The results of the hypothesis test show that work discipline has a positive and significant

effect on employee performance at CV. Permata Mitra Karya.

Previous research conducted by (Pradipta & Musadad, 2022) with the research title "The Influence of Work Discipline and Work Environment on Employee Performance". This research uses descriptive and verification research methods. The research results show that work discipline has a partial effect on employee performance.

In this research, there are similarities and differences with previous research. The similarities in

METHODS

In this research, the author used a quantitative approach. The research location was carried out at the Atanaya Kuta Hotel which is located on Jalan Sunset Road No.88A Kuta, Badung Regency, Bali. The research period was carried out for 5 months, starting from December 2022 to April 2023. The type of data used was quantitative data obtained from respondents' answers at the Atanaya Kuta Hotel in the form of numbers, and qualitative data in the form of numbers regarding the history of the establishment of the Atanaya Kuta Hotel. The data source used in this research is primary data, namely data regarding respondents' responses to work discipline and employee performance variables. Secondary data, namely data on the number of employees and a brief history of its establishment Atanaya Hotel Kuta. The population in this study were permanent employees of the Atanaya

this research are found in the variables used, namely work discipline, work environment and work motivation as independent variables and employee performance as the dependent variable. From the results of previous research, it can be concluded that the independent variable and the dependent variable used by the researcher have the same influence. Discipline and work motivation both have a significant influence and have a positive impact on performance.

Kuta Hotel with a population of 47 people. The sample used in this research was 47 people, so the sampling technique used in the research was using a saturated sampling technique (census sample).

In this study, a research instrument was used, namely a questionnaire. In this study, the questionnaire was tested for the level of validity and reliability of the questionnaire. Apart from that, in this research the researcher also used tools in the form of a smartphone to collect the required data and an interview guide which contained several questions related to the Atanaya Kuta Hotel. The data collection technique used in this research was by distributing questionnaires to respondents and interviews. Data obtained through distributing questionnaires will later be used as primary data, while data obtained from interviews will be used as secondary data. The technique used

to analyze the data in this research is simple linear regression analysis. Simple linear regression analysis in this research aims to measure the strength of the relationship between two variables,

RESULT

The results of the validity test show that all instrument items can be declared valid. This is proven by the results of the correlation coefficient being greater than t_{table} , namely 0.281. Thus, all points of the statement are said to be valid and suitable for use. On the results of the reliability test shows that the Cronbach's Alpha results on the work discipline variable (X) are 0.906

as well as showing the direction of the relationship between the dependent variable and the independent variable which is assisted using the SPSS 26 program.

and the employee performance variable (Y) is 0.955. So based on table 3.1 Cronbach's alpha scale according to Sujianto in (Widiyanti, 2017) the alpha value of 0.81 - 1.00 is declared very reliable, so it can be said that the results of this reliability test are included in the very reliable category and then the items in each of these variables suitable to be used as a measuring tool in research.

Table 1. Results Test Normality

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		47
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.07517231
Most Extreme Differences	Absolute	.108
	Positive	.108
	Negative	-.094
Test Statistic		.108
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Source: Data processed (2023)

Based on Table 1 show mark 2-tailed significant as big as 0.200 more big from 0.05 ($\text{sig} = 0.200 > 0.05$). This shows that the value is $>$ than the sig

level. 5%. So it can be concluded that the normality test of the research variables is normally distributed.

Table 2 Results Test Multicollinearity

Coefficients ^a							
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
		B	Std. Error	Beta			
1	(Constant)	4.305	3.083		1.396	.169	
	x	.913	.075	.876	12.173	.000	1.000

a. Dependent Variable: y

Source : Data processed (2023)

Based on Table 2 on show that the results of the tolerance value calculation show that each independent variable has a tolerance value greater than 10% (0.10). Likewise, the VIF

values are all below 10 (Raharjo, Sahid: 2021). This shows that in the regression model there is no multicollinearity between the independent variables in the regression model.

Table 3 Results Test Heteroscedasticity

Uji Glejser Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.210	2.009		2.593	.013
	x	-.072	.049	-.216	-1.482	.145

a. Dependent Variable: ABS_RES

Source : Data processed (2023)

Based on Table 3 that the sig value of the independent variable is $0.145 > 0.05$. So it can be concluded that

in this study there were no symptoms of heteroscedasticity.

