

THE INFLUENCE OF WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT HOTEL MISILIANA RANTEPAO TORAJA UTARA

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Abstract

The aim of this study then the goal to be achieved in this study is to find out the effect of work discipline on employee performance at the Misiliana Toraja Utara hotel. The independent variable in this study is work discipline, while the dependent variable is employee performance. The total number of employees at Hotel Misiliana Rantepao Toraja Utara is 96 people, which is the population of this study, then all members of the population are used as samples, so that the sample of this study is 96 samples. The data collection techniques used were observation, questionnaires and documentation. The analysis used is descriptive analysis of percentages, simple linear regression analysis and t test. The results of the research show descriptively, that with good work discipline will give good performance.

Keywords: Discipline, Performance, Employees, Hotel Misiliana

INTRODUCTION

Employee performance is considered as what employees do and what they don't do. Employee performance involves the quality and quantity of results obtained, attendance at work, accommodation and mutual assistance in nature, and punctuality. In the opinion of Wilson Bangun (2012: 231) says "performance (performance) is the result of work achieved by someone based on job requirements (job requirements)". Job requirements are commonly referred to as work standards, namely the expected level of a particular job to be completed and compared to the goals or targets to be achieved. Every company has different work standards for its employees.

Discipline has a broad and different meaning, therefore discipline has various meanings. The word discipline comes from the Latin word *discere* which means learning, then the word discipline appears which means teaching or training. According to Malayu SP Hasibuan (2016: 193) "discipline is one's awareness and willingness to comply with all company regulations and applicable social norms". The regulations in question include absenteeism, late entry, and employee return. So this is an employee disciplinary attitude that needs to be addressed properly by the management.

Hotel Misiliana which is located at Jalan Pongtiku No. 27 Rantepao, North Toraja Rantepao South Sulawesi is a business organization, one of the main objectives of a business organization or company is to make a profit (profit oriented). Human resources are one of the important factors to achieve this goal. The importance of human resources for the company makes the need for a good human resource management for every employee.

Based on interviews with the human resources department (HRD) coordinator at the Misiliana hotel, the level of employee discipline was not optimal, so they often received reprimands, which made them sometimes unfriendly to customers. This condition will of course reduce the quality of work of employees and affect the performance of services for hotel guests of Misiliana, the absence of employees at Misiliana is often without a permit or without the approval of the hotel manager, service in the restaurant is still messy, there are frequent complaints from hotel guests about the menu served. Front office service which is the main gate of the face of the company is very important, but

there are still deficiencies, namely employees who are less communicative in conveying information to hotel guests.

Based on the background above, there are problems regarding employee performance at the Misiliana hotel related to work discipline, therefore, researchers conducted research on "the effect of work discipline on employee performance at the Misiliana hotel".

LITERATURE REVIEW AND HYPOTHESIS

Employee performance is considered as what employees do and what they don't do. Employee performance involves the quality and quantity of results obtained, attendance at work, accommodation and mutual assistance in nature, and punctuality. In the opinion of Wilson Bangun (2012: 231) says "performance (performance) is the result of work achieved by someone based on job requirements (job requirements)". Job requirements are commonly referred to as work standards, namely the expected level of a particular job to be completed and compared to the goals or targets to be achieved. Every company has different work standards for its employees.

The performance measurement according to Wilson Bangun (2012: 234) is that a job can be measured through work results (quality and quantity), efficiency, work discipline, cooperation, leadership, responsibility, creativity, honesty, skill, and loyalty. Performance is a multidimensional construct that includes many influencing factors. As the opinion expressed by Erland (Dhesty Kasim, Rantetampang AL, and Happy Lumbantobing, 2016, pp 155)

Many factors affect the performance of employees, among others, the factors of job satisfaction, communication, work experience factors, the factors of discipline, leadership factors, competency and work environment factors.

Factors that influence employee performance include: job satisfaction factors, communication, work experience factors, discipline factors, leadership factors, competence factors and work environment.

Work discipline is the implementation of management to strengthen organizational guidelines. Discipline is the sixth most important function of human resource management because the better the employee's work discipline, the higher the job reward that will be achieved. Without good work discipline, it is difficult for an organization to achieve optimal results. Discipline has a broad and different meaning, therefore discipline has various meanings. The word discipline comes from the Latin word *discere* which means learning, then the word discipline appears which means teaching or training.

According to Malayu SP Hasibuan (2016: 193) "discipline is one's awareness and willingness to comply with all company regulations and applicable social norms". The regulations in question include absenteeism, late entry, and employee return. So this is an employee disciplinary attitude that needs to be addressed properly by the management.

Discipline needs to be improved to support the smooth work of employees. Assessment of work discipline for employees of every company is needed because it will help company managers to take steps in evaluating each employee relationship between the service provided and the goals to be achieved. Discipline shows a condition or attitude of respect that exists in employees towards company rules and regulations. Punishment is needed in increasing discipline and educating employees to comply with all company regulations. Punishment must be fair and strict against all employees. Without the support of good employee discipline, it is difficult for the company to realize its goals. Furthermore, indicators of work discipline according to Muchdarsyah Sinungan (1995: 97) namely (1) Absences, employee absence data collection which is also a tool to see the extent to which the employee complies with the regulations that apply in the company. (2) Attitude and behavior, Level of adjustment (3) Responsibility, Results of consequences of an employee for the tasks assigned to him.