Table 4 Test Regression Linear Multiple

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	3.530	3.050		.253
	x	.934	.074	.882	.000

a. Dependent Variable: y

Source : Data processed (2023)

The influence of work discipline variables (X) and employee performance variables (Y) can be determined using simple linear regression analysis. Following formula equality regressioni linear multiple:

$$Y = a + bX$$

$$Y = 3.530 + 0.924(X)$$

Mark The constant has a value of 3,530, this shows that if the independent

variable value is 0, then the dependent variable has a value of 3,530.

Coefficient X regression of 0.934 states that every increase in one score of the independent variable will increase the dependent variable by 0.934. And conversely, if the independent variable score decreases by one score, then the dependent variable is also predicted to decrease by 0.934 or 93.4%.

Table 5 Results Test Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.882 ^a	.778	.773	3.03570
a. Predictors: (Constant), x				

Source : Data processed (2023)

Based on this table, it can be seen that the correlation coefficient (R) value is 0.778, which means that the contribution of work discipline (X2) to

employee performance (Y) has an influence of 77.8%, while the remaining 22.2% is influenced by other variables. which was not examined in this study.

Table 6 Results Test Q

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	3.530	3.050		.253
	x	.934	.074	.882	.000
a. Dependent Variable: y					

Source: Data processed (2023)

Based on the T test table, the resulting work discipline variable (X) based on the T test shows that the significance value of the influence of work

discipline (X) on employee performance (Y) is the calculated t-value of 12.556 > t-table 2.015 and the significance value of 0.000 < 0.05 ,

Then H_0 is rejected and H_a is accepted. So it can be concluded that the independent variable has a positive and significant effect on the dependent variable. This means that if the independent variable increases, the dependent variable will increase.

DISCUSSION

Work Discipline Has a Significant Influence on Employee Performance

Based on the results of the T test analysis, it can be concluded that work discipline (X) has a positive and significant effect on employee performance (Y) at the Atanaya Kuta Hotel. This also answers the problem formulation that has been determined by the researcher so that hypothesis H_0 is rejected and hypothesis H_1 is accepted. Based on the research results, it is known that t_{count} is $12.556 > t_{table}$ 2.015 and sig $0.000 < 0.05$, which means that H_0 is rejected and H_a is accepted. So it can be concluded that work discipline has a partial influence on employee performance at the Atanaya Kuta Hotel. The magnitude of the influence of work discipline on employee performance at the Atanaya Kuta Hotel is 77.8% as seen from the value *adjusted R square*. The research results show that work discipline has an impact on improving employee performance at the Atanaya Kuta Hotel. Likewise, the lower the work discipline, the lower the employee's performance. This is supported by research conducted by (Chotamul & Herik, 2020), which states that work discipline has a significant effect on employee performance.

CONCLUSION AND RECCOMENDATIONS

Based on the results of the analysis and discussion, the conclusions that can be drawn are in accordance with the existing problems as follows: There is a positive and significant influence between work discipline on employee performance at the Atanaya Kuta Hotel. This is based on the determination calculation results of 77.8%, this shows that work discipline has a positive and significant effect on employee performance at the Atanaya Kuta Hotel. This means that if the independent variable increases, the dependent variable will increase.

Based on the results of the research analysis, the suggestions that can be given from this research are as follows:

- 1) For the management of the Atanaya Kuta Hotel, Employees at the Atanaya Kuta Hotel are expected to be able to create harmonious family relationships with fellow employees and also create harmonious relationships with the leadership. Apart from that, it is necessary to improve employee performance by increasing work discipline that is more conducive. Hotels also need to improve the quality of human resources in order to be able to improve the quality of performance results and Atanaya Kuta Hotel employees are expected to have an attitude of mutual respect and

mutual respect between fellow employees.

- 2) For further research, to be able to improve the quality of research on the influence of work discipline and employee performance. It is highly hoped that future researchers will be able to delve more deeply into the problems that will become research material related to work discipline and employee performance. Apart from that, further research can add independent variables such as work motivation, training and compensation.

LIMITATION

This research only focused on employee at Atanaya Kuta Hotel, on next research expected can use mixed methods which results in a better understanding of the research problem compared to using only one approach.

CONFLICT OF INTEREST

Authors disclose no conflicts of interest Related to the work in this manuscript.

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