There are several previous studies related to this research, the elaboration of previous research is (1). Dani Muttahida (2020) The effect of work discipline and job satisfaction on the performance of the state civil apparatus in the statistical information communication service and coding of South Sulawesi province. The research data were analyzed by using multiple linear regression analysis using Statistical Product and Service Solution (SPSS). The results of the study show that work discipline (X1) and job satisfaction (X2) have a simultaneous and significant effect on improving the performance of state civil servants at the Statistics Communications and Encryption Service of South Sulawesi Province. The similarities with the research conducted by Muttahida are that they both examine employee performance. Meanwhile, the difference if this research there are two independent variables that influence the research that will be carried out only one independent variable. (2) Yulius (2019) The Influence of Work Discipline and Work Environment on Employee Performance at the Forest Area Consolidation Center Region VII Makassar. The data analysis technique used is multiple regression analysis using the IMB Statistics for Product and Service Solution (SPSS) computer program version 21. The results of this study indicate that the work discipline variable partially has a positive but not significant effect on employee performance and the work environment has a positive and significant effect on employee performance. Simultaneously discipline and work environment have a positive and insignificant effect on employee performance. The similarities with the research conducted by Yulius are that they both examine employee performance. While the difference is in the object of research. (3) Muhammad Taufiek Rio S. (2015) in his thesis entitled "The Influence of Work Discipline and Work Motivation on Employee Performance at Hotel Ros In Yogyakarta". This research is a causal associative research using a quantitative approach and the research subjects are 115 employees of Hotel Ros In Yogyakarta. The results showed that (a) the level of work discipline of Hotel Ros In Yogyakarta employees was in the moderate category (62.4%), the work motivation of Hotel Ros In Yogyakarta employees was in the moderate category (78.8%), and the performance of Hotel Ros In Yogyakarta employees in moderate category (62, 4%); (b) Work discipline has a positive and significant effect on the performance of Hotel Ros In Yogyakarta employees; (c) Work motivation has a positive and significant effect on the performance of Hotel Ros In Yogyakarta employees; (d) work discipline and work motivation have a positive and significant effect on the performance of the employees of Hotel Ros In Yogyakarta. The similarities with the research conducted by Muhammad Taufiek Rio S are that they both examine employee performance, while the difference lies in the subject and place of research.

RESEARCH METHODS

Based on the formulation of the hypothesis, the variable used in this study is the Independent Variable. The independent variable in this study is work discipline which is given the symbol (X), the Dependent Variable in this research is Employee Performance which is given the symbol (Y.)

Research design is all the processes needed in planning and conducting research, which assist researchers in collecting and analyzing data. The research design contains steps starting from the preparation stage to the stage of writing and reporting the results of the research obtained in the form of a plan that includes how to choose a problem, then conducts a preliminary study by reviewing the research location or commonly referred to as pre-research, then determines the formulation of the problem that has been completed. determined, then collect data and analyze it so that it is hoped that a conclusion will be drawn in relation to the problem under study

The population in this study were all workers at the Misiliana Hotel as many as 96 workers and the selection of the research sample used a sampling technique, namely saturated sampling. Sampling saturation is the determination of the sample on all members in one group or population, sampling saturation is the technique of determining the sample when all members of the population are used as samples. Another term for saturated sample is census, in which all members of the

population are sampled. The total number of employees at Hotel Misilian Rantepao Toraja Utara is 96 people, which is the population of this study, and then all members of the population are used as samples, so that the sample for this study is 96 samples.

Data collection techniques are the most strategic steps in research, because the main purpose of research is to get data. There are several data collection techniques in this study, namely. Document, Questionnaire

The data analysis method used is the Simple Linear Regression Analysis method.

RESEARCH RESULTS AND DISCUSSION

This chapter contains a description of the results of the research and discussion of the results of the research. This research was conducted at Hotel Misiliana Rantepao Toraja Utara to determine the effect of work discipline on employee performance. This research was conducted experimentally to determine the level of patient satisfaction with the services of puskesmas staff at the Masalle Public Health Center.

the variables of work discipline (X) and employee performance (Y) show that the Rcount value is greater than the RTable value so that it is declared valid.

The reliability test was carried out on statement items that were declared valid. A variable is said to be reliable if the answers to statements are always consistent. The method used to test the reliability of the questionnaire is to use the Cronbach alpha formula using SPSS Version 25.

the Chronbach's Alpha value is 0.866 with the number of valid statement items of 8 items, provided that the Chronbach's Alpha coefficient formula is 0.70. It can be seen that the value of Chronbach's Alpha variable X is greater than the standard provisions of the Chronbach's Alpha coefficient formula. So, it can be said that variable X is declared Reliable, which means that the statement items contained in the questionnaire can be used.

the Chronbach's Alpha value is 0.727 with the number of valid statement items of 8 items, provided that the Chronbach's Alpha coefficient formula is 0.70. It can be seen that the Chronbach's Alpha value of the Y variable is greater than the standard provisions of the Chronbach's Alpha coefficient formula. So, it can be said that the Y variable is declared Reliable, which means that the statement items contained in the questionnaire can be used.

In the results of the normality test the data is spread around the diagonal line, so that the regression model meets the normality assumption.

The results of the independent variable descriptive namely work discipline shows that of the 93 respondents obtained the highest score contained in the point of the 2nd statement "Employee on duty every time you do the job seriously" with a total score of 374, while the lowest score is in the 6th statement "In work, Employee on duty always pay attention to work procedures that have been set" with a total score of 346. This shows that employees are serious about doing work, but there are some employees who feel they have not paid much attention to work procedures that have been set.

The descriptive results of the independent variable, namely work discipline, also show that out of 93 respondents from the Work Discipline variable questionnaire, there were 23 respondents or 13 percent of the total respondents who gave a statement that Work Discipline was in the very good category, 58 respondents or 62% of the total respondents gave a statement of the Work Discipline variable. are in the good category. Based on the average obtained from 93 respondents, the total statement for work discipline was 31.39. This value is in the interval $27.2 < X \leq 33.6$ which means that the Work Discipline variable of 93 respondents at Hotel Misiliana Toraja Utara is in the good category.

The descriptive results of the dependent variable, namely employee performance, show that of the 93 respondents obtained the highest score contained in the 4th statement point "Employees on duty are able to carry out tasks in accordance with the specified targets" with a total score of 376

which is in the very high category. While the lowest score is in the 8th statement "Employee on duty have the awareness to do the task" with a total score of 350. This shows that the employee has able to carry out tasks according to the specified target, but there are some employees who feel they don't have enough awareness to do the job.

The results of the dependent variable descriptive namely employee performance It also shows that out of 93 respondents from the Employee Work Variable Questionnaire (Y), there were 17 respondents or 18.3 percent of the total respondents who stated that the Employee Performance variable was in the very good category, 67 respondents or 72% of the total respondents gave variable Employee Performance statements. (Y) is in the Good category, 8 respondents or 8.6% stated that Employee Performance (Y) is in the poor category. Based on the average obtained from 93 respondents, the total statement for the employee performance variable questionnaire (Y) was 28.48. This value was at an interval of $27.2 < X \leq 33.6$, which means that the employee performance variable (Y) of 93 respondents at Hotel Misiliana Toraja Utara was in the Good category.

From the results of a simple linear regression test the constant values and regression coefficients of work discipline variables are obtained so that a simple linear regression equation can be compiled as follows:

$$Y = 7.193 + 0.771 X$$

It can be seen from this equation that the value of the constant α is 7.193, which means that if the value of the independent variable (X) is zero then the performance independence will be worth 7.193. While the β value is positive at 0.771 indicating the magnitude of the change in the fixed variable (Y), namely employee performance will increase if the independent variable (X), namely work discipline also increases.

The results of the partial test (t-test), namely the value of tcount of the Work Discipline variable (X), is greater than the value of Tcount ($12.665 > T_{table} (1.665)$) and its significance value (sig.) is smaller than required ($0.001 < 0.05$). These results indicate that H_0 is rejected and H_1 is accepted, which means that work discipline has a significant effect on employee performance at Hotel Misiliana Toraja Utara.

This section will discuss the results of research on the effect of work discipline on employee performance at Hotel Misiliana Toraja Utara. This section will also provide answers to the formulation of the research problem which is described as follows:

From the results of calculations and analysis it is known that descriptively, based on the average obtained from 93 respondents, it is known that the total statement for work discipline is 31.39. This value is in the interval $27.2 < X \leq 33.6$, which means that the Work Discipline variable from 93 respondents at Hotel Misiliana Toraja Utara is in the good category then Based on the average obtained from 93 respondents giving a total statement for the questionnaire variable Employee Performance (Y) of 28.48. This value is in the interval $27.2 < X \leq 33.6$, which means that the employee performance variable (Y) of 93 respondents at Hotel Misiliana Toraja Utara is in the Good category. From this it is known that with good work discipline will give good performance.

From the results of simple linear regression analysis it is known that the coefficient value of the work discipline variable is positive, which means that work discipline has a positive influence on employee performance at the Misiliana Toraja Utara hotel. then from the results of the Partial Test the value of t Calculate the employee work discipline variable, namely 12.651, which is greater than the t table value of 1.665 ($n = 93, df = 91; \text{significance level } 0.05$) with a significance of 0.00, lower than 0.05. This indicates that the variable employee work discipline has a significant effect on employee performance at Hotel Misiliana Toraja Utara.

CONCLUSION

descriptively, that with good work discipline will give good performance. From the results of simple linear regression analysis it is known that the employee discipline variable has a positive effect on employee performance at Hotel Misiliana Toraja Utara and from the results of the partial t test, it is known that employee discipline has a significant effect on employee performance at Hotel Misiliana Toraja Utara.

